



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

Date: **Thursday, November 5, 2020**

Time: **6:00 p.m. – 7:30 p.m.**

Place: via electronic means

I.	Closed Session (Board Members Only)	
A.	W&I Code §4663 and §4664	David M. Lester, Esq.
II.	Recess	
III.	General Session	
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"> 1. Approval of Board of Directors' Minutes for September 3, 2020** 2. Budget and Finance Committee** <ol style="list-style-type: none"> a. Approval of Monthly Sufficiency of Allocation Report, August 2020** b. Approval of Monthly Sufficiency of Allocation Report, September 2020** c. Approval of CalPERS Requirement for a Publicly Available Pay Schedule Effective January 1, 2021** d. Approval of Budget Amendment 	
D.	Executive Director's Report	Larry Landauer
	<ol style="list-style-type: none"> 1. 2021 Performance Contract Presentation 2. Approval of Calendar Year 2021 Performance Contract** 3. Operations Report – August 2020** 4. Operations Report – September 2020** 5. Performance Contract – August 2020** 6. Performance Contract – September 2020** 7. Employment Update 8. Hy-Lond Update 9. Housing Update 	Jack Stanton and Arturo Cazares Arturo Cazares Keli Radford Jack Stanton
E.	Community Forum***	John "Chip" Wright
F.	Executive Committee	John "Chip" Wright
	<ol style="list-style-type: none"> 1. Approval of Renewal of Board Membership for Frances Hernandez for a Three-Year Term Commencing January 1, 2021 and Ending December 31, 2024** 2. Approval of Renewal of Board Membership for Amy Jessee for a Three-Year Term Commencing January 11, 2021 and Ending January 10, 2024** 3. Approval of Renewal of Board Membership for Liza Krassner for a Three-Year Term Commencing January 11, 2021 and Ending January 10, 2024** 	
G.	Board Recruitment and Training Committee**	John "Chip" Wright
H.	Policies and Outcomes Committee**	Cliff Amsden
	<ol style="list-style-type: none"> 1. Approval of Revisions to the Conflict of Interest Policy** 2. Approval of Revisions to the Zero Tolerance Policy Regarding Abuse and Neglect of Those We Serve** 	
I.	Vendor Advisory Committee**	Tiffany Bauer
	<ol style="list-style-type: none"> 1. Approval of Vendor Advisory Committee Member David Santana as Chair of the Support Services/Allied Health Subcommittee** 2. Approval of Telehealth Support Letter Requesting that the Department of Developmental Services Allow Telehealth Services to Continue after the 	
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
IV.		Adjournment	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
September 3, 2020
Videoconference Minutes**

Board Members Present: John "Chip" Wright, Chairperson
Cliff Amsden
Marcell Bassett
Tiffany Bauer
Sylvia Delgado
Frances Hernandez
Amy Jessee
Liza Krassner
Sandy Martin
Chinh Nguyen
Fernando Peña

Board Member Absent: Meena Chockalingam
Mine Hagen

Corporate Counsel Present: David Lester, Esq.

I. General Session

Mr. Chip Wright called the meeting to order at 5:31 p.m.

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

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

Mr. Wright welcomed and introduced RCOC's two newest Board members,
Ms. Sandy Martin and Ms. Chinh Nguyen.

B. Budget and Finance Committee

In Ms. Mine Hagen's absence, Mr. Cliff Amsden reported that the Committee met, reviewed and recommends for approval all of its items on the consent calendar.

C. Consent Calendar

1. Approval of Board of Directors' Minutes for July 9, 2020
2. Budget and Finance Committee

- a. Approval of Monthly Sufficiency of Allocation Report, June 2020
- b. Approval of Monthly Sufficiency of Allocation Report, July 2020
- c. Approval of Budget Amendment B-1, Fiscal Year 2020-21
- d. Approval of Budget Amendment A-7, Fiscal Year 2019-20

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

D. Executive Director's Report

Mr. Larry Landauer's report included the following highlights:

- *Coronavirus Disease 2019 (COVID-19)*. Dr. Peter Himber, RCOC's Medical Director, presented up-to-date COVID-19 information.
- *2021 Performance Contract (PC)*. Mr. Landauer stated that Mr. Jack Stanton, RCOC's Associate Director of Housing, will present the 2021 Performance Contract at tonight's meeting. Mr. Landauer also stated that the Performance Contract reports are updated monthly and are available for review in the Board meeting packets.
- *Developmental Services (DS) Task Force*. Mr. Landauer reported that the DS Task Force workgroups continue to hold monthly meetings, which are designed to look at ways to strengthen community services. At this time, the main topic for many of the meetings continues to be COVID-19 related.

Mr. Landauer also reported that the Department of Developmental Services (DDS) issued its directive for utilizing alternative nonresidential services during the COVID-19 State of Emergency on August 31, 2020.

- *Purchase of Services (POS) Expenditures for Fiscal Year 2019-20*. Mr. Landauer reported that there is a projected surplus system-wide.
- *Person Centered Thinking (PCT)*. Mr. Landauer reported that RCOC's upcoming PCT trainings will be held virtually beginning in October 2020.
- *Employment*. Mr. Arturo Cazares, RCOC's Associate Director of Employment, reported that RCOC will host *Ask the OC Experts* videoconference conversations. The conversations will be held monthly from September 3, 2020 to June 3, 2021; they will cover various topics such as employment, affordable housing, transition into adult services and developing individual transition plans. For more information about the webinars and how to register, please visit our website at www.rcocdd.com.
- *Closure of Hy-Lond*. Ms. Keli Radford, RCOC's Director of Services and

Supports, reported on the Hy-Lond residents who currently reside outside of Orange County until their new ResCare home is ready for occupancy.

- *Housing.* Mr. Stanton reported on a new development project in the City of Anaheim. El Verano is a 54-unit apartment complex for low-income and formerly homeless seniors. RCOC will not have a specific number of units for persons served; but, it will have a separate waiting list and referral process for persons served who qualify. The developers on this project were Innovative Housing Opportunities, Inc. and Kingdom Development, Inc. The funding sources were the City of Anaheim, Boston Financial Investment Management (9% tax credit investor), U.S. Department of Housing and Urban Development project based vouchers, and CIT Group Inc.

Ms. Christina Petteruto, RCOC's General Counsel, presented the following agreement that replaces the agreement with Chelsea Investment Corporation that was approved on July 9, 2020:

1. Approval of Agreement with Cypress Village CIC, LP for Development of Ten (10) Affordable Rental Apartments (CRDP No. 1920-5)

M/S/C to approve the Agreement with Cypress Village CIC, LP for Development of Ten (10) Affordable Rental Apartments (CRDP No. 1920-5) as presented

- *Legislative and Community Awareness.* Mr. Landauer reviewed media highlights and mentioned the extensive amount of COVID-19 information on RCOC's website.

Mr. Landauer reported that RCOC will hold its annual Spotlight Awards 2020 ceremony via videoconference on Thursday, September 10, 2020 at 5:30 p.m. Ms. Michele Gile, a reporter with CBS 2 and KCAL 9 will be the host; she was also the host last year. For more information about event and register, visit our website at www.rcocdd.com.

Ms. Liza Krassner, member of RCOC's Board of Directors, announced that DDS will hold a town hall videoconference meeting on the Alternative Delivery of Nonresidential Services on Friday, September 4, 2020 from 1:30 p.m. to 3:00 p.m. American Sign Language (ASL) and Spanish interpretation will be provided. A flyer is available via the DDS website at www.dds.ca.gov.

- *Health and Wellness.* Dr. Bonnie Ivers, RCOC's Clinical Director, reported that Dr. Sam Ho, RCOC's Consulting Pharmacist, is currently evaluating and developing a revised curriculum for the *Healthy Life, Happy Life* program, which will be available virtually.

- *Transportation.* Mr. Landauer reported that California Yellow Cab is now an RCOC vendor.
- *RCOC News.* Mr. Landauer reported that RCOC also continues to conduct biweekly virtual meetings. Translation services are provided in Spanish and Vietnamese for the biweekly virtual meetings.
- *Self-Determination Program (SDP).* Mr. Landauer reported that the SDP Local Advisory Committee will meet on Monday, September 21, 2020 at 6:30 p.m. via videoconference.

E. Community Forum

Mr. Wright announced that each speaker is limited to a maximum of five minutes; thereafter, the speaker will be muted in order to provide everyone with an opportunity to speak.

Mr. Jay Connor inquired about the financial impact that COVID-19 is having on the entire regional system.

F. Executive Committee

Mr. Wright reported that the Committee did not meet in June 2020; the Committee is scheduled to meet on September 21, 2020.

G. Board Recruitment and Training

Mr. Wright reported that the Committee did not meet in June 2020; the Committee is scheduled to meet on September 14, 2020.

H. Policies and Outcomes Committee

Mr. Cliff Amsden reported that the Committee reviewed the Policy on Insurance Requirements for Providers, Policy on Information Dissemination to Persons Served, Families, Authorized Representatives, and Other Interested Parties, the Start-Up, Gap and Lag Funding Policy and the Policy on Resources Development and Procurement. Revisions are proposed for the Start-Up, Gap and Lag Funding Policy.

Mr. Amsden presented revisions to the Start-Up, Gap and Lag Funding Policy, as recommended by the Policies and Outcomes Committee.

1. Approval of Revisions to the Start-Up, Gap and Lag Funding Policy

M/S/C to approve revisions to the Start-Up, Gap and Lag Funding Policy as recommended

The next Committee meeting is scheduled for Monday, October 19, 2020.

I. Vendor Advisory Committee

Ms. Tiffany Bauer reported that the Committee last met on July 14, 2020; the Committee will meet next on September 14, 2020.

J. Peer Advisory Committee

Ms. Sylvia Delgado reported that the Committee did not meet in July 2020; the Committee will meet next on September 16, 2020.

K. Legislative and Community Awareness Report

Ms. Krassner reported that the next Committee meeting is scheduled for October 13, 2020.

L. ARCA Report

Ms. Krassner reported that ARCA's board delegates met on August 8, 2020, to discuss the ARCA Academy trainings for fiscal year 2020-21. The next meeting is scheduled for October 16, 2020.

M. Chairperson's Report

Mr. Wright thanked Mr. Landauer and the entire RCOC team for their hard work during this difficult time of COVID-19.

N. Presentation on the 2021 Performance Contract

Mr. Jack Stanton and Mr. Arturo Cazares presented the 2021 Performance Contract.

II. Adjournment

Mr. Wright adjourned the meeting at 7:20 p.m.

Sylvia Delgado, Secretary

Recorder: Sandra Lomelí

**Regional Center of Orange County
Budget & Finance Committee
Videoconference Minutes
September 3, 2020**

Committee Members Present: Cliff Amsden
Marcell Bassett
Amy Jessee
Sandy Martin
Chinh Nguyen
John “Chip” Wright

Committee Members Absent: Mine Hagen, Chair
Fernando Peña

Other Board Members Present: Sylvia Delgado

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

The meeting was called to order at 4:05 p.m.

1. Approval of Monthly Sufficiency of Allocation Report, June 2020

Ms. Marta Vasquez reported that RCOC’s projected deficit was \$9.3 million, an increase of \$1.4 million over the prior month’s projection. RCOC will have a projected surplus of \$1.2 million if all \$8.1 million of the State Plan Amendment receivables are paid.

M/S/C to approve the monthly SOAR.

2. Approval of Monthly Sufficiency of Allocation Report, July 2020

Ms. Bette Baber stated that it was early in the fiscal year and there was very little expenditure data to report. The annual Sufficiency of Allocation Report is due to DDS on December 10, 2020.

*RCOC Budget and Finance Committee Minutes
September 3, 2020*

M/S/C to approve the monthly SOAR.

3. Approval of Budget Amendment B-1, Fiscal Year 2020-21

Ms. Baber reported that DDS has allocated an additional \$152.4 million to RCOC.

M/S/C to approve the budget amendment.

4. Approval of Budget Amendment A-7, Fiscal Year 2019-20

DDS is still working on the A-7 amendment. It will include allocations for COVID-19 related expenditures.

M/S/C to approve the budget amendment.

The meeting adjourned at 4:46 p.m.

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

ACTION X
ACTION/CONSENT
DISCUSSION
INFO ONLY

DATE: November 5, 2020
TO: Board of Directors
FROM: Budget and Finance Committee
SUBJECT: **Approval of Monthly Sufficiency of Allocation Report, August 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: October 27, 2020

To: Board of Directors

From: Budget and Finance Committee

Subject: Highlights – August 2020 Sufficiency of Allocation Report (SOAR)

Purchase of Services (POS)

The annual Sufficiency of Allocation Report (SOAR) for fiscal year 2020-21 is due to the Department of Developmental Services on December 10, 2020.

The factors that will increase expenditures significantly in this fiscal year are as follows:

- the continuation of minimum wage increases effective every year from January 1, 2016 to January 1, 2020,
- the new minimum wage increase effective January 1, 2021,
- the continuation of supplemental rate increases effective January 1, 2020, and
- the 492 persons served who will graduate from school to regional center-funded adult day programs.

The biggest and somewhat unpredictable variable in projecting RCOC's expenditures is 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 were the direct result of COVID-19 until August 31, 2020. Effective September 1, 2020, DDS authorized payment for Alternative Service, which is intended to meet the needs of the persons served, sustain the developmental services provider network and continue receipt of federal reimbursement. Unlike retainer (absence) payments, Alternative Service requires the vendor to complete more processes prior to billing. It is unknown at this time how successful Alternative Service will be in meeting the needs of persons served and how long the Centers for Medicare & Medicaid will approve Alternative Service.

Year to date, RCOC's caseload has decreased by 85 persons for an annualized caseload decline of 1.5%; the regional center system decreased by 2,698 persons for an annualized caseload decline of 0.5%.

Operations

RCOC will be within budget for both Operating Expense and Personal Services. They both appear to exceed the allocation because RCOC makes annual payments for insurance, including Workers' Compensation, and the CalPERS unfunded liability payment. RCOC's unfunded liability payment to CalPERS for fiscal year 2020-21 was \$1.6 million; that payment alone adds \$9.6 million to RCOC's "run rate." A footnote was added to the monthly SOAR to explain this.

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

PURCHASE OF SERVICE	A	B	C	D	E	F	G	H
	B-1 ALLOCATION	ACTUAL SPENT YEAR TO DATE	PROJECTED EXPENDITURES AT "RUN RATE"	SOAR PROJECTED EXPENDITURES (n/a)	(column A-D)/A %	(column A-D) AMOUNT YEAR TO DATE	CHANGE FROM PRIOR MO. REPORTED	SPENT PRIOR YEAR
(1) Licensed Residential Care	\$142,573,094	\$24,497,300	\$148,503,144	\$0	n/a	n/a	n/a	\$121,857,345
(2) Day Care	3,137,019	415,692	3,017,460	0	n/a	n/a	n/a	2,845,457
(3) Day Training	70,688,786	10,678,257	66,652,608	0	n/a	n/a	n/a	64,262,533
(4) Habilitation	8,707,502	1,253,935	8,071,224	0	n/a	n/a	n/a	8,452,478
(5) Transportation	20,365,978	1,737,466	17,374,660	0	n/a	n/a	n/a	13,528,866
(6) Respite	36,259,229	5,085,174	39,144,333	0	n/a	n/a	n/a	33,173,627
(7) Supported Living	47,451,852	7,416,608	44,976,324	0	n/a	n/a	n/a	42,026,208
(8) Non-medical	14,061,621	2,511,055	15,066,330	0	n/a	n/a	n/a	14,028,167
(9) Medical	5,338,053	1,227,393	7,364,358	0	n/a	n/a	n/a	5,572,842
(10) Other	101,720,475	14,998,023	92,689,085	0	n/a	n/a	n/a	92,473,159
(11) Early Start (Age 0-3)	27,415,310	3,638,633	23,066,964	0	n/a	n/a	n/a	27,415,310
(12) Community Placement Plan	1,888,106	0	0	0	n/a	n/a	n/a	5,201,710
(13) Purchase of Service Total	479,607,025	73,459,536	465,926,490	0	0%	0	0	430,837,702
OPERATIONS								
(14) Operating Expense (Gross)	7,600,000	1,717,678	10,306,065	7,600,000	0%	0	0	6,550,972
(15) Less Interest Income and SPA Fees	-300,000	-24,571	-147,423	-300,000	0%	0	0	-363,356
(16) Operating Expense (Net)	7,300,000	1,693,107	10,158,642	7,300,000	0%	0	0	6,187,616
(17) Personal Services	41,889,084	7,315,006	43,890,037	41,889,084	0%	0	0	37,466,345
(18) Family Resource Center/Services	269,299	2,401	14,408	269,299	0%	0	0	190,842
(20) Operations Total	49,458,383	9,010,514	54,063,086	49,458,383	0%	0	0	43,844,802
(21) Total	\$529,065,408	\$82,470,050	\$519,989,576	\$49,458,383	0%	\$0	\$0	\$474,682,504

* 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.

*** Operating Expense and Personal Services appear to exceed the allocation due to annual payments for insurance and the CalPERS unfunded liability.

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

ASSETS	GENERAL FUND	CUSTODIAL FUND
CURRENT ASSETS		
Petty cash	\$300.00	
Checking	20,351,216.85	
Savings	25,136.53	\$397,579.98
Money market	0.00	
Payroll	238,174.17	
Donations	170,993.42	
Unemployment	571,243.41	
Certificate of deposit	0.00	
	-----	-----
Total current assets	21,357,064.38	397,579.98
	-----	-----
RECEIVABLES		
State claim	63,142,156.60	
Client support revenue	178,679.20	37,241.70
Due from State - prior years	110,213,417.72	
Due from ICF - ICF Supplemental Services	6,758,076.92	
	-----	-----
Total receivables	180,292,330.44	37,241.70
	-----	-----
PREPAID ITEMS		
Deposits	289,582.86	
Prepaid expense	0.00	
	-----	-----
Total prepaid items	289,582.86	0.00
	-----	-----
OTHER ASSETS		
Tenant improvements	467,122.64	
Building acquisition	63,613.98	
	-----	-----
Total other assets	530,736.62	0.00
	-----	-----
TOTAL ASSETS	\$202,469,714.30	\$434,821.68
	=====	=====
LIABILITIES AND FUND BALANCES		
LIABILITIES		
Accounts payable	\$23,571,827.85	\$178,679.20
Due to State - ICF Supplemental Services	52,522.57	
Loans payable	0.00	
Cash advance	178,103,127.05	
Unemployment insurance	571,243.41	
	-----	-----
Total liabilities	202,298,720.88	178,679.20
	-----	-----
FUND BALANCES		
General	0.00	
Donations	170,993.42	
Custodial		256,142.48
	-----	-----
TOTAL LIABILITIES AND FUND BALANCES	\$202,469,714.30	\$434,821.68
	=====	=====

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

Beginning Balance		\$171,338.42
Donations	\$0.00	
Loan Payments	355.00	
Interest	0.00	
Disbursements:		
Security deposit	-\$500.00	
Personal expenses	<u>-200.00</u>	
Subtotal Disbursements	<u>-700.00</u>	
Net Increase (Decrease)		<u>-345.00</u>
Ending Balance		<u><u>\$170,993.42</u></u>

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

ACTION X
ACTION/CONSENT
DISCUSSION
INFO ONLY

DATE: November 5, 2020
TO: Board of Directors
FROM: Budget and Finance Committee
SUBJECT: **Approval of Monthly Sufficiency of Allocation Report, September 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: October 27, 2020

To: Board of Directors

From: Budget and Finance Committee

Subject: Highlights – September 2020 Sufficiency of Allocation Report (SOAR)

Purchase of Services (POS)

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- the continuation of supplemental rate increases effective January 1, 2020, and
- the 492 persons served who will graduate from school to regional center-funded adult day programs.

The biggest and somewhat unpredictable variable in projecting RCOC's expenditures is 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 were the direct result of COVID-19 until August 31, 2020. Effective September 1, 2020, DDS authorized payment for Alternative Service, which is intended to meet the needs of the persons served, sustain the developmental services provider network and continue receipt of federal reimbursement. Unlike retainer (absence) payments, Alternative Service requires the vendor to complete more processes prior to billing. It is unknown at this time how successful Alternative Service will be in meeting the needs of persons served and how long the Centers for Medicare & Medicaid will approve Alternative Service.

Year to date, RCOC's caseload has decreased by 85 persons for an annualized caseload decline of 1.5%; the regional center system decreased by 2,698 persons for an annualized caseload decline of 0.5%.

Operations

RCOC will be within budget for both Operating Expense and Personal Services. Operating Expense appears to exceed the allocation because RCOC makes annual payments for insurance, including Workers' Compensation. A footnote was added to the monthly SOAR to explain this.

**Monthly Sufficiency of Allocation Report
As of September 30, 2020**

	A	B	C	D	E	F	G	H
PURCHASE OF SERVICE	B-1 ALLOCATION	ACTUAL SPENT YEAR TO DATE	PROJECTED EXPENDITURES AT "RUN RATE"	SOAR PROJECTED EXPENDITURES (n/a)	VARIANCE			SPENT PRIOR YEAR
					(column A-D)/A %	(column A-D) AMOUNT	CHANGE FROM PRIOR MO. REPORTED	
(1) Licensed Residential Care	\$142,573,094	\$33,859,960	\$146,560,519	\$0	n/a	n/a	n/a	\$121,857,345
(2) Day Care	3,137,019	545,872	2,601,758	0	n/a	n/a	n/a	2,845,457
(3) Day Training	70,688,786	14,392,469	64,713,797	0	n/a	n/a	n/a	64,262,533
(4) Habilitation	8,707,502	1,387,086	7,572,932	0	n/a	n/a	n/a	8,452,478
(5) Transportation	20,365,978	1,804,814	17,326,214	0	n/a	n/a	n/a	13,528,866
(6) Respite	36,259,229	5,085,174	39,144,333	0	n/a	n/a	n/a	33,173,627
(7) Supported Living	47,451,852	10,398,115	44,635,291	0	n/a	n/a	n/a	42,026,208
(8) Non-medical	14,061,621	3,012,140	15,118,903	0	n/a	n/a	n/a	14,028,167
(9) Medical	5,338,053	1,825,024	7,300,096	0	n/a	n/a	n/a	5,572,842
(10) Other	101,720,475	15,070,238	90,421,428	0	n/a	n/a	n/a	92,473,159
(11) Early Start (Age 0-3)	27,415,310	4,851,260	22,128,250	0	n/a	n/a	n/a	27,415,310
(12) Community Placement Plan	1,888,106	0	0	0	n/a	n/a	n/a	5,201,710
(13) Purchase of Service Total	479,607,025	92,232,152	457,523,521	0	0%	0	0	430,837,702
OPERATIONS								
(14) Operating Expense (Gross)	7,600,000	2,171,853	8,687,413	7,600,000	0%	0	0	6,550,972
(15) Less Interest Income and SPA Fees	-300,000	-35,378	-141,511	-300,000	0%	0	0	-363,356
(16) Operating Expense (Net)	7,300,000	2,136,476	8,545,903	7,300,000	0%	0	0	6,187,616
(17) Personal Services	41,889,084	10,039,016	40,156,065	41,889,084	0%	0	0	37,466,345
(18) Family Resource Center/Services	269,299	3,364	13,456	269,299	0%	0	0	190,842
(19) Operations Total	49,458,383	12,178,856	48,715,424	49,458,383	0%	0	0	43,844,802
(20) Total	\$529,065,408	\$104,411,008	\$506,238,944	\$49,458,383	0%	\$0	\$0	\$474,682,504

* 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.

*** Operating Expense appears to exceed the allocation due to annual payments for insurance.

STATEMENT OF ASSETS, LIABILITIES AND FUND BALANCES
AS OF SEPTEMBER 30, 2020

ASSETS	GENERAL FUND	CUSTODIAL FUND
CURRENT ASSETS		
Petty cash	\$300.00	
Checking	390,629.59	
Savings	64,740.92	\$387,383.40
Money market	0.00	
Payroll	238,356.66	
Donations	170,925.67	
Unemployment	571,266.81	
Certificate of deposit	0.00	
	-----	-----
Total current assets	1,436,219.65	387,383.40
	-----	-----
RECEIVABLES		
State claim	79,668,666.81	
Client support revenue	188,071.23	32,674.86
Due from State - prior years	111,659,202.43	
Due from ICF - ICF Supplemental Services	6,332,698.59	
	-----	-----
Total receivables	197,848,639.06	32,674.86
	-----	-----
PREPAID ITEMS		
Deposits	289,582.86	
Prepaid expense	0.00	
	-----	-----
Total prepaid items	289,582.86	0.00
	-----	-----
OTHER ASSETS		
Tenant improvements	467,122.64	
Building acquisition	63,613.98	
	-----	-----
Total other assets	530,736.62	0.00
	-----	-----
TOTAL ASSETS	\$200,105,178.19	\$420,058.26
	=====	=====
LIABILITIES AND FUND BALANCES		
LIABILITIES		
Accounts payable	\$21,207,336.09	\$188,071.23
Due to State - ICF Supplemental Services	52,522.57	
Loans payable	0.00	
Cash advance	178,103,127.05	
Unemployment insurance	571,266.81	
	-----	-----
Total liabilities	199,934,252.52	188,071.23
	-----	-----
FUND BALANCES		
General	0.00	
Donations	170,925.67	
Custodial		231,987.03
	-----	-----
TOTAL LIABILITIES AND FUND BALANCES	\$200,105,178.19	\$420,058.26
	=====	=====

REGIONAL CENTER OF ORANGE COUNTY
BRIAN'S FUND
SEPTEMBER 30, 2020

Beginning Balance		\$170,993.42
Donations	\$0.00	
Loan Payments	735.00	
Interest	21.54	
Disbursements:		
Security deposit	-\$500.00	
Moving expenses	-324.29	
Subtotal Disbursements	<u>-824.29</u>	
Net Increase (Decrease)		<u>-67.75</u>
Ending Balance		<u><u>\$170,925.67</u></u>

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

ACTION X
ACTION/CONSENT
DISCUSSION
INFO ONLY

DATE: November 5, 2020

TO: Board of Directors

FROM: Budget and Finance Committee

SUBJECT: **Approval of CalPERS Requirement for a Publicly Available Pay Schedule Effective January 1, 2021**

BACKGROUND:

Effective August 10, 2011, the California Code of Regulations, Title 2, Section 570.5, requires California Public Employees' Retirement System's (CalPERS's) employers to have pay rates approved by the employer's governing body and pay schedules publicly available. Since February 2, 2011, RCOC has posted its pay schedule on its website and the Board last approved the pay schedule at its meeting on March 5, 2020.

REASON FOR CURRENT ITEM:

The attached salary schedule reflects a 7.69% increase to the minimum hourly rate for the salary ranges of Peer Advocate and Service Coordinator. These increases are due to the 7.69% increase in the California minimum wage from \$13 to \$14 per hour effective January 1, 2021, which increases the minimum exempt salary from \$54,080 to \$58,240. In addition, RCOC is increasing the minimum hourly rate for Lead Service Coordinator from \$27.95 to \$28.00.

FISCAL IMPACT:

\$249,870 in fiscal year 2020-21; \$499,741 in fiscal year 2021-22.

RECOMMENDATION:

That the Board approve the salary schedule for RCOC's employees effective January 1, 2021.

		Minimum	Midpoint	Maximum	Comments
EXECUTIVE DIRECTOR	HR	96.19	107.19	118.18	No change
	BW	7,695.41	8,574.97	9,454.54	
	MO	16,673.38	18,579.11	20,484.83	
	YR	200,080.61	222,949.27	245,817.94	
MEDICAL DIRECTOR PHYSICIAN	HR	66.73	85.91	105.10	No change
	BW	5,338.05	6,873.13	8,408.21	
	MO	11,565.77	14,891.77	18,217.78	
	YR	138,789.22	178,701.29	218,613.36	
CHIEF FINANCIAL OFFICER GENERAL COUNSEL	HR	66.73	81.73	96.73	No change
	BW	5,338.05	6,538.13	7,738.22	
	MO	11,565.77	14,165.95	16,766.14	
	YR	138,789.22	169,991.43	201,193.63	
CONSULTING PHARMACIST DIRECTOR: Clinical, HR, IT Services and Supports	HR	56.72	66.81	76.90	No change
	BW	4,537.20	5,344.59	6,151.98	
	MO	9,830.61	11,579.95	13,329.30	
	YR	117,967.29	138,959.42	159,951.54	
MANAGER, AREA ASSOCIATE DIRECTOR: Employment, Finance, Housing, IT	HR	42.53	49.57	56.62	No change
	BW	3,402.08	3,965.68	4,529.29	
	MO	7,371.17	8,592.32	9,813.47	
	YR	88,453.99	103,107.79	117,761.59	
MANAGER: Nursing PSYCHOLOGIST, THERAPIST: Occupational, Physical Speech	HR	41.57	48.97	56.36	No change
	BW	3,325.45	3,917.20	4,508.96	
	MO	7,205.14	8,487.27	9,769.41	
	YR	86,461.65	101,847.29	117,232.93	
CHIEF COUNSELOR, CONTROLLER ADMINISTRATOR, MANAGER: Custodian of Records, Fair Hearings, Network Risk, Safety Net and Resource Development	HR	34.44	40.01	45.59	No change
	BW	2,755.37	3,201.19	3,647.00	
	MO	5,969.96	6,935.90	7,901.84	
	YR	71,639.57	83,230.83	94,822.08	
CLERK TO THE BOARD MANAGER: Family Support/Comm. Outreach NURSE CONSULTANT, PCT COOR. SPECIALIST: Federal Programs and Benefits	HR	35.85	40.27	44.69	No change
	BW	2,867.91	3,221.61	3,575.30	
	MO	6,213.80	6,980.15	7,746.49	
	YR	74,565.65	83,761.77	92,957.89	
BCBA Masters	HR	35.60	40.01	44.41	No change
	BW	2,848.28	3,200.67	3,553.07	
	MO	6,171.27	6,934.79	7,698.32	
	YR	74,055.25	83,217.52	92,379.78	
AREA SUPERVISOR, RESOURCE GROUP LEADER, MANAGER: Accounting, IT PROGRAMMER ANALYST, TRAINING COORDINATOR	HR	28.13	35.42	42.72	No change
	BW	2,250.06	2,833.84	3,417.62	
	MO	4,875.12	6,139.98	7,404.84	
	YR	58,501.48	73,679.75	88,858.02	
COORDINATOR: Lead Service Federal Programs and Benefits	HR	28.00	34.96	39.81	Minimum increased from \$27.95 to \$28.00
	BW	2,240.00	2,796.50	3,185.00	
	MO	4,853.33	6,059.08	6,900.83	
	YR	58,240.00	72,709.00	82,810.01	
SERVICE COORDINATOR, HCBS COOR. ACCOUNTANT, ACCOUNTING SUP. CULTURAL SPECIALIST/COMM. OUT. EXECUTIVE LIAISON; HR SPECIALIST	HR	28.00	32.52	37.03	Minimum increased from \$26 to \$28
	BW	2,240.00	2,601.40	2,962.79	
	MO	4,853.33	5,636.36	6,419.38	
	YR	58,240.00	67,636.28	77,032.57	
ASSOCIATE PROGRAMMER ANALYST COORDINATOR: IT, Quality Assurance, Systems	HR	22.75	27.42	32.08	No change
	BW	1,819.94	2,193.21	2,566.48	
	MO	3,943.21	4,751.96	5,560.70	
	YR	47,318.54	57,023.46	66,728.38	
COORDINATOR: Fiscal, SIR, Vendor SPECIALIST: HRG, Intake	HR	21.38	23.65	25.92	No change
	BW	1,710.21	1,891.72	2,073.23	
	MO	3,705.46	4,098.72	4,491.99	
	YR	44,465.46	49,184.68	53,903.90	
COORDINATOR: Community Resources, Fair Hearing, Imaging, Operations, Support Services SPECIALIST: IT	HR	19.37	21.00	22.63	No change
	BW	1,549.69	1,680.13	1,810.58	
	MO	3,357.65	3,640.29	3,922.92	
	YR	40,291.84	43,683.47	47,075.09	
TECHNICIAN: Accounting, Area, IT, Intake Scanning, Technical Assistant, Receptionist Account Clerk	HR	15.54	17.77	20.01	No change
	BW	1,243.07	1,421.96	1,600.84	
	MO	2,693.31	3,080.90	3,468.50	
	YR	32,319.74	36,970.85	41,621.95	
PEER ADVOCATE Office Aide	HR	14.00	14.50	15.00	Minimum hourly wage increased from \$13 to 14; maximum increased \$13.72 to \$14.00.
	BW	1,120.00	1,160.00	1,200.00	
	MO	2,426.67	2,513.33	2,600.00	
	YR	29,120.00	30,160.00	31,200.00	

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

DATE: November 5, 2020

TO: Board of Directors

FROM: Larry Landauer
Executive Director

ACTION	X
ACTION/CONSENT	
DISCUSSION	
INFO ONLY	

SUBJECT: **Approval of Calendar Year 2021 Performance Contract**

BACKGROUND:

The Welfare and Institutions Code, §4629, requires the development of an annual Performance Contract between the Department of Developmental Services (DDS) and regional centers. A draft of the 2021 Performance Contract has been presented at public meetings conducted by RCOC's staff.

REASON FOR CURRENT ITEM:

Each regional center's Performance Contract must be approved by the center's Board of Directors prior to submission to DDS (see attachment).

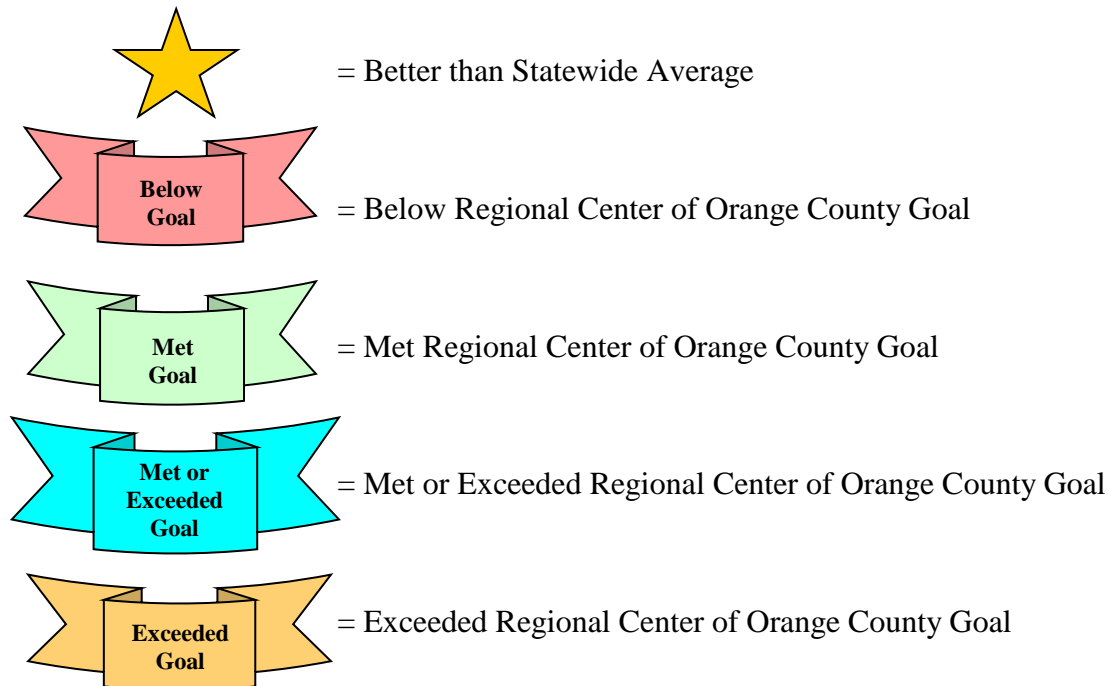
FISCAL IMPACT:

To the extent that a proposed contract objective requires additional Operations or Purchase of Service funds, RCOC must reallocate resources within its existing budget. The Department does not allocate additional funds when Performance Contract objectives are met.

RECOMMENDATION:

That the Board approve the Calendar Year 2021 Performance Contract as presented.

Performance Contract 2021 Cover Sheet



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 2021

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	99.70%
Intake/Assessment and IFSP (0-2)	100.00%
IPP development biennial	Annual, 99.46 %
IFSP development	85.30%

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	0.08%	353,922	266			
RCOC Public Hearing 8/19/20	0.03%	22,370	7	Goal	%	# Attained
RCOC 10/01/20	0.04%	22,329	8	0	0.04%	-8
Analysis as of Public Hearing	RCOC % of DD population		6.32%	RCOC % of DC population		2.63%

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 Resource Development Plan for FYs 2018-2019 and 2019-2020.

Progress: In FY 2019-2020, RCOC moved the last persons served from Fairview Developmental Center into the community. The remaining individuals are served at Porterville Developmental Center where they remain for competency issues. During Public Meetings in August 2020, RCOC had 7 persons served, or 0.03%, in Developmental Centers.

Number of Persons Served Residing DCs



	Total Active Caseload	Goal	DC	%	Number Attained
Jan-21		0			
Feb-21		0			
Mar-21		0			
Apr-21		0			
May-21		0			
Jun-21		0			
Jul-21		0			
Aug-21		0			
Sep-21		0			
Oct-21		0			
Nov-21		0			
Dec-21		0			





Performance Contract 2021

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.

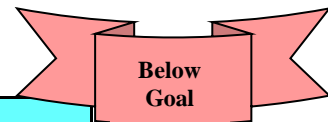
Objectives: Service Coordinators continue to identify, publicize and facilitate access to supports and services for children with developmental disabilities who are considered at risk for out-of-home placement. RCOC will hold an annual presentation on supports and services for persons served including 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 234, or 2.23%, children in foster homes.

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

	Percentage	All children	Children in FH	Goal	%	# Attained
Statewide Average	2.77%	178,127	4,938			
RCOC Public Hearing 8/19/20	2.23%	10,502	234			
RCOC 10/01/20	2.28%	10,357	236	245	2.28%	-9
Analysis as of Public Hearing	RCOC % of DD population	5.90%	RCOC % of FH population	4.74%		



	Total Children Status 1&2	Goal	Children in Foster Homes	%	Number Attained
Jan-21		245			
Feb-21		245			
Mar-21		245			
Apr-21		245			
May-21		245			
Jun-21		245			
Jul-21		245			
Aug-21		245			
Sep-21		245			
Oct-21		245			
Nov-21		245			
Dec-21		245			



Progress: B. During public meetings, RCOC had 10,202, or 97.14%, 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	96.71%	178,127	172,258			
RCOC Public Hearing 8/19/20	97.14%	10,502	10,202			
RCOC 10/01/20	97.12%	10,357	10,059	10,350	97.12%	-291
Analysis as of Public Hearing	RCOC % of DD population	5.90%	RCOC % of FH population	5.92%		



	Total Children Status 1&2	Goal	Children in own home Parent/Guardian	%	Number Attained
Jan-21		10,350			
Feb-21		10,350			
Mar-21		10,350			
Apr-21		10,350			
May-21		10,350			
Jun-21		10,350			
Jul-21		10,350			
Aug-21		10,350			
Sep-21		10,350			
Oct-21		10,350			
Nov-21		10,350			
Dec-21		10,350			

Progress: C. During public meetings, RCOC had 10,436, or 99.37%, 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	99.48%	178,127	177,196			
RCOC Public Hearing 8/19/20	99.37%	10,502	10,436			
RCOC 10/01/20	99.40%	10,357	10,295	10,595	99.40%	-300
Analysis as of Public Hearing	RCOC % of DD population	5.90%	RCOC % of FH population	5.89%		



	Total Children Status 1&2	Goal	Total Number Children in Homes	%	Number Attained
Jan-21		10,595			
Feb-21		10,595			
Mar-21		10,595			
Apr-21		10,595			
May-21		10,595			
Jun-21		10,595			
Jul-21		10,595			
Aug-21		10,595			
Sep-21		10,595			
Oct-21		10,595			
Nov-21		10,595			
Dec-21		10,595			



Performance Contract 2021

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 101, or 0.85%, 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	0.93%	175,529	1,638			
RCOC Public Hearing 8/19/20	0.85%	11,861	101			
RCOC 10/01/20	0.87%	11,964	104	109	0.87%	-5
Analysis as of Public Hearing	RCOC % of DD population	6.76%	RCOC % of FH population	6.17%		



	Total Adults Status 2	Goal	Adults in FHA	%	Number Attained
Jan-21		109			
Feb-21		109			
Mar-21		109			
Apr-21		109			
May-21		109			
Jun-21		109			
Jul-21		109			
Aug-21		109			
Sep-21		109			
Oct-21		109			
Nov-21		109			
Dec-21		109			



Progress: B. During public meetings, RCOC had 894, or 7.54%, 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	10.06%	175,529	17,660			
RCOC Public Hearing 8/19/20	7.55%	11,434	863			
RCOC 10/01/20	7.42%	11,964	888	899	7.42%	-11
Analysis as of Public Hearing	RCOC % of DD population	6.51%	RCOC % of FH population	4.89%		



	Total Adults Status 2	Goal	Adults in Independent Living	%	Number Attained
Jan-21		899			
Feb-21		899			
Mar-21		899			
Apr-21		899			
May-21		899			
Jun-21		899			
Jul-21		899			
Aug-21		899			
Sep-21		899			
Oct-21		899			
Nov-21		899			
Dec-21		899			

Progress: C. During public meetings, RCOC had 7,883, or 66.46%, 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	64.98%	175,529	114,052			
RCOC Public Hearing 8/19/20	66.46%	11,861	7,883			
RCOC 10/01/20	66.90%	11,964	8,004	8,250	66.90%	-246
Analysis as of Public Hearing	RCOC % of DD population	6.76%	RCOC % of FH population	6.91%		



	Total Adults Status 2	Goal	Adults Residing Own Home - Parent	%	Number Attained
Jan-21		8,250			
Feb-21		8,250			
Mar-21		8,250			
Apr-21		8,250			
May-21		8,250			
Jun-21		8,250			
Jul-21		8,250			
Aug-21		8,250			
Sep-21		8,250			
Oct-21		8,250			
Nov-21		8,250			
Dec-21		8,250			

Progress: D. During public meetings, RCOC had 488, or 4.11%, 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	5.28%	175,529	9,260			
RCOC Public Hearing 8/19/20	4.11%	11,861	488	508	4.13%	-14
RCOC 10/01/20	4.13%	11,964	494			
Analysis as of Public Hearing	RCOC % of DD population	6.76%	RCOC % of FH population	5.27%		



	Total Adults Status 2	Goal	Adults Residing Supported Living	%	Number Attained
Jan-21		508			
Feb-21		508			
Mar-21		508			
Apr-21		508			
May-21		508			
Jun-21		508			
Jul-21		508			
Aug-21		508			
Sep-21		508			
Oct-21		508			
Nov-21		508			
Dec-21		508			

Progress: E. During public meetings, RCOC had 9366, or 78.96%, 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	81.25%	175,529	142,610			
RCOC Public Hearing 8/19/20	78.96%	11,861	9,366			
RCOC 10/01/20	79.32%	11,964	9,490	9,766	79.32%	-276
Analysis as of Public Hearing	RCOC % of DD population	6.76%	RCOC % of FH population	6.57%		



	Total Adults Status 2	Goal	Total Number Adults in Home Settings	%	Number Attained
Jan-21		9,766			
Feb-21		9,766			
Mar-21		9,766			
Apr-21		9,766			
May-21		9,766			
Jun-21		9,766			
Jul-21		9,766			
Aug-21		9,766			
Sep-21		9,766			
Oct-21		9,766			
Nov-21		9,766			
Dec-21		9,766			

Performance Contract 2021

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 2, or 0.02%, 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	0.02%	178,127	28			
RCOC Public Hearing 8/19/20	0.02%	10,502	2			
RCOC 10/01/20	0.02%	10,357	2	0	0.02%	-2
Analysis as of Public Hearing	RCOC % of DD population	5.90%	RCOC % of FH population	7.14%		



	Total Children status 1&2	Goal	Children Residing in a CCF (7+ beds)	%	Number Attained
Jan-21		0			
Feb-21		0			
Mar-21		0			
Apr-21		0			
May-21		0			
Jun-21		0			
Jul-21		0			
Aug-21		0			
Sep-21		0			
Oct-21		0			
Nov-21		0			
Dec-21		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%	178,127	35			
RCOC Public Hearing 8/19/20	0.02%	10,502	2			
RCOC 10/01/20	0.02%	10,357	2	0	0.02%	-2
Analysis as of Public Hearing	RCOC % of DD population	5.90%	RCOC % of FH population	5.71%		

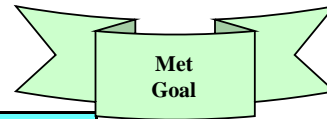


	Total Children status 1&2	Goal	Children Residing in a ICF (7+ beds)	%	Number Attained
Jan-21		0			
Feb-21		0			
Mar-21		0			
Apr-21		0			
May-21		0			
Jun-21		0			
Jul-21		0			
Aug-21		0			
Sep-21		0			
Oct-21		0			
Nov-21		0			
Dec-21		0			

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	Goal	%	# Attained
Statewide Average	0.00%	178,127	5			
RCOC Public Hearing 8/19/20	0.00%	10,502	0			
RCOC 10/01/20	0.00%	10,357	0	0	0.00%	0
Analysis as of Public Hearing	RCOC % of DD population	5.90%	RCOC % of FH population	0.00%		



	Total Children status 1&2	Goal	Children Residing in a Nursing Facility (7+ beds)	%	Number Attained
Jan-21		0			
Feb-21		0			
Mar-21		0			
Apr-21		0			
May-21		0			
Jun-21		0			
Jul-21		0			
Aug-21		0			
Sep-21		0			
Oct-21		0			
Nov-21		0			
Dec-21		0			



Progress: D. During public meetings, RCOC had 4, or 0.04%, 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			
Statewide Average	0.04%	178,127	68			
RCOC Public Hearing 8/19/20	0.04%	10,502	4	Goal	%	# Attained
RCOC 10/01/20	0.04%	10,357	4	0	0.04%	-4
Analysis as of Public Hearing	RCOC % of DD population		5.90%	RCOC % of FH population		5.88%



	Total Children status 1&2	Goal	Total Children Residing in 7+ bed facilities	%	Number Attained
Jan-21		0			
Feb-21		0			
Mar-21		0			
Apr-21		0			
May-21		0			
Jun-21		0			
Jul-21		0			
Aug-21		0			
Sep-21		0			
Oct-21		0			
Nov-21		0			
Dec-21		0			

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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.

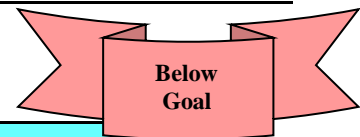
- RCOC will continue seeking appropriate placement in smaller facilities for these persons served and to support creative services and supports which would allow placement in existing small facilities, as well as development of new small facilities as needed, utilizing appropriate services and supports 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 140, or 1.18%, 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	0.94%	175,529	1,646			
RCOC Public Hearing 8/19/20	1.18%	11,861	140			
RCOC 10/01/20	1.12%	11,964	134	120	1.12%	-14
Analysis as of Public Hearing	RCOC % of DD population		6.76%	RCOC % of FH population		8.51%



	Total Adults Status 2	Goal	Adults Residing in a CCF (7+ beds)	%	Number Attained
Jan-21		120			
Feb-21		120			
Mar-21		120			
Apr-21		120			
May-21		120			
Jun-21		120			
Jul-21		120			
Aug-21		120			
Sep-21		120			
Oct-21		120			
Nov-21		120			
Dec-21		120			


Progress: B. During public meetings, RCOC had 21, or 0.18%, 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	0.56%	175,529	975			
RCOC Public Hearing 8/19/20	0.18%	11,861	21			
RCOC 10/01/20	0.13%	11,964	15	14	0.13%	-1
Analysis as of Public Hearing	RCOC % of DD population	6.76%	RCOC % of FH population	2.15%		



	Total Adults Status 2	Goal	Adults Residing in a ICF (7+ beds)	%	Number Attained
Jan-21		14			
Feb-21		14			
Mar-21		14			
Apr-21		14			
May-21		14			
Jun-21		14			
Jul-21		14			
Aug-21		14			
Sep-21		14			
Oct-21		14			
Nov-21		14			
Dec-21		14			



Below Goal

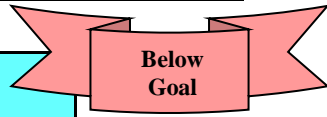


Progress: C. During public meetings, RCOC had 93, or 0.78%, of adults residing in a nursing facility. Placements to nursing facilities are at family request and/or due to specialized services.

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	0.61%	175,529	1,068			
RCOC Public Hearing 8/19/20	0.78%	11,861	93	78	0.69%	-5
RCOC 10/01/20	0.69%	11,964	83			
Analysis as of Public Hearing	RCOC % of DD population	6.76%	RCOC % of FH population	8.71%		

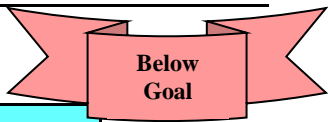
	Total Adults Status 2	Goal	Adults Residing in a Nursing Facility (7+ beds)	%	Number Attained
Jan-21		78			
Feb-21		78			
Mar-21		78			
Apr-21		78			
May-21		78			
Jun-21		78			
Jul-21		78			
Aug-21		78			
Sep-21		78			
Oct-21		78			
Nov-21		78			
Dec-21		78			



Progress: D. During public meetings, RCOC had 254, or 2.14%, 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	2.06%	175,529	3,618			
RCOC Public Hearing 8/19/20	2.14%	11,861	254			
RCOC 10/01/20	1.94%	11,964	232	212	1.94%	-20
Analysis as of Public Hearing	RCOC % of DD population	6.76%	RCOC % of FH population	7.02%		



	Total Adults Status 2	Goal	Total Adults Residing in 7+ bed facilities	%	Number Attained
Jan-21		212			
Feb-21		212			
Mar-21		212			
Apr-21		212			
May-21		212			
Jun-21		212			
Jul-21		212			
Aug-21		212			
Sep-21		212			
Oct-21		212			
Nov-21		212			
Dec-21		212			

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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.

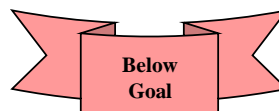
Progress: A. During public meetings, RCOC had 123, or 100%, of regional center individuals over age 3 with <=120 days.

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	91.44%	4,648	4,250		
RCOC Public Hearing 8/14/19	100.00%	123	123	Goal	% Attained
RCOC 10/01/20	98.71%	155	153	100.00%	98.71%



	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 with <=120 days	% Attained
Jan-21		100.00%		
Feb-21		100.00%		
Mar-21		100.00%		
Apr-21		100.00%		
May-21		100.00%		
Jun-21		100.00%		
Jul-21		100.00%		
Aug-21		100.00%		
Sep-21		100.00%		
Oct-21		100.00%		
Nov-21		100.00%		
Dec-21		100.00%		



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 10/01/20

	Percentage	Total Number Individuals Age 3 or Over	Total Number Individuals Over Age 3 with 121-240 days		
Statewide Average	7.42%	4,648	345		
RCOC Public Hearing 8/14/19	0.00%	123	0	Goal	% Attained
RCOC 10/01/20	1.29%	155	2	0.00%	1.29%

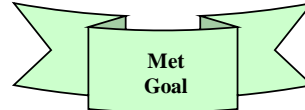


	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 with 121-240 days	%
Jan-21		0.00%		
Feb-21		0.00%		
Mar-21		0.00%		
Apr-21		0.00%		
May-21		0.00%		
Jun-21		0.00%		
Jul-21		0.00%		
Aug-21		0.00%		
Sep-21		0.00%		
Oct-21		0.00%		
Nov-21		0.00%		
Dec-21		0.00%		

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.

	Percentage	Total Number Individuals Age 3 or Over	Total Number Individuals Over Age 3 Over 240 days	Goal	%
Statewide Average	4.11%	7,291	300		
RCOC Public Hearing 8/14/19	0.00%	123	0		
RCOC 10/01/20	0.00%	155	0	0.00%	0.00%



	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 Over 240 days	% Attained
Jan-21		0.00%		
Feb-21		0.00%		
Mar-21		0.00%		
Apr-21		0.00%		
May-21		0.00%		
Jun-21		0.00%		
Jul-21		0.00%		
Aug-21		0.00%		
Sep-21		0.00%		
Oct-21		0.00%		
Nov-21		0.00%		
Dec-21		0.00%		



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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 2014-2015, 47% of those interviewed indicating a desire for work in the community. For FY 2018-2019 57% of those interviewed expressed a desire for paid employment in their community.

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

Fiscal Year	Percentage	
RCOC FY 2010-11	40%	
RCOC FY 2011-12	46%	Goal
RCOC FY 2014-15	47%	50%
RCOC FY 2018-19	57%	65%



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
2018-2019	151	128	83

*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
2018-2019	21	\$12.06



Progress: B. Results from the Employment Development Department in 2017 indicate that 21% of persons served ages 16-64 reported having earned income. In 2018, 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%
2018	21%	16%



Progress: C. Results from the Employment Development Department in 2017 indicate that average annual wage for persons served ages 16-64 was \$7,580. In 2018, the average annual wage for persons served ages 16-64 was \$8,806. 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
2018	\$8,806	\$10,317



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, and for 2019 that number increased to 7 individuals.

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

	Total
2016-2017	0
2017-2018	1
2018-2019	7



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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 2017 showed 2,341 persons served ages 16-64 had earned income. In 2018 3,336 persons served had received 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
2018	3,336	1311



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. In FY 2018-2019, 21% of adults transitioned from an Internship to Competitive Employment.

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

	% of Adults
2016-2017	NA
2017-2018	13%
2018-2019	21%



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



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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	8 ↓	0.3% ↑	\$106,6804 ↑	74.8% ↑
Asian	923 ↓	19.1% ↓	\$7,862,556 ↑	63.5% ↓
Black/African American	72 ↑	1.1% ↑↑	\$463,399 ↑	56.9% ↓
Hispanic	2204 ↑	34.1% ↓	\$14,029,406 ↑	58.5% ↓
Native Hawaiian or Other Pacific Islander	7↑	0.0%	\$13,315 ↓	41.8% ↓
Other Ethnicity or Race / Multi-Cultural	1,514 ↑	26.9% ↑	\$11,063,412 ↑	60.6% ↑
White	1,146 ↑	18.4% ↓	\$7,546,391 ↓	60.7% ↓
Totals	5,874 ↑	100.0%	\$41,085,159 ↑	60.5% ↓

Age 3 Years to 21 Years

Ethnicity	Total Persons	Percentage of Expenditures	Total Authorized	Utilized
American Indian or Alaska Native	13 ↓	0.1% ↔	\$119,773 ↓	68.4% ↑
Asian	1,804 ↑	17.5% ↓	\$15,208,333 ↓	66.6% ↓
Black/African American	167 ↓ ↑	1.7% ↓	\$1,476,695 ↓	66.8% ↑
Hispanic	3,796 ↑	28.3% ↓	\$24,672,656 ↓	62.7% ↓
Native Hawaiian or Other Pacific Islander	19 ↑	0.1% ↑	\$78,995 ↑	67.2% ↑
Other Ethnicity or Race / Multi-Cultural	1,654 ↓	18.3% ↓	\$15,925,185 ↓	63% ↓
White	2,304 ↑	34% ↑	\$29,615,939 ↓	71.9% ↓
Totals	9,757 ↑	100.0%	\$87,097,575 ↓	66.7% ↑

Age 22 Years and Older

Ethnicity	Total Persons	Percentage of Expenditures	Total Authorized	Utilized
American Indian or Alaska Native	21 ↑	0.3% ↔	\$1,044,925 ↑	89% ↑
Asian	1,309 ↑	11.1% ↓	\$38,395,565 ↑	83.2% ↓
Black/African American	237 ↑	3% ↑	\$10,535,654 ↑	85.2% ↑
Hispanic	2,455 ↑	18.9% ↑	\$65,155,229 ↑	82.2% ↑
Native Hawaiian or Other Pacific Islander	10 ↑	0.1%	\$249,373 ↑	81.1% ↓
Other Ethnicity or Race / Multi-Cultural	717 ↓	7.1% ↓	\$24,503,779 ↑	83.2% ↓
White	4610 ↑	59.5 ↑%	\$205,617,093 ↑	85.6% ↓
Totals	9,359 ↑	100.0%	\$345,501,617 ↑	84.3% ↓



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	8 ↓	1 ↑	12.5% ↑
Asian	923 ↓	32 ↔	3.5% ↑
Black/African American	72 ↑	2 ↓	2.8% ↓
Hispanic	2,204 ↑	108 ↑	4.9% ↑
Native Hawaiian or Other Pacific Islander	7 ↑	1 ↔	14.3% ↓
Other Ethnicity or Race / Multi-Cultural	1,514 ↑	59 ↑	3.9% ↑
White	1,146 ↑	43 ↓	3.8% ↓
Totals	5,874 ↑	246 ↑	4.2% ↑

Age 3 Years to 21 Years

Ethnicity	Total Eligible	Case Management	Percent No Services
American Indian or Alaska Native	13 ↓	2 ↔	15.4% ↑
Asian	1,804 ↑	466 ↑	25.8% ↑
Black/African American	167 ↓	67 ↑	40.1% ↑
Hispanic	3,796 ↑	1,564 ↑	41.2% ↑
Native Hawaiian or Other Pacific Islander	19 ↑	10 ↑	52.6% ↑
Other Ethnicity or Race / Multi-Cultural	1,654 ↓	411 ↓	24.9% ↓
White	2,304 ↑	522 ↓	22.7% ↓
Totals	9,757 ↑	3,042 ↑	31.2% ↓

Age 22 Years and Older

Ethnicity	Total Eligible	Case Management	Percent No Services
American Indian or Alaska Native	21 ↑	1 ↓	4.8% ↓
Asian	1,309 ↑	258 ↑	19.7% ↔
Black/African American	237 ↑	39 ↔	19.7% ↑
Hispanic	2,455 ↑	526 ↑	21.4% ↓
Native Hawaiian or Other Pacific Islander	10 ↑	3 ↑	30% ↑
Other Ethnicity or Race / Multi-Cultural	717 ↓	125 ↑	17.4% ↓
White	4,610 ↑	503 ↓	10.9% ↓
Totals	9,359 ↑	1,455 ↑	15.5% ↓



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).

Primary Language	Total People	POS Authorized Per Capita	Percentage Utilized
English	18,838 ↑	\$21,155 ↑	79.94% ↑
Spanish	4,527 ↑	\$11,257 ↓	71.78% ↓
Mandarin Chinese	74 ↑	\$11,539 ↓	71.62% ↑
Vietnamese	1,166 ↑	\$12,436 ↓	77.40% ↑
Korean	156 ↑	\$22,686 ↓	82.81% ↑
Tagalog	26 ↓	\$26,022 ↑	81.11% ↑
Arabic	42 ↑	\$11,639 ↓	67.68% ↑



Summary of Information About Persons Served - August 2020

NUMBER OF PERSONS SERVED	20,592	100%
Children - Birth to Age Three Receiving Early Start Services	3,179	15%
Children - Ages Three to 17 Receiving Lanterman Services	7,149	35%
Adults - Ages 18 and Older Receiving Lanterman Services	10,264	50%

Children - Birth to Age Three Receiving Prevention Resource and Referral Services	449
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Children and Adults - Ages Three and Older Receiving Lanterman Services with the Following Diagnoses:

Intellectual Disability	11,847	62%
Epilepsy	2,892	15%
Cerebral Palsy	2,603	14%
Autism	7,964	42%
Fifth Category*	1,538	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	317	
Early Start / Under Age Three / 45 days to complete determination	268	85%
Lanterman / Over Age Three / 120 days to complete determination	49	15%

NUMBER OF PERSONS DETERMINED ELIGIBLE	11	
Children - Birth to Age Three Eligible for Early Start Services	0	
Children and Adults - Ages Three and Older Eligible for Lanterman Services	11	
<ul style="list-style-type: none"> • Number of children who received Early Start services 	37	
<ul style="list-style-type: none"> • Number of children who received Early Start services and had a diagnosis of autism 	28	
Children - Birth to Age Three Eligible for Prevention Resource and Referral Services	0	

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	195	
Children - Age Three No Longer Eligible for Prevention Resource and Referral Services	4	

REGIONAL CENTER OF ORANGE COUNTY



OPERATIONS REPORT

AUGUST 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 2020-21

Type and Number of Reviews	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Annual Review	0	0				
Unannounced	0	0				
Total Number of Reviews	0	0				

Provider Trainings	0	0				
Technical Support	79	73				
Corrective Action Plans	2	1				
Special Incident Investigations*	23	15				
COVID-19 Checklist	101	85				

Type and Number of Reviews	Jan.	Feb.	Mar.	Apr.	May	June	Total
Annual Review							0
Unannounced							0
Total Number of Reviews							0

Provider Trainings							0
Technical Support							152
Corrective Action Plans							3
Special Incident Investigations*							38

* 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)

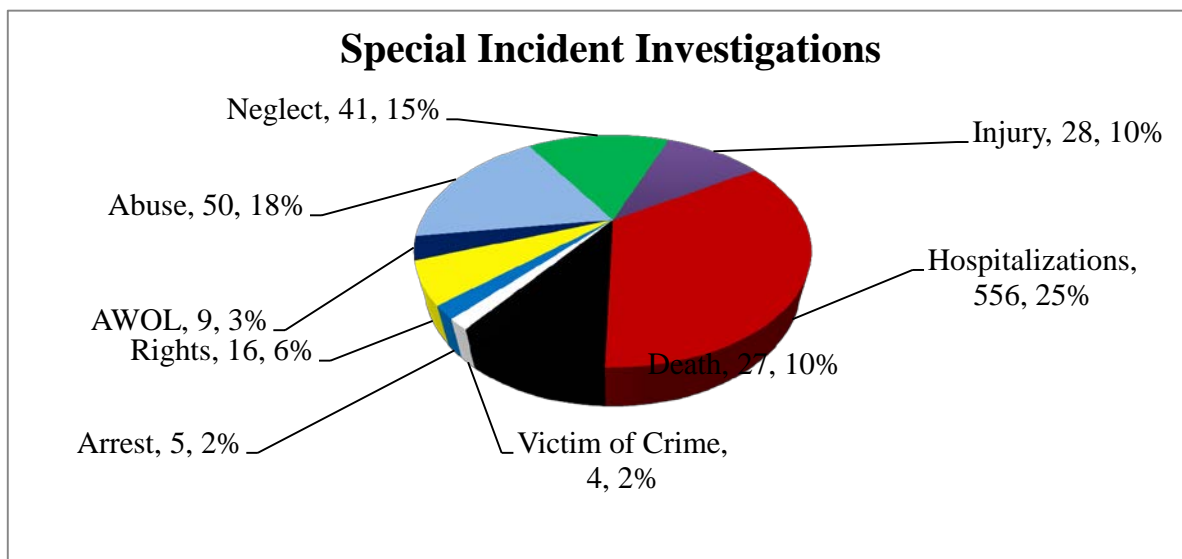
- (A) The consumer is missing and the vendor or long-term health care facility has filed a missing persons report with a law enforcement agency;
- (B) Reasonably suspected abuse/exploitation including:
 - 1. Physical;
 - 2. Sexual;
 - 3. Fiduciary;
 - 4. Emotional/mental; or
 - 5. Physical and/or chemical 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 2020-21

Type of Incident	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
AWOL	5	4				
Abuse	21	29				
Neglect	23	18				
Injury	8	20				
Hospitalizations - Total	54	40				
<i>Psychiatric</i>	10	8				
<i>Medical</i>	44	32				
Death	12	15				
Victim of crime	2	2				
Arrest	4	1				
Rights	11	5				
Total	140	134				

Type of Incident	Jan.	Feb.	Mar.	Apr.	May	June	Total
AWOL							9
Abuse							50
Neglect							41
Injury							28
Hospitalizations - Total							94
<i>Psychiatric</i>							18
<i>Medical</i>							76
Death							27
Victim of Crime							4
Arrest							5
Rights							16
Total							274



COMMUNITY LIFE continued

Provider Audits
Fiscal Year 2020-21

Number of Audits / Appeals / Recoveries

Type of Audit	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Service Billing	0	0				
Staffing	0	0				
Level 4I Consultant	0	0				
P&I (consumer funds)	0	0				
Total Number of Audits	0	0				

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

State Appeal	0	0				
Recovery	0	0				

Audit Findings (Dollar Amount)

<i>Amount of Recovery</i>	\$0.00	\$0.00				
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Type of Audit	Jan.	Feb.	Mar.	Apr.	May	June	Total
Service Billing							0
Staffing							0
Level 4I Consultant							0
P&I (consumer funds)							0
Total Number of Audits							0

Number of Appeals / Recoveries

State Appeal							0
Recovery							0

Audit Findings (Dollar Amount)

<i>Amount of Recovery</i>							\$0.00
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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 2020-21

Number of Authorizations for Voucher Services

Type of Service	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Day Care - Family Member	118	123				
Diapers - Family Member	1	0				
Nursing Service - Family Member	64	66				
Respite Service - Family Member	539	579				
Transportation - Family Member	144	141				
<i>Total Number of Voucher Authorizations</i>	<i>866</i>	<i>909</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>

Number of Authorizations for Voucher Services

Type of Service	Jan.	Feb.	Mar.	Apr.	May	June
Day Care - Family Member						
Diapers - Family Member						
Nursing Service - Family Member						
Respite Service - Family Member						
Transportation - Family Member						
<i>Total Number of Voucher Authorizations</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>

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 2020-21

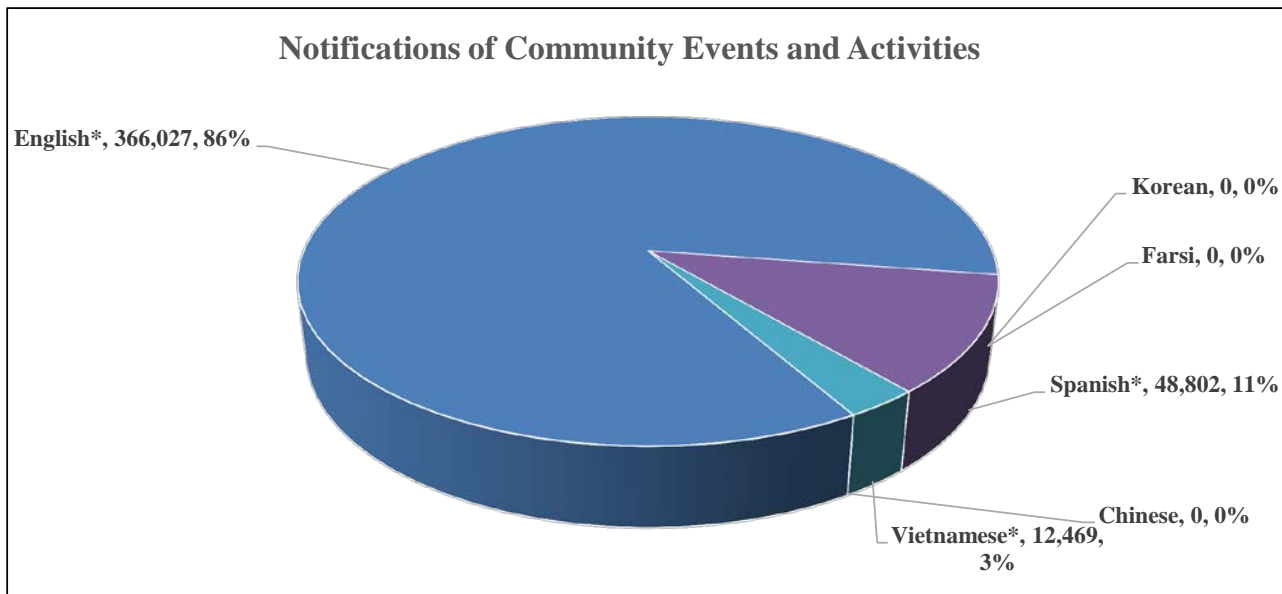
Number of Notifications

Language	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
English*	366,027	No Data Available				
Farsi						
Korean						
Spanish*	48,802					
Vietnamese*	12,469					
Total Number of Notifications	427,298			0	0	0

Number of Notifications

Language	Jan.	Feb.	Mar.	Apr.	May	June	Total
English*							366,027
Farsi							0
Korean							0
Spanish*							48,802
Vietnamese*							12,469
Chinese							0
Total Number of Notifications	0	0	0	0	0	0	427,298

* 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 2020-21

Number of Outreach Events

Type of Outreach / Language	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
In Person						
English		3				
Spanish	1	4				
Vietnamese	2	2				
Other Languages						
In Print						
English	1					
Spanish						
Vietnamese						
Other Languages						
TV / Radio						
English						
Spanish						
Vietnamese						
Other Languages						
Total Number of Outreach Events	4	9	0	0	0	0

Number of Outreach Events

Language	Jan.	Feb.	Mar.	Apr.*	May*	June*	Total
In Person							
English							3
Spanish							5
Vietnamese							4
Other Languages							0
In Print							
English							1
Spanish							0
Vietnamese							0
Other Languages							0
TV / Radio							
English							0
Spanish							0
Vietnamese							0
Other Languages							0
Total Number of Outreach Events	0	0	0	0	0	0	4

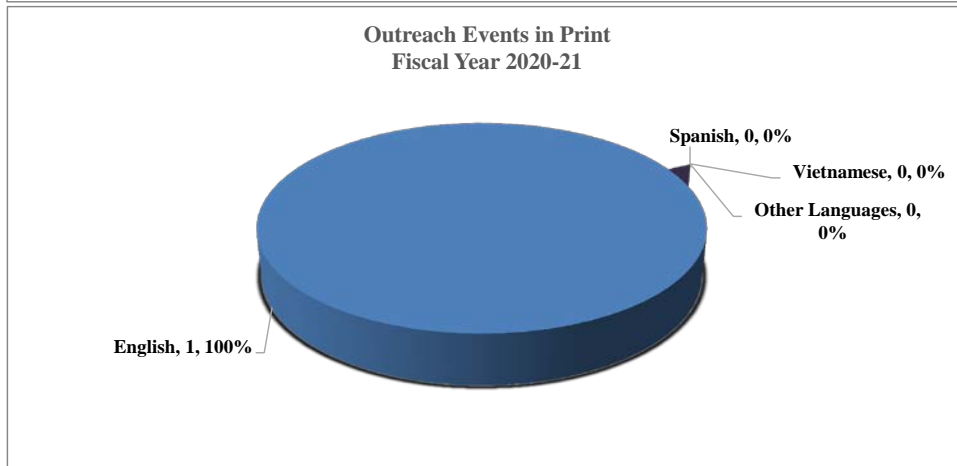
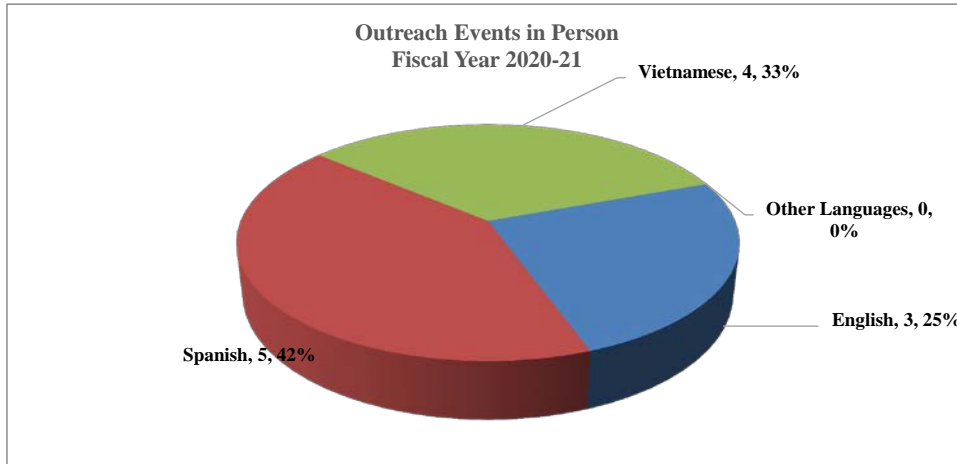
* Virtual Meetings

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 2020-21



EARLY INTERVENTION / PREVENTION

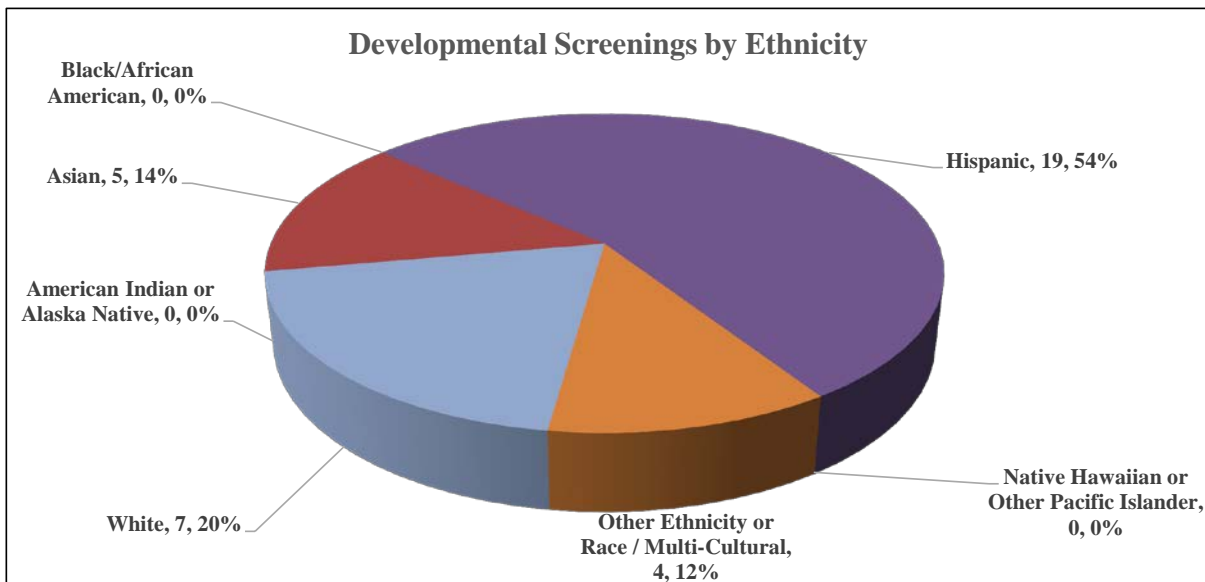
Related Guiding Principles

- 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 2020-21

Developmental Screenings by Ethnicity	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
American Indian or Alaska Native	0	0				
Asian	1	4				
Black/African American	0	0				
Hispanic	5	14				
Native Hawaiian or Other Pacific Islander	0	0				
Other Ethnicity or Race / Multi-Cultural	2	2				
White	1	6				
Total Number Screened	9	26				
Total Number Referred to RCOC	6	15				

Developmental Screenings by Ethnicity	Jan.	Feb.	Mar.	Apr.	May	June	Total
American Indian or Alaska Native							0
Asian							5
Black/African American							0
Hispanic							19
Native Hawaiian or Other Pacific Islander							0
Other Ethnicity or Race / Multi-Cultural							4
White							7
Total Number Screened							35
Total Number Referred to RCOC							21

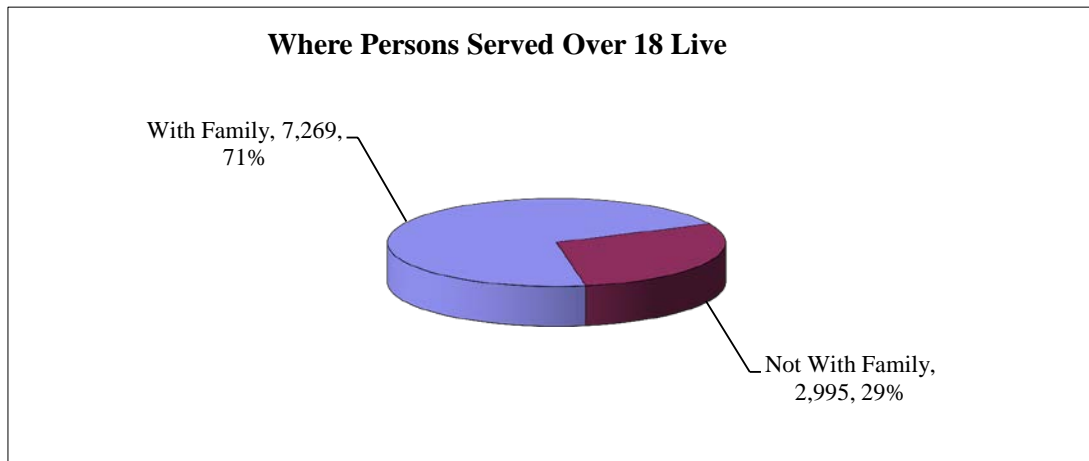
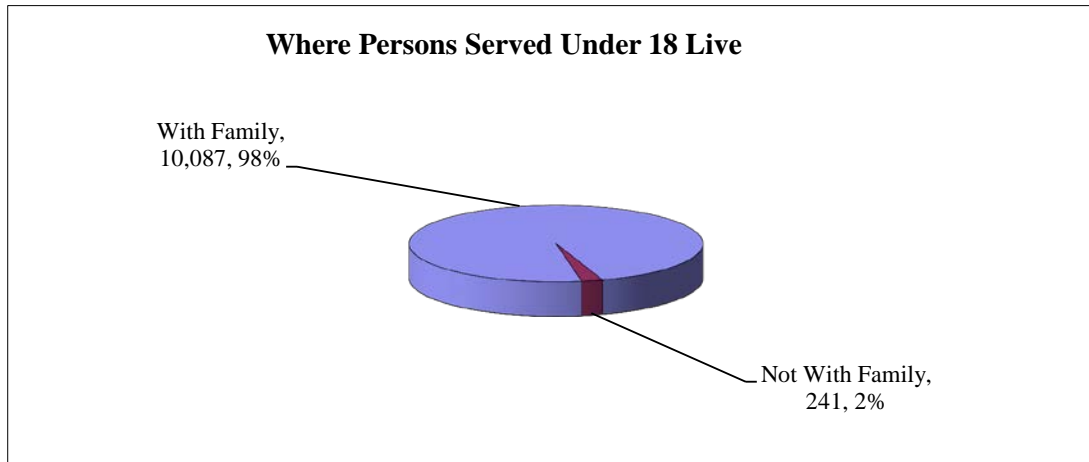


LIVING OPTIONS

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.*

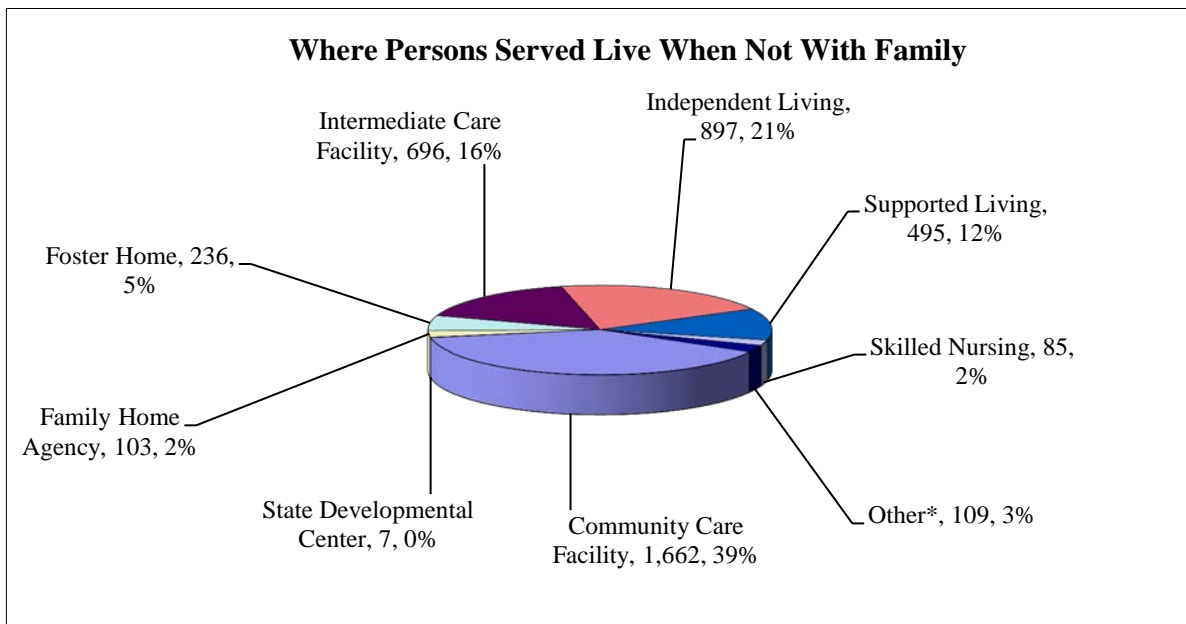
Where Persons Served Live	Persons Served All	Persons Served Under 18	Persons Served Over 18
With Family	17,356	10,087	7,269
Not With Family	3,236	241	2,995
Totals	20,592	10,328	10,264



LIVING OPTIONS, continued

Where Persons Served Live	All Persons Served	Persons Served Under 18	Persons Served Over 18
Family Home	18,068	10,104	7,964
Community Care Facility	1,662	32	1,630
State Developmental Center	7	0	7
Family Home Agency	103	0	103
Foster Home	236	229	7
Intermediate Care Facility	696	6	690
Independent Living	897	0	897
Supported Living	495	0	495
Skilled Nursing	85	0	85
Other*	109	31	70
Total	22,358	10,402	11,948

Other*			
Acute General Hospital	2	0	3
California Youth Authority	0	0	0
Community Treatment	3	1	3
Correctional Institution	0	0	0
County Jail	5	1	3
Other	0	0	0
Out of State	2	0	2
Psychiatric Treatment	13	2	11
Rehabilitation Center	6	1	5
SDC / State Hospital	7	0	1
Sub-Acute	51	24	27
Transient / Homeless	20	2	15
Total, Other*	109	31	70



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.

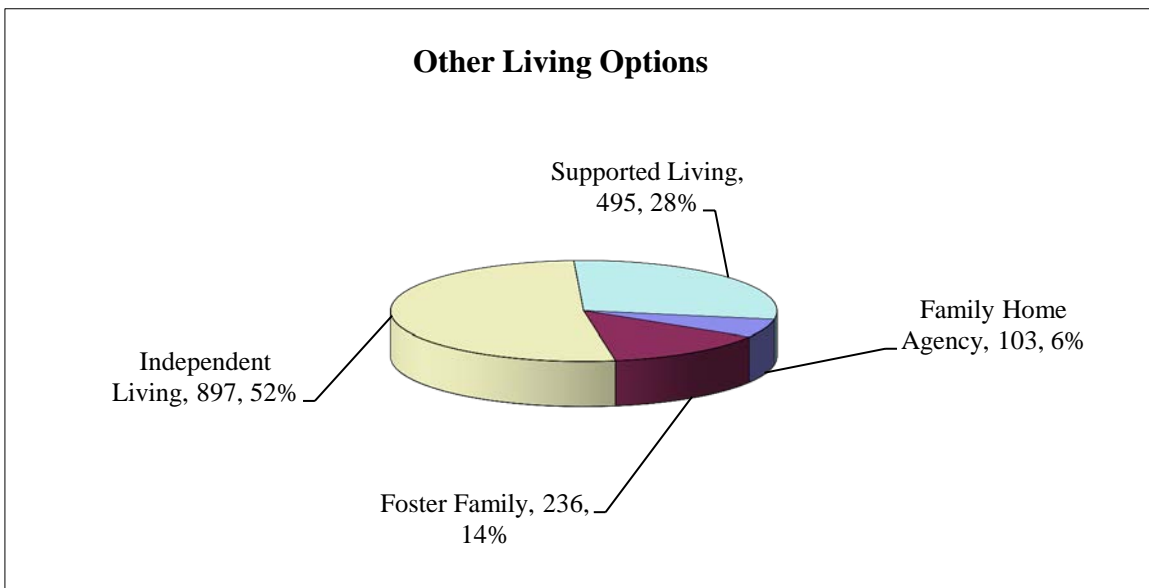
Independent Living

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.

Other Living Options	Total	Under 18	Over 18
Family Home Agency	103	0	103
Foster Family	236	229	7
Independent Living	897	0	897
Supported Living	495	0	495
Total	1,731	229	1,502



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 2020-21

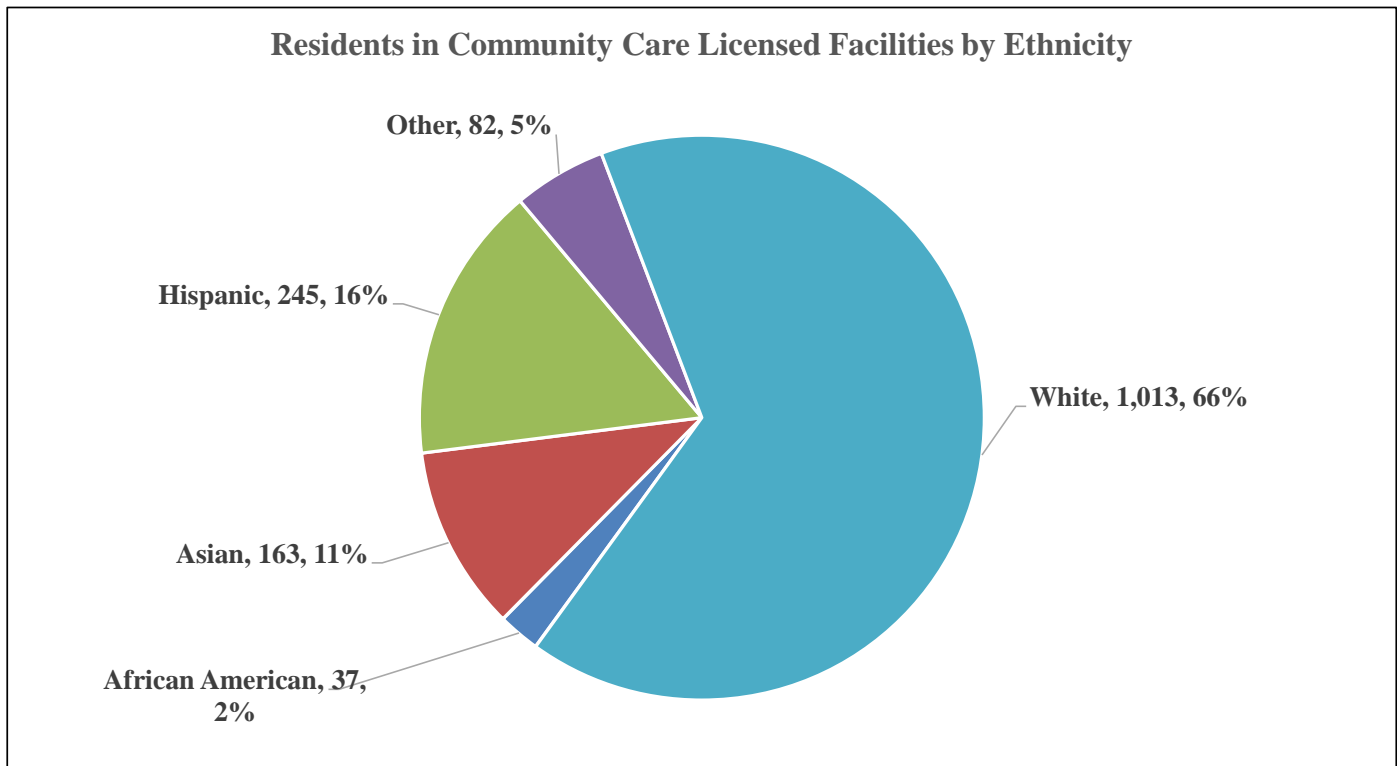
Licensed Facilities	Total	Over 18	Under 18
Level 2	255	255	0
Level 3	312	312	0
Level 4A	38	38	0
Level 4B	4	4	0
Level 4C	49	49	0
Level 4D	34	34	0
Level 4E	28	28	0
Level 4F	62	62	0
Level 4G	31	31	0
Level 4H	4	4	0
Level 4I	358	350	8
Elderly	1	1	0
ICF/DD-H	4	4	0
ICF/DD-N	3	3	0
ICF/DD	0	0	0
Skilled Nursing	0	0	0
Total	1,183	1,175	8

Licensed Facilities Summary	Total	Over 18	Under 18
Level 2	255	255	0
Level 3	312	312	0
Level 4	608	600	8
ICF/DD-H	4	4	0
ICF/DD-N	3	3	0
Elderly	1	1	0
Skilled Nursing	0	0	0
Total	1,183	1,175	8

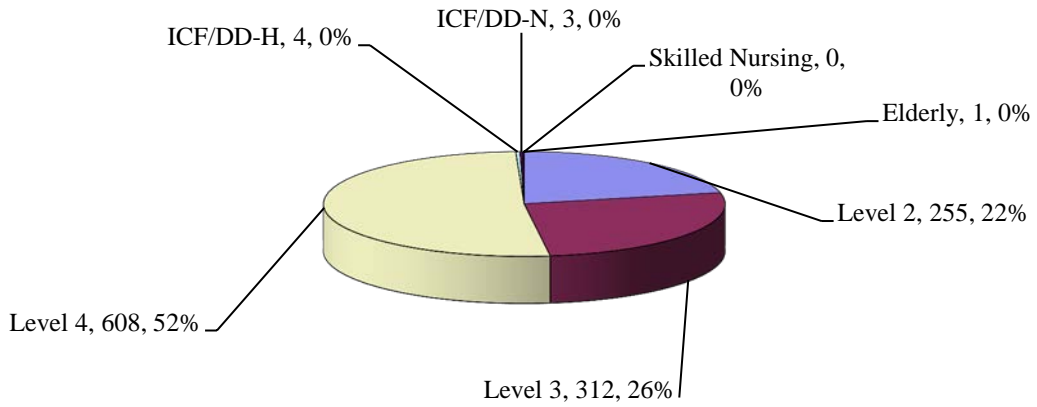
LIVING OPTIONS, continued

Persons Served Who Reside in Licensed Facilities Funded by RCOC by Ethnicity
Fiscal Year 2020-21

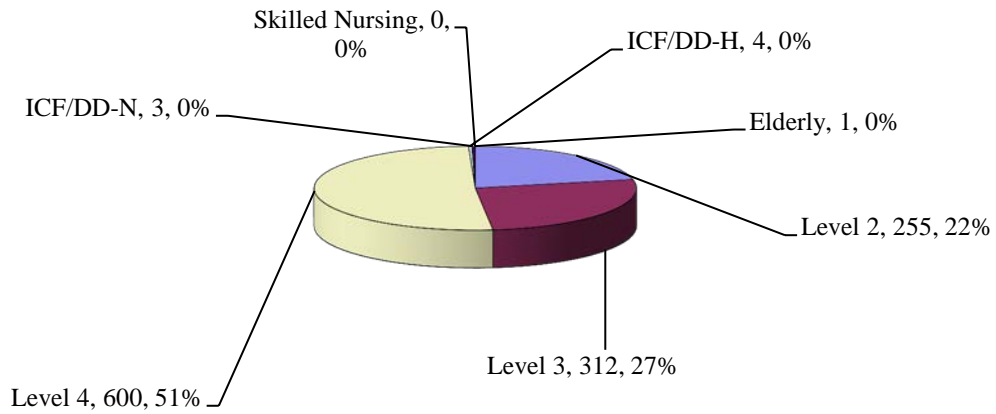
Licensed Facilities	African American	Asian	Hispanic	Other	White	Total
Level 2	7	28	54	14	255	358
Level 3	12	32	59	18	264	385
Level 4A	0	5	6	3	26	40
Level 4B	0	1	0	0	7	8
Level 4C	1	9	8	2	46	66
Level 4D	0	7	6	2	31	46
Level 4E	0	6	7	2	21	36
Level 4F	3	12	9	1	46	71
Level 4G	0	7	4	2	27	40
Level 4H	0	0	3	1	2	6
Level 4I	14	56	89	37	288	484
Total	37	163	245	82	1,013	1,540



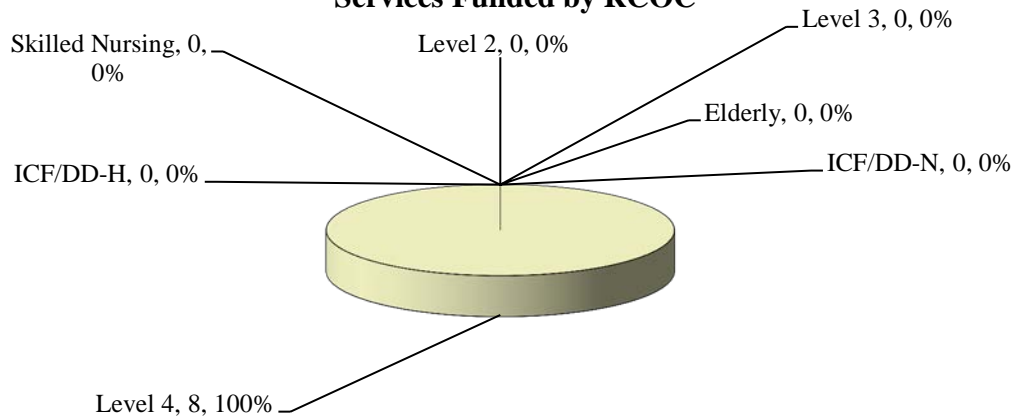
**Persons Served Who Reside in Licensed Facilities
Services Funded by RCOC**



**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**

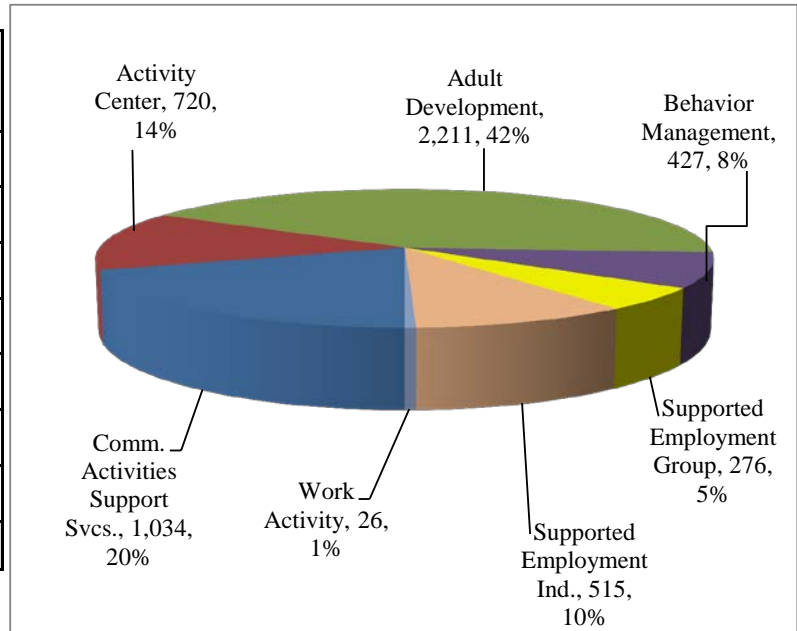


WORK

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.	1,034
Activity Center	720
Adult Development	2,211
Behavior Management	427
Supported Employment Group	276
Supported Employment Ind.	515
Work Activity	26
Total	5,209



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 2020-21

Service Coordination:	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Number of Service Coordinators (SC)	307.0	305.0				
Number of Case-Carrying SCs	277.3	275.3				
Number of Intake SCs	29.7	29.7				
Number of State Developmental Center SCs	0.0	0.0				
Number of Active Persons Served	22,336	22,330				
Caseload Ratio, # of Active Persons Served/SCs	80.5	81.1				

Service Coordination:	Jan.	Feb.	Mar.	Apr.	May	June
Number of Service Coordinators (SC)						
Number of Case-Carrying SCs						
Number of Intake SCs						
Number of State Developmental Center SCs						
Number of Active Persons Served						
Caseload Ratio, # of Active Persons Served/SCs						

SERVICE PLANNING AND COORDINATION continued

Fair Hearings
Fiscal Year 2020-21

	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
Number of Unsettled Hearing Requests*	18	20										
Eligibility - Lanterman	8	7										
Behavioral services	2	1										
Respite	4	6										
Day Care	1	1										
ILS/SLS	0	0										
Personal Assistance	0	1										
Other**	3	4										

* 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.

Number of New Hearing Requests Filed*	10	6										
Eligibility - Lanterman	4	1										
Eligibility - Early Start	0	0										
Behavioral services	2	0										
Respite	2	1										
Day Care	0	0										
Social/Recreational	0	0										
Personal Assistance	0	1										
Other**	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.

Number of All Meetings Held	2	8										
Number of Informal Meetings Held	2	4										
Number of Mediations Held	0	2										
Number of SLFHs Held	0	2										

Number of Requests in Scheduling*	3	7										
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* Meetings in process of being scheduled; meetings on schedule but not yet held; meetings scheduled but not held due to continuances.

Number of Requests Pending*	0	2										
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* State Level Fair Hearing (SLFH) held but awaiting decision.

Number of Requests Settled	3	3										
Withdrawn by Person Served/Family	0	0										
Settled in Informal	2	2										
Settled after further follow-up by RCO	1	0										
Settled in Mediation	0	1										
SLFH Decision	0	0										

State Level Fair Hearing Decisions

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

ADMINISTRATION AND GOVERNANCE

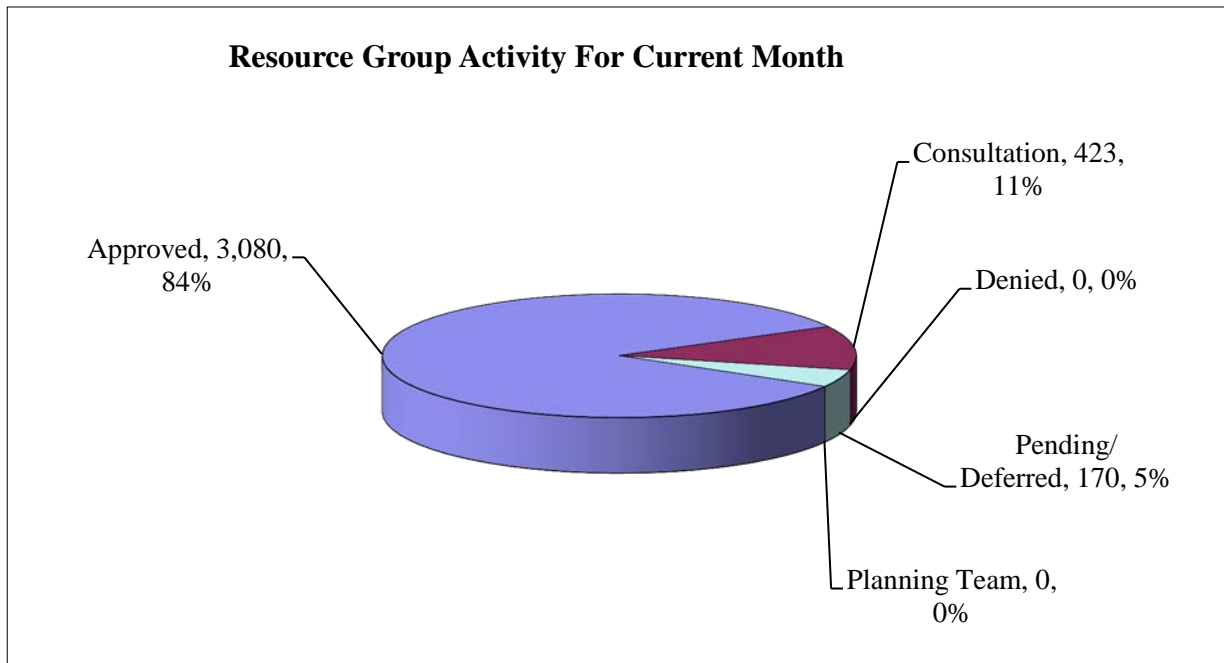
Guiding Principle

- 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 August 2020 and Fiscal Year to Date

Disposition	Approved	Consultation	Denied	Pending/Deferred	Planning Team	Total
Adult Day	291	93	0	34	0	418
Behavioral	143	38	0	11	0	192
Education	0	0	0	0	0	0
Eligibility/Health	108	6	0	6	0	120
Early Start	573	90	0	45	0	866
Living Options	416	78	0	0	0	494
Supported/Ind.	289	70	0	17	0	376
All Others	1260	48	0	57	0	1,365
Monthly Total	3,080	423	0	170	0	3,831

FY 2019-20 Total to Date	3,327	545	0	206	0	4,110
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Operations Report Summary - August 2020

About Persons Served	Early Start	Medicaid Waiver	All Other	SDC	Total	Under 18	Over 18
Number of Persons Served	3,179	8,177	9,229	7	20,592	10,328	10,264
<i>Percentage of Total</i>	<i>15%</i>	<i>40%</i>	<i>45%</i>	<i>0%</i>	<i>100%</i>	<i>50%</i>	<i>50%</i>

Children served in Prevention Resource and Referral Services	458
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Persons Served by Residence Status	All	Under 18	Over 18
Family Home	18,068	10,104	7,964
Community Care Facility	1,662	32	1,630
State Developmental Center	7	0	7
Family Home Agency	103	0	103
Foster Home	236	229	7
Intermediate Care Facility	696	6	690
Independent Living	897	0	897
Supported Living	495	0	495
Skilled Nursing	85	0	85
Other	101	31	70
Total	22,350	10,402	11,948

Special Incident Investigations	Year to Date
AWOL	9
Abuse	50
Neglect	41
Injury	28
Hospitalizations - Total	94
Death	27
Victim of crime	4
Arrest	5
Rights	16
Total	274

Number of Licensed Facilities

Community Care Facilities	Total	Under 18	Over 18
Level 2	80	0	80
Level 3	78	0	79
Level 4	169	12	158
Total Community Care Facilities	327	12	317

Licensed Facility Monitoring	Year to Date
Annual Review	0
Unannounced	0
Total Number of Reviews	0
Provider Trainings	0
Technical Support	152
Corrective Action Plans	3

Intermediate Care Facilities (ICF)

ICF-DD	0
ICF-DD/Habilitation	82
ICF-DD/Nursing	40
Total ICF Facilities	122

Number of Audits	0
Amount of Recovery from Audits	\$0

Total Licensed Facilities	449
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Summary of Information About Persons Served - September 2020

NUMBER OF PERSONS SERVED	20,592	100%
Children - Birth to Age Three Receiving Early Start Services	3,145	15%
Children - Ages Three to 17 Receiving Lanterman Services	7,183	35%
Adults - Ages 18 and Older Receiving Lanterman Services	10,264	50%

Children - Birth to Age Three Receiving Prevention Resource and Referral Services	445
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Children and Adults - Ages Three and Older Receiving Lanterman Services with the Following Diagnoses:

Intellectual Disability	11,839	62%
Epilepsy	2,898	15%
Cerebral Palsy	2,601	14%
Autism	7,998	42%
Fifth Category*	1,545	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	375	
Early Start / Under Age Three / 45 days to complete determination	321	86%
Lanterman / Over Age Three / 120 days to complete determination	54	14%

NUMBER OF PERSONS DETERMINED ELIGIBLE	16	
Children - Birth to Age Three Eligible for Early Start Services	0	
Children and Adults - Ages Three and Older Eligible for Lanterman Services	16	
<ul style="list-style-type: none"> • Number of children who received Early Start services 	33	
<ul style="list-style-type: none"> • Number of children who received Early Start services and had a diagnosis of autism 	26	
Children - Birth to Age Three Eligible for Prevention Resource and Referral Services	0	

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	196	
Children - Age Three No Longer Eligible for Prevention Resource and Referral Services	0	

REGIONAL CENTER OF ORANGE COUNTY



OPERATIONS REPORT

SEPTEMBER 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 2020-21

Type and Number of Reviews	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Annual Review	0	0	1			
Unannounced	0	0	8			
Total Number of Reviews	0	0	9			

Provider Trainings	0	0	0			
Technical Support	79	73	36			
Corrective Action Plans	2	1	1			
Special Incident Investigations*	23	15	24			
COVID-19 Checklist	101	85	71			

Type and Number of Reviews	Jan.	Feb.	Mar.	Apr.	May	June	Total
Annual Review							1
Unannounced							8
Total Number of Reviews							9

Provider Trainings							0
Technical Support							188
Corrective Action Plans							4
Special Incident Investigations*							62

* 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:

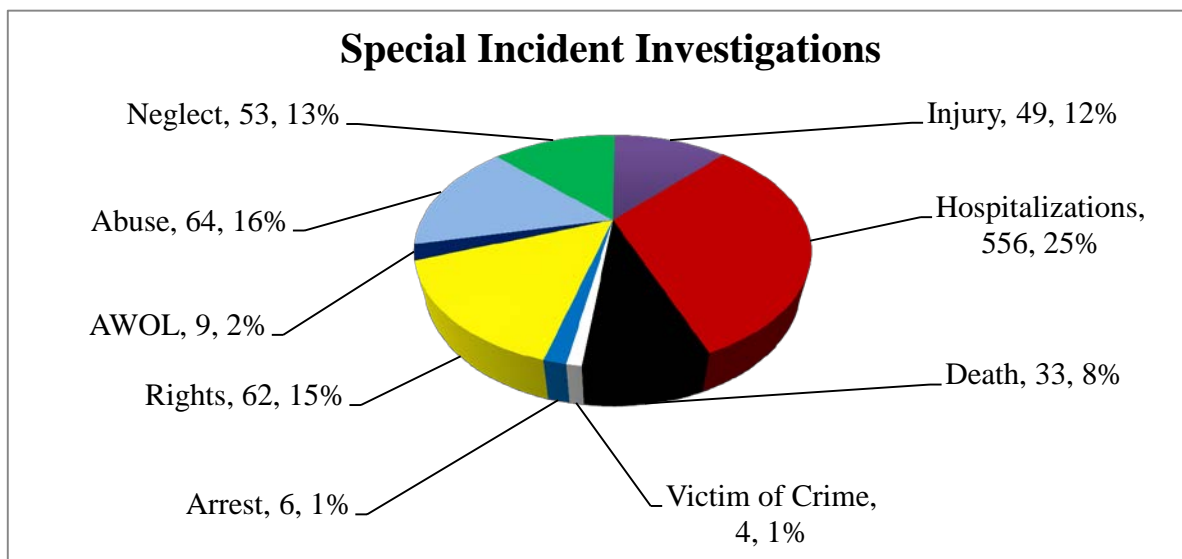
1. Robbery, including theft using a firearm, knife, or cutting instrument or other dangerous weapons or methods which force or threaten a victim;
2. Aggravated assault, including a physical attack on a victim using hands, fist, feet or a firearm, knife or cutting instrument or other dangerous weapon;
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 2020-21

Type of Incident	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
AWOL	5	4	0			
Abuse	21	29	14			
Neglect	23	18	12			
Injury	8	20	21			
Hospitalizations - Total	54	40	36			
<i>Psychiatric</i>	10	8	7			
<i>Medical</i>	44	32	29			
Death	12	15	6			
Victim of crime	2	2	0			
Arrest	4	1	1			
Rights	11	5	46			
Total	140	134	136			

Type of Incident	Jan.	Feb.	Mar.	Apr.	May	June	Total
AWOL							9
Abuse							64
Neglect							53
Injury							49
Hospitalizations - Total							130
<i>Psychiatric</i>							25
<i>Medical</i>							105
Death							33
Victim of Crime							4
Arrest							6
Rights							62
Total							410



COMMUNITY LIFE continued

Provider Audits
Fiscal Year 2020-21

Number of Audits / Appeals / Recoveries

Type of Audit	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Service Billing	0	0	0			
Staffing	0	0	0			
Level 4I Consultant	0	0	0			
P&I (consumer funds)	0	0	0			
Total Number of Audits	0	0	0			

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

State Appeal	0	0	0			
Recovery	0	0	0			

Audit Findings (Dollar Amount)

<i>Amount of Recovery</i>	\$0.00	\$0.00	\$0.00			
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Type of Audit	Jan.	Feb.	Mar.	Apr.	May	June	Total
Service Billing							0
Staffing							0
Level 4I Consultant							0
P&I (consumer funds)							0
Total Number of Audits							0

Number of Appeals / Recoveries

State Appeal							0
Recovery							0

Audit Findings (Dollar Amount)

<i>Amount of Recovery</i>							\$0.00
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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 2020-21

Number of Authorizations for Voucher Services

Type of Service	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Day Care - Family Member	118	123	134			
Diapers - Family Member	1	0	0			
Nursing Service - Family Member	64	66	65			
Respite Service - Family Member	539	579	584			
Transportation - Family Member	144	141	130			
Total Number of Voucher Authorizations	866	909	913	0	0	0

Number of Authorizations for Voucher Services

Type of Service	Jan.	Feb.	Mar.	Apr.	May	June
Day Care - Family Member						
Diapers - Family Member						
Nursing Service - Family Member						
Respite Service - Family Member						
Transportation - Family Member						
Total Number of Voucher Authorizations	0	0	0	0	0	0

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 2020-21

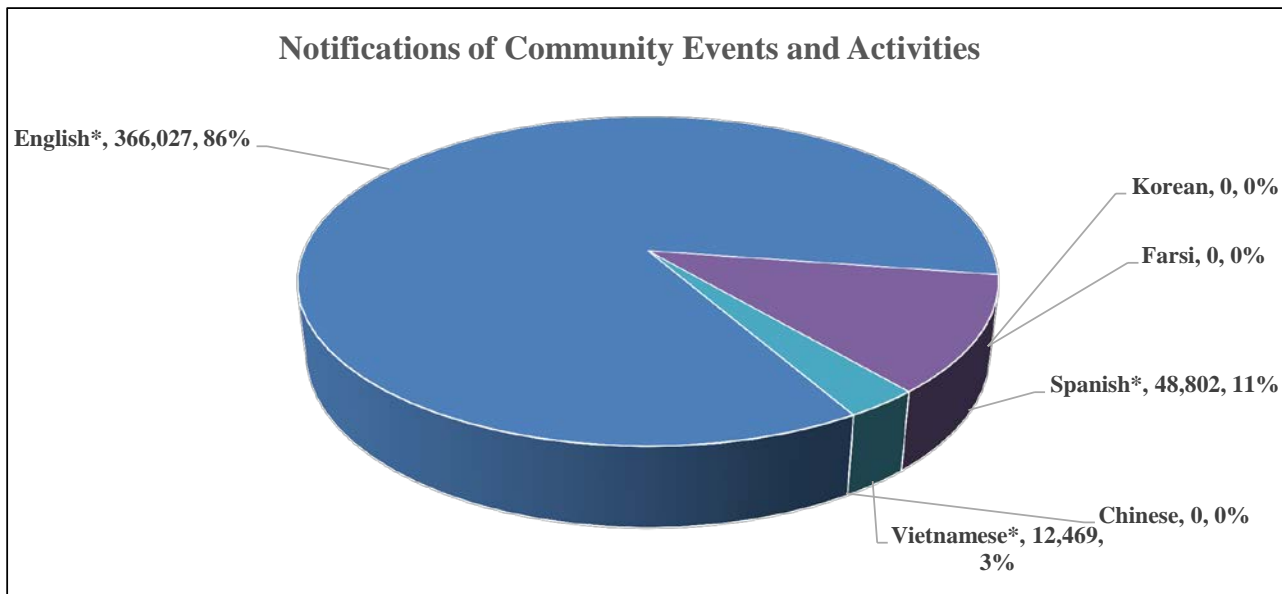
Number of Notifications

Language	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
English*	366,027	No Data Available	No Data Available			
Farsi						
Korean						
Spanish*	48,802					
Vietnamese*	12,469					
Total Number of Notifications	427,298					0

Number of Notifications

Language	Jan.	Feb.	Mar.	Apr.	May	June	Total
English*							366,027
Farsi							0
Korean							0
Spanish*							48,802
Vietnamese*							12,469
Chinese							0
Total Number of Notifications	0	0	0	0	0	0	427,298

* 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 2020-21

Number of Outreach Events

Type of Outreach / Language	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
In Person						
English		3	6			
Spanish	1	4	1			
Vietnamese	2	2				
Other Languages						
In Print						
English	1		1			
Spanish						
Vietnamese						
Other Languages						
TV / Radio						
English			1			
Spanish						
Vietnamese						
Other Languages						
Total Number of Outreach Events	4	9	8	0	0	0

Number of Outreach Events

Language	Jan.	Feb.	Mar.	Apr.*	May*	June*	Total
In Person							
English							9
Spanish							6
Vietnamese							4
Other Languages							0
In Print							
English							2
Spanish							0
Vietnamese							0
Other Languages							0
TV / Radio							
English							1
Spanish							0
Vietnamese							0
Other Languages							0
Total Number of Outreach Events	0	0	0	0	0	0	4

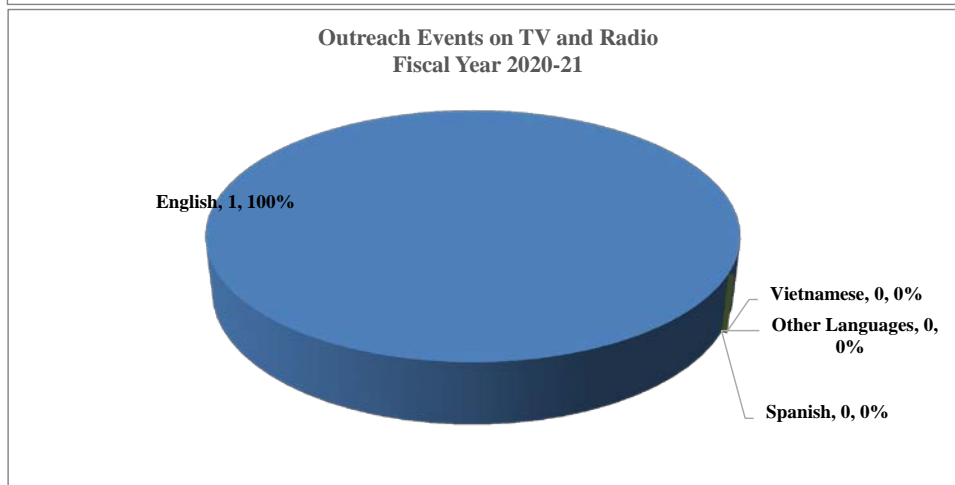
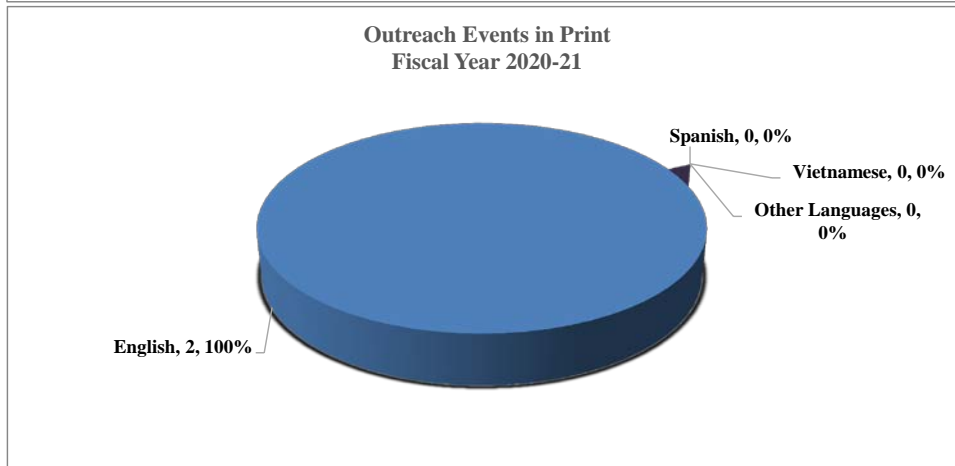
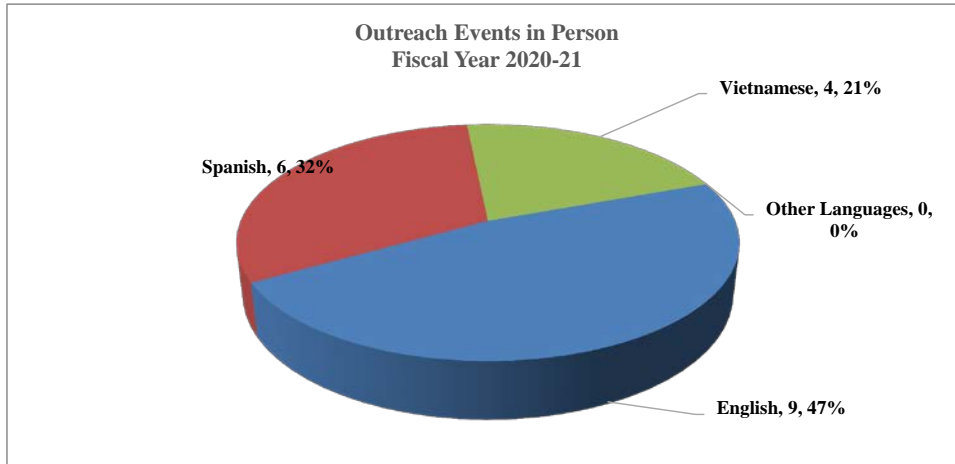
* Virtual Meetings

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 2020-21



EARLY INTERVENTION / PREVENTION

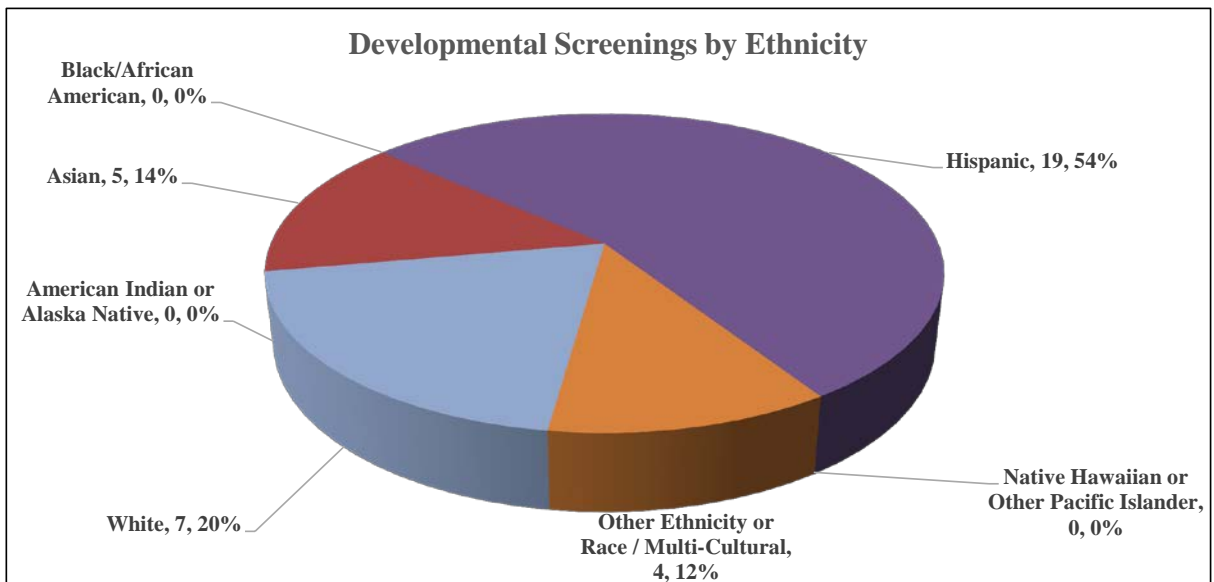
Related Guiding Principles

- 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 2020-21

Developmental Screenings by Ethnicity	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
American Indian or Alaska Native	0	0	0			
Asian	1	4	0			
Black/African American	0	0	0			
Hispanic	5	14	0			
Native Hawaiian or Other Pacific Islander	0	0	0			
Other Ethnicity or Race / Multi-Cultural	2	2	0			
White	1	6	0			
Total Number Screened	9	26	0			
Total Number Referred to RCOC	6	15	0			

Developmental Screenings by Ethnicity	Jan.	Feb.	Mar.	Apr.	May	June	Total
American Indian or Alaska Native							0
Asian							5
Black/African American							0
Hispanic							19
Native Hawaiian or Other Pacific Islander							0
Other Ethnicity or Race / Multi-Cultural							4
White							7
Total Number Screened							35
Total Number Referred to RCOC							21

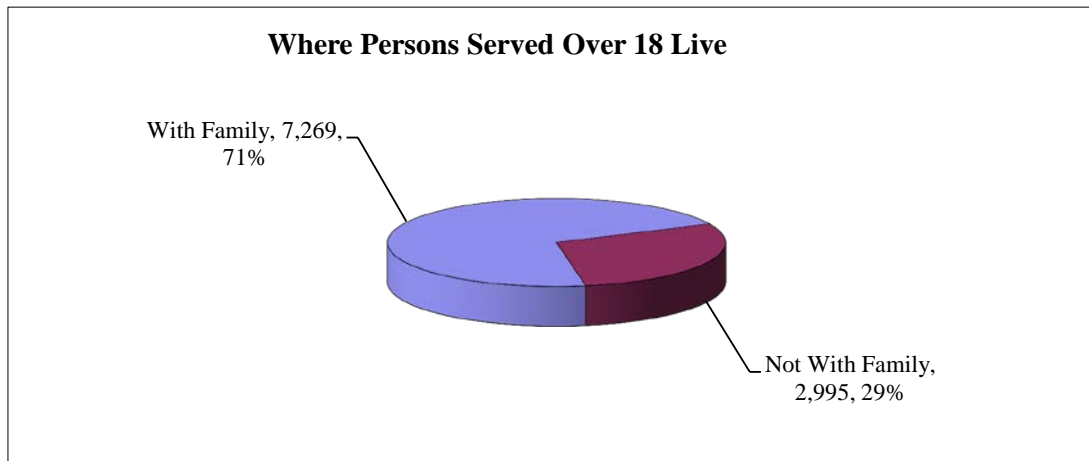
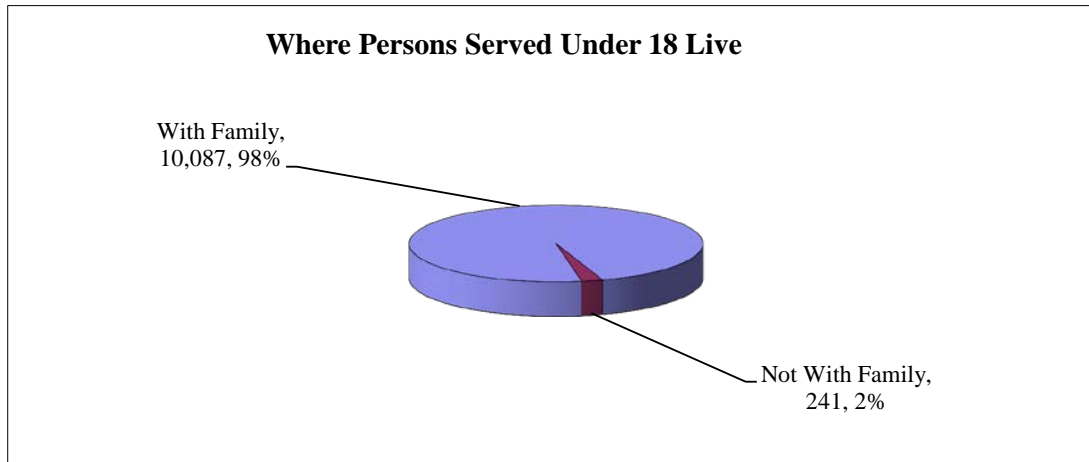


LIVING OPTIONS

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.*

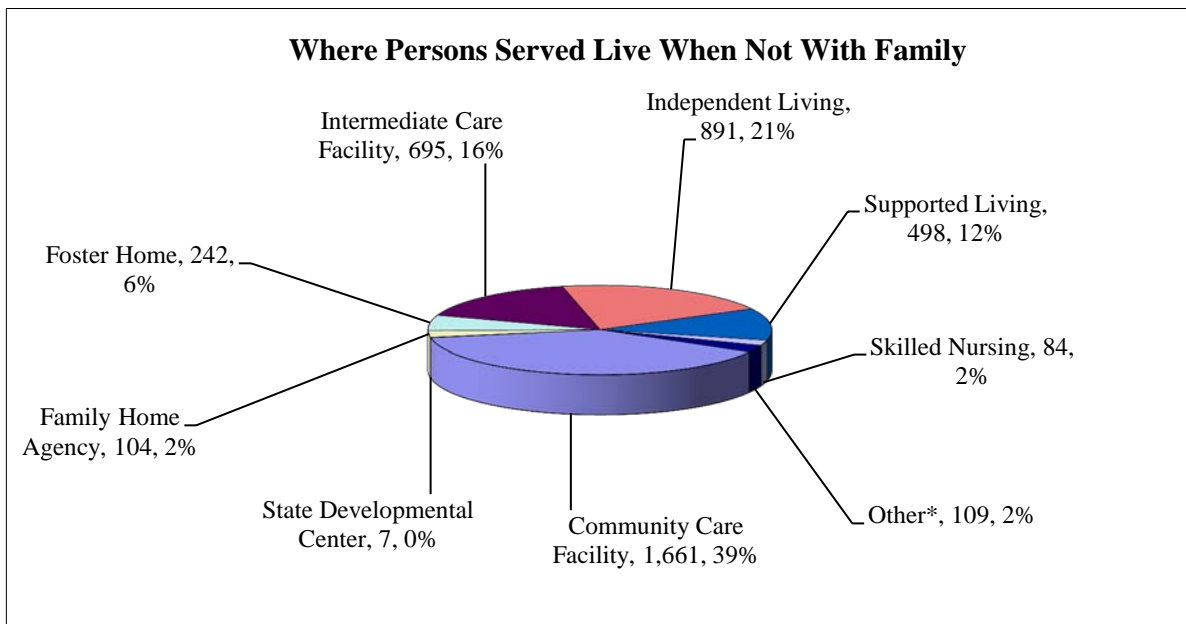
Where Persons Served Live	Persons Served All	Persons Served Under 18	Persons Served Over 18
With Family	17,356	10,087	7,269
Not With Family	3,236	241	2,995
Totals	20,592	10,328	10,264



LIVING OPTIONS, continued

Where Persons Served Live	All Persons Served	Persons Served Under 18	Persons Served Over 18
Family Home	18,071	10,065	8,006
Community Care Facility	1,661	31	1,630
State Developmental Center	7	0	7
Family Home Agency	104	0	104
Foster Home	242	236	6
Intermediate Care Facility	695	6	689
Independent Living	891	0	891
Supported Living	498	0	498
Skilled Nursing	84	0	84
Other*	109	26	77
Total	22,362	10,364	11,992

Other*			
Acute General Hospital	2	0	4
California Youth Authority	0	0	0
Community Treatment	3	1	3
Correctional Institution	0	0	0
County Jail	3	0	3
Other	0	0	0
Out of State	2	0	2
Psychiatric Treatment	12	0	12
Rehabilitation Center	4	1	3
SDC / State Hospital	7	0	7
Sub-Acute	51	23	28
Transient / Homeless	16	1	15
Total, Other*	100	26	77



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.

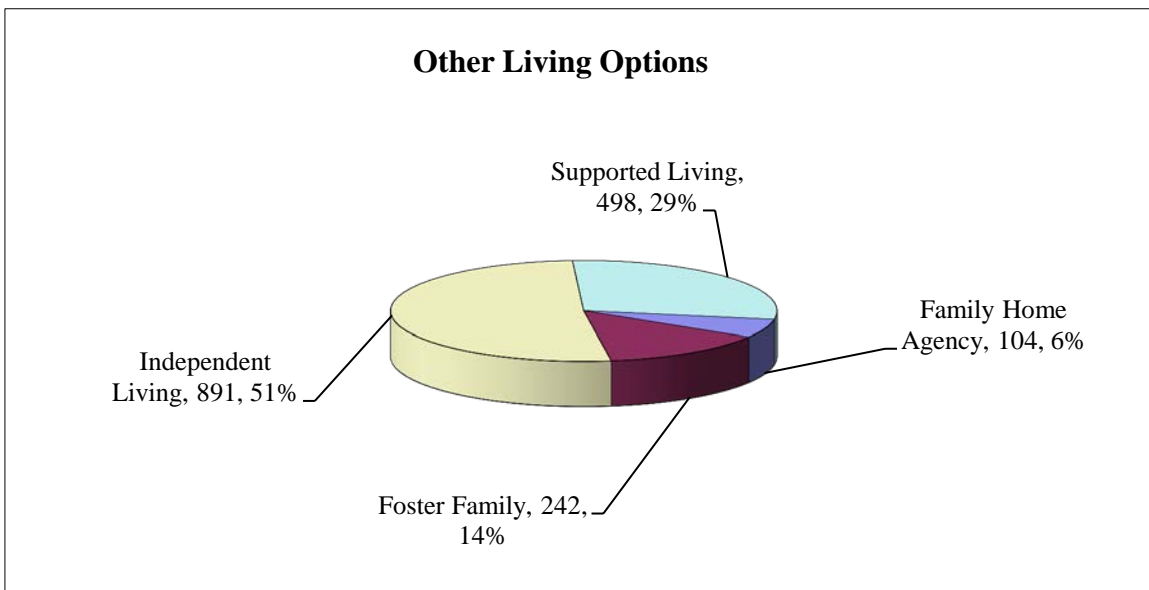
Independent Living

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.

Other Living Options	Total	Under 18	Over 18
Family Home Agency	104	0	104
Foster Family	242	236	6
Independent Living	891	0	891
Supported Living	498	0	498
Total	1,735	236	1,499



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 2020-21

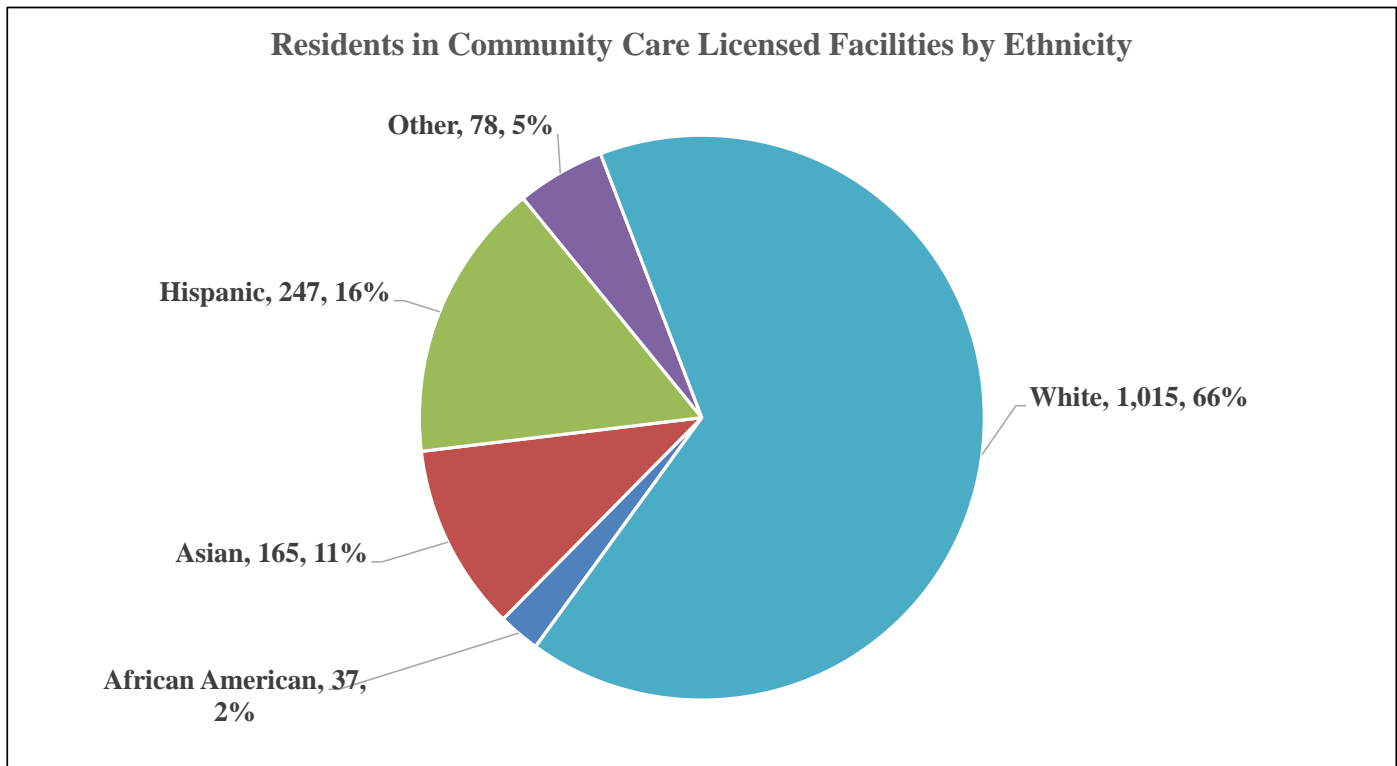
Licensed Facilities	Total	Over 18	Under 18
Level 2	255	255	0
Level 3	314	314	0
Level 4A	37	37	0
Level 4B	4	4	0
Level 4C	48	48	0
Level 4D	34	34	0
Level 4E	28	28	0
Level 4F	62	62	0
Level 4G	31	31	0
Level 4H	4	4	0
Level 4I	360	353	7
Elderly	1	1	0
ICF/DD-H	7	7	0
ICF/DD-N	5	5	0
ICF/DD	0	0	0
Skilled Nursing	0	0	0
Total	1,190	1,183	7

Licensed Facilities Summary	Total	Over 18	Under 18
Level 2	255	255	0
Level 3	314	314	0
Level 4	608	601	7
ICF/DD-H	7	7	0
ICF/DD-N	5	5	0
Elderly	1	1	0
Skilled Nursing	0	0	0
Total	1,190	1,183	7

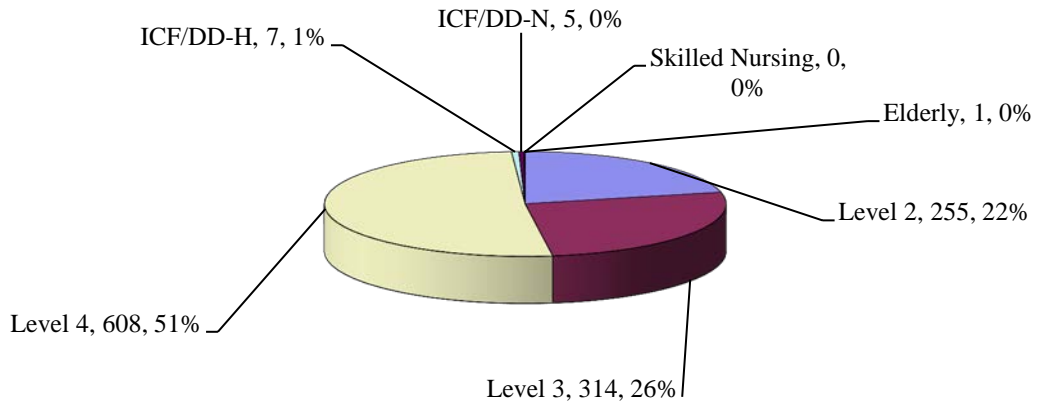
LIVING OPTIONS, continued

Persons Served Who Reside in Licensed Facilities Funded by RCOC by Ethnicity
Fiscal Year 2020-21

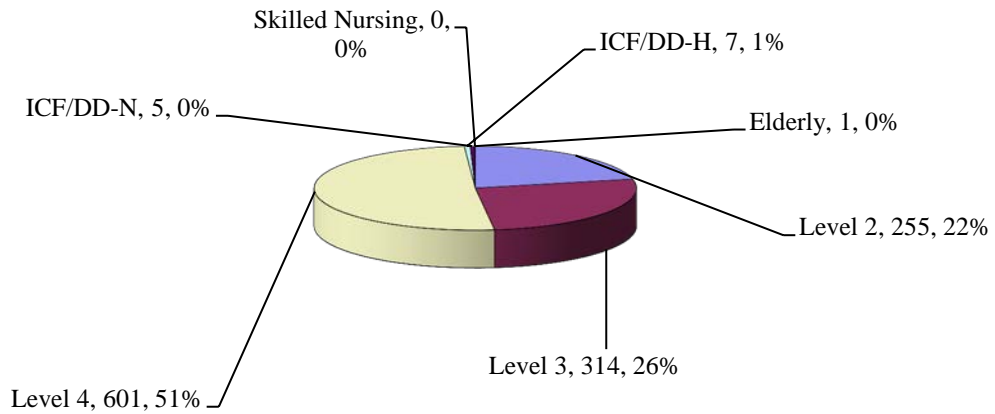
Licensed Facilities	African American	Asian	Hispanic	Other	White	Total
Level 2	7	28	53	14	257	359
Level 3	12	32	61	18	265	388
Level 4A	0	5	6	1	26	38
Level 4B	0	1	0	0	7	8
Level 4C	1	9	8	2	44	64
Level 4D	0	7	6	1	30	44
Level 4E	0	6	7	2	21	36
Level 4F	3	12	9	1	45	70
Level 4G	0	7	5	2	28	42
Level 4H	0	0	3	1	2	6
Level 4I	14	58	89	36	290	487
Total	37	165	247	78	1,015	1,542



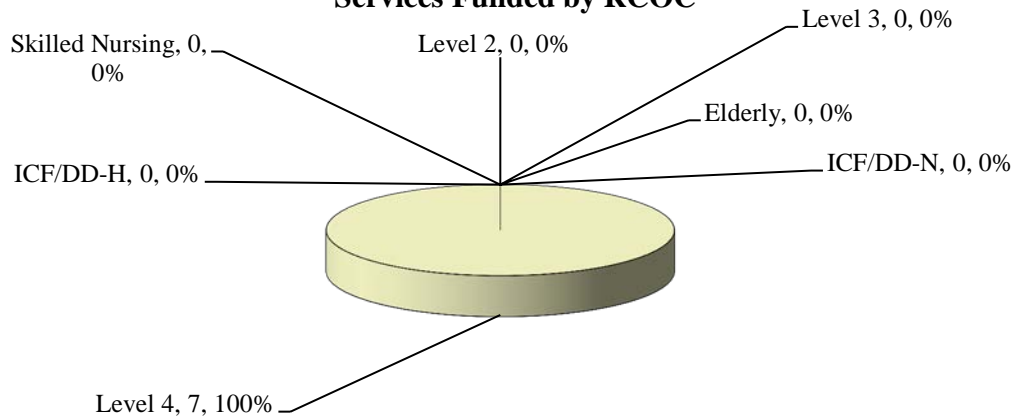
**Persons Served Who Reside in Licensed Facilities
Services Funded by RCOC**



**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**

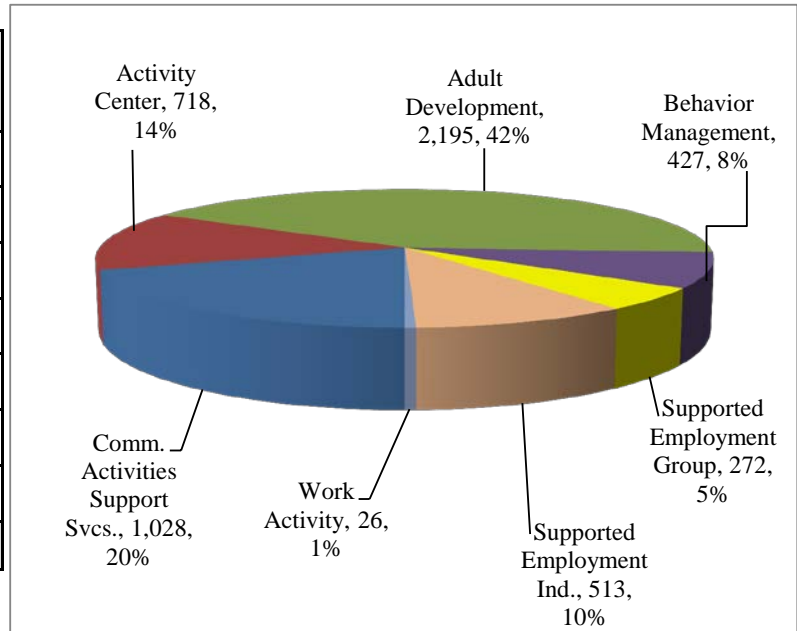


WORK

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.	1,028
Activity Center	718
Adult Development	2,195
Behavior Management	427
Supported Employment Group	272
Supported Employment Ind.	513
Work Activity	26
Total	5,179



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 2020-21

Service Coordination:	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Number of Service Coordinators (SC)	307.0	305.0	304.0			
Number of Case-Carrying SCs	277.3	275.3	274.3			
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	22,336	22,330	22,335			
Caseload Ratio, # of Active Persons Served/SCs	80.5	81.1	81.4			

Service Coordination:	Jan.	Feb.	Mar.	Apr.	May	June
Number of Service Coordinators (SC)						
Number of Case-Carrying SCs						
Number of Intake SCs						
Number of State Developmental Center SCs						
Number of Active Persons Served						
Caseload Ratio, # of Active Persons Served/SCs						

SERVICE PLANNING AND COORDINATION continued

Fair Hearings
Fiscal Year 2020-21

	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
Number of Unsettled Hearing Requests*	18	20	27									
Eligibility - Lanterman	8	7	8									
Behavioral services	2	1	1									
Respite	4	6	9									
Day Care	1	1	1									
ILS/SLS	0	0	0									
Personal Assistance	0	1	1									
Other**	3	4	7									

* 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.

Number of New Hearing Requests Filed*	10	6	11									
Eligibility - Lanterman	4	1	3									
Eligibility - Early Start	0	0	0									
Behavioral services	2	0	1									
Respite	2	1	4									
Day Care	0	0	1									
Social/Recreational	0	0	0									
Personal Assistance	0	1	0									
Other**	2	3	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.

Number of All Meetings Held	2	8	5									
Number of Informal Meetings Held	2	4	3									
Number of Mediations Held	0	2	1									
Number of SLFHs Held	0	2	1									

Number of Requests in Scheduling*	3	7	16									

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

Number of Requests Pending*	0	2	0									

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

Number of Requests Settled	3	3	6									
Withdrawn by Person Served/Family	0	0	0									
Settled in Informal	2	2	1									
Settled after further follow-up by RCOOC	1	0	2									
Settled in Mediation	0	1	0									
SLFH Decision	0	0	3									

State Level Fair Hearing Decisions

Prevailing Party												
Person Served/Family	0	0	1									
RCOC	0	0	2									
Split	0	0	0									

ADMINISTRATION AND GOVERNANCE

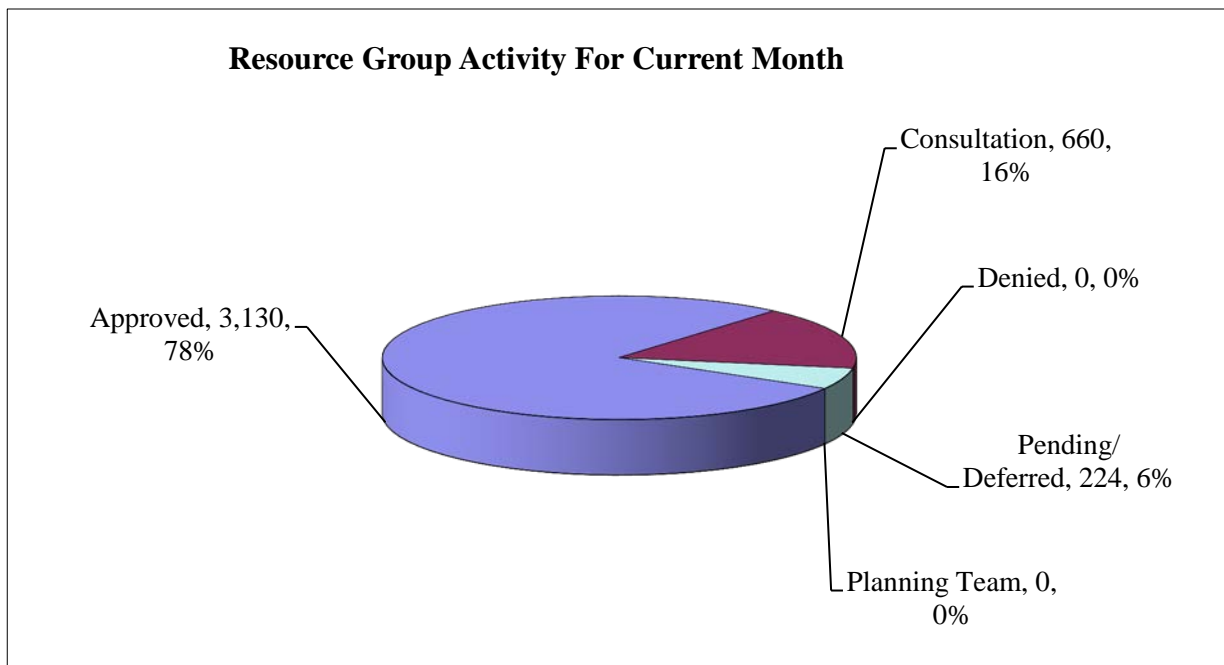
Guiding Principle

- 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 September 2020 and Fiscal Year to Date

Disposition	Approved	Consultation	Denied	Pending/Deferred	Planning Team	Total
Adult Day	318	145	0	70	0	533
Behavioral	108	47	0	8	0	163
Education	0	4	0	0	0	4
Eligibility/Health	103	0	0	7	0	110
Early Start	718	120	0	55	0	866
Living Options	308	170	0	0	0	478
Supported/Ind.	315	101	0	31	0	447
All Others	1260	73	0	53	0	1,386
Monthly Total	3,130	660	0	224	0	3,987

FY 2019-20 Total to Date	3,327	545	0	206	0	4,110
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Operations Report Summary - September 2020

About Persons Served	Early Start	Medicaid Waiver	All Other	SDC	Total	Under 18	Over 18
Number of Persons Served	3,145	8,225	9,215	7	20,592	10,328	10,264
<i>Percentage of Total</i>	<i>15%</i>	<i>40%</i>	<i>45%</i>	<i>0%</i>	<i>100%</i>	<i>50%</i>	<i>50%</i>

Children served in Prevention Resource and Referral Services	458
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Persons Served by Residence Status	All	Under 18	Over 18
Family Home	18,071	10,065	8,006
Community Care Facility	1,661	31	1,630
State Developmental Center	7	0	7
Family Home Agency	104	0	104
Foster Home	242	236	6
Intermediate Care Facility	695	6	689
Independent Living	891	0	891
Supported Living	498	0	498
Skilled Nursing	84	0	84
Other	103	26	77
Total	22,356	10,364	11,992

Special Incident Investigations	Year to Date
AWOL	9
Abuse	64
Neglect	53
Injury	49
Hospitalizations - Total	130
Death	33
Victim of crime	4
Arrest	6
Rights	62
Total	410

Number of Licensed Facilities

Community Care Facilities	Total	Under 18	Over 18
Level 2	80	0	80
Level 3	78	0	79
Level 4	169	12	160
Total Community Care Facilities	327	12	319

Licensed Facility Monitoring	Year to Date
Annual Review	1
Unannounced	8
Total Number of Reviews	9
Provider Trainings	0
Technical Support	188
Corrective Action Plans	4

Intermediate Care Facilities (ICF)

ICF-DD	0
ICF-DD/Habilitation	82
ICF-DD/Nursing	40
Total ICF Facilities	122

Number of Audits	0
Amount of Recovery from Audits	\$0

Total Licensed Facilities	449
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Performance Contract Summary

RCOC as of 9/01/2020	All	RCOC #	Goal	Percentage	# Attained
Developmental Center (DC)	22,327	8	0	0.03%	-8
Children in Foster Homes (FH)	10,390	228	220	2.19%	8
Children Own Home Parent/Guardian	10,390	10,094	10,500	97.15%	-406
Total # Children (FH,Parent/Guardian)	10,390	10,322	10,720	99.35%	-398
Adult FHA	11,929	103	103	0.86%	0
Independent Living (IL)	11,929	895	895	7.50%	0
Adults Residing Own Home - Parent	11,929	7,965	7,650	66.77%	315
Supported Living (SL)	11,929	491	481	4.12%	10
Total # Adults (FHA, IL,Parent/Guardian, SL)	11,929	9,454	9,129	79.25%	325
Children Residing in a CCF (7+ beds)	10,390	3	0	0.03%	-3
Children Residing in a ICF (7+ beds)	10,390	2	0	0.02%	-2
Children Residing in a Nursing Facility (7+ beds)	10,390	0	0	0%	0
Total Children Residing in 7+ bed facilities	10,390	5	0	0.05%	-5
Adults Residing in a CCF (7+ beds)	11,929	134	130	1.12%	-4
Adults Residing in a ICF (7+ beds)	11,929	16	30	0.13%	14
Adults Residing in a Nursing Facility (7+ beds)	11,929	84	80	0.70%	-4
Total Adults Residing in 7+ bed facilities	11,929	234	240	1.96%	6
Total Individuals Over Age 3 with <=120 days	123	122	100%	99.18%	99.18%
Total Individuals Over Age 3 with 121-240 days	123	1	0%	0.81%	0.81%
Total Individuals Over Age 3 Over 240 days	123	0	0%	0%	0%
Adults with Integrated Employment Goal	11,929	47%	50%		
Total Number of Incentive Payments Made	11,929	330			
Avg. Wage per Hour After Incentive Payment	11,929	\$11.31			
Number of 16-64 Earned Income	11,929	2,341			
Percentage of 16-64 Earned Income	11,929	21%			
Annual Earnings of 16-64	11,929	\$7,580			
Number of Adults in CIE After Paid Intern	11,929	1			
Percentage Adults Transitioned Internship to CIE	11,929	13%			
Total Annual Expenditures Race/Ethnicity	22,327				

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	0.10%	343,636	327			
RCOC Public Hearing 8/14/19	0.09%	22,085	20	Goal	%	# Attained
RCOC 9/01/20	0.04%	22,327	8	0	0.04%	-8
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	22,595	0	7	0.03%	-7
May-20	22,482	0	7	0.03%	-7
Jun-20	22,385	0	7	0.03%	-7
Jul-20	22,344	0	7	0.03%	-7
Aug-20	22,327	0	8	0.04%	-8
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			
RCOC 9/01/20	2.19%	10,390	228	220	2.19%	8
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	10,787	220	233	2.16%	13
May-20	10,645	220	236	2.22%	16
Jun-20	10,498	220	235	2.24%	15
Jul-20	10,420	220	229	2.20%	9
Aug-20	10,390	220	228	2.19%	8
Sep-20		220			
Oct-20		220			
Nov-20		220			
Dec-20		220			



Progress: B. During public meetings, RCOG 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			
Statewide Average	96.75%	173,363	167,729			
RCOC Public Hearing 8/14/19	97.40%	10,631	10,355	Goal	%	# Attained
RCOC 9/01/20	97.15%	10,390	10,094	10,500	97.15%	-406

Analysis as of Public Hearing RCOG % of DD population 6.13% RCOG % 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	10,510	97.26%	10
Apr-20	10,787	10,500	10,484	97.19%	-16
May-20	10,645	10,500	10,339	97.13%	-161
Jun-20	10,498	10,500	10,197	97.13%	-303
Jul-20	10,420	10,500	10,122	97.14%	-378
Aug-20	10,390	10,500	10,094	97.15%	-406
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 9/01/20	99.35%	10,390	10,322	10,720	99.35%	-398
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	10,787	10,720	10,717	99.35%	-3
May-20	10,645	10,720	10,575	99.34%	-145
Jun-20	10,498	10,720	10,432	99.37%	-288
Jul-20	10,420	10,720	10,351	99.34%	-369
Aug-20	10,390	10,720	10,322	99.35%	-398
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 successional 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 9/01/20	0.86%	11,929	103	103	0.86%	0
Analysis as of Public Hearing	RCOC % of DD population	6.73%	RCOC % of FH population	5.77%		

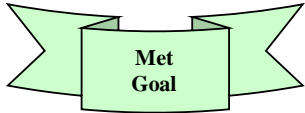


	Total Adults Status 2	Goal	Adults in FHA	%	Number Attained
Jan-20	11,725	103	98	0.84%	-5
Feb-20	11,755	103	100	0.85%	-3
Mar-20	11,784	103	99	0.84%	-4
Apr-20	11,801	103	100	0.85%	-3
May-20	11,830	103	101	0.85%	-2
Jun-20	11,880	103	102	0.86%	-1
Jul-20	11,917	103	102	0.86%	-1
Aug-20	11,929	103	103	0.86%	0
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			
RCOC 9/01/20	7.50%	11,929	895	895	7.50%	0
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	11,801	895	891	7.55%	-4
May-20	11,830	895	897	7.58%	2
Jun-20	11,880	895	901	7.58%	6
Jul-20	11,917	895	899	7.54%	4
Aug-20	11,929	895	895	7.50%	0
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 9/01/20	66.77%	11,929	7,965	7,650	66.77%	315
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	11,801	7,650	7,811	66.19%	161
May-20	11,830	7,650	7,837	66.25%	187
Jun-20	11,880	7,650	7,897	66.47%	247
Jul-20	11,917	7,650	7,935	66.59%	285
Aug-20	11,929	7,650	7,965	66.77%	315
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 9/01/20	4.12%	11,929	491	481	4.12%	10
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	11,801	481	489	4.14%	8
May-20	11,830	481	491	4.15%	10
Jun-20	11,880	481	488	4.11%	7
Jul-20	11,917	481	494	4.15%	13
Aug-20	11,929	481	491	4.12%	10
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 9/01/20	79.25%	11,929	9,454	9,129	79.25%	325
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	11,801	9,129	9,291	78.73%	162
May-20	11,830	9,129	9,326	78.83%	197
Jun-20	11,880	9,129	9,388	79.02%	259
Jul-20	11,917	9,129	9,340	79.13%	301
Aug-20	11,929	9,129	9,454	79.25%	325
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	0.00%	10,631	0			
RCOC 9/01/20	0.03%	10,390	3	0	0.03%	-3
Analysis as of Public Hearing	RCOC % of DD population	6.20%	RCOC % of FH population	0.00%		



	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	0.00%	0
Mar-20	10,806	0	0	0.00%	0
Apr-20	10,787	0	2	0.02%	-2
May-20	10,645	0	2	0.02%	-2
Jun-20	10,498	0	2	0.02%	-2
Jul-20	10,420	0	3	0.02%	-3
Aug-20	10,390	0	3	0.03%	-3
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 9/01/20	0.02%	10,390	2	0	0.02%	-2
Analysis as of Public Hearing		RCOC % of DD population	6.13%	RCOC % of FH population		6.06%



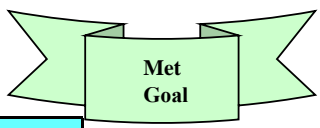
	Total Children Status 1&2	Goal	Children Residing in a ICF (7+ beds)	%	Number Attained
Jan-20	10,753	0	2	0.02%	-2
Feb-20	10,779	0	2	0.02%	-2
Mar-20	10,806	0	2	0.02%	-2
Apr-20	10,787	0	2	0.02%	-2
May-20	10,645	0	2	0.02%	-2
Jun-20	10,498	0	2	0.02%	-2
Jul-20	10,420	0	2	0.02%	-2
Aug-20	10,390	0	2	0.02%	-2
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	0.00%	171,363	7			
RCOC Public Hearing 8/14/19	0.00%	10,631	0			
RCOC 9/01/20	0.00%	10,390	0	0	0.00%	0
Analysis as of Public Hearing		RCOC % of DD population	6.20%	RCOC % of FH population		0.00%



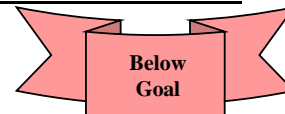
	Total Children Status 1&2	Goal	Children Residing in a Nursing Facility (7+ beds)	%	Number Attained
Jan-20	10,753	0	0	0.00%	0
Feb-20	10,779	0	0	0.00%	0
Mar-20	10,806	0	0	0.00%	0
Apr-20	10,787	0	0	0.00%	0
May-20	10,645	0	0	0.00%	0
Jun-20	10,498	0	0	0.00%	0
Jul-20	10,420	0	0	0.00%	0
Aug-20	10,390	0	0	0.00%	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			
RCOC 9/01/20	0.05%	10,390	5	0	0.05%	-5
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	10,787	0	4	0.04%	-4
May-20	10,645	0	4	0.04%	-4
Jun-20	10,498	0	4	0.04%	-4
Jul-20	10,420	0	5	0.05%	-5
Aug-20	10,390	0	5	0.05%	-5
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.

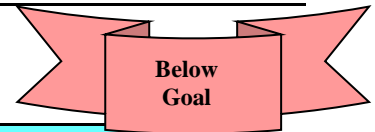
Objective: RCOC will place only those adults with medical issues or challenging behaviors in seven or greater bed facilities.

- 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 9/01/20	1.12%	11,929	134	130	1.12%	-4
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	11,801	130	142	1.20%	-12
May-20	11,830	130	140	1.18%	-10
Jun-20	11,880	130	139	1.17%	-9
Jul-20	11,917	130	133	1.12%	-3
Aug-20	11,929	130	134	1.12%	-4
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 9/01/20	0.13%	11,929	16	30	0.13%	14
Analysis as of Public Hearing		RCOC % of DD population	6.73%		RCOC % of FH population	6.56%

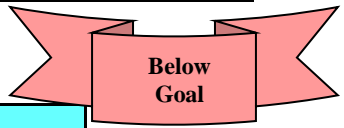


	Total Adults Status 2	Goal	Adults Residing in a ICF (7+ beds)	%	Number Attained
Jan-20	11,725	30	20	0.17%	10
Feb-20	11,755	30	20	0.17%	10
Mar-20	11,784	30	19	0.16%	11
Apr-20	11,801	30	19	0.16%	11
May-20	11,830	30	19	0.16%	11
Jun-20	11,880	30	21	0.18%	9
Jul-20	11,917	30	18	0.15%	12
Aug-20	11,929	30	16	0.13%	14
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 9/01/20	0.70%	11,929	84	80	0.70%	-4
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	11,801	80	90	0.76%	-10
May-20	11,830	80	95	0.80%	-15
Jun-20	11,880	80	92	0.77%	-12
Jul-20	11,917	80	88	0.74%	-8
Aug-20	11,929	80	84	0.70%	-4
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 9/01/20	1.96%	11,929	234	240	1.96%	6
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	11,801	240	251	2.13%	-11
May-20	11,830	240	254	2.15%	-14
Jun-20	11,880	240	252	2.12%	-12
Jul-20	11,917	240	239	2.01%	1
Aug-20	11,929	240	234	1.96%	6
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.

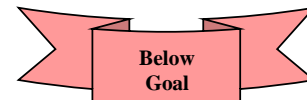
Progress: A. During public meetings, RCOC had 230, or 100%, of regional center individuals over age 3 with <=120 days.

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	100.00%	230	230	Goal	% Attained
RCOC 9/01/20	97.12%	123	122	100.00%	99.19%



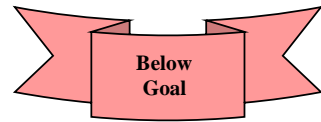
	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 with <=120 days	% Attained
Jan-20	194	100.00%	194	100.00%
Feb-20	200	100.00%	198	99.00%
Mar-20	208	100.00%	205	98.56%
Apr-20	192	100.00%	191	99.48%
May-20	168	100.00%	167	99.40%
Jun-20	120	100.00%	119	99.17%
Jul-20	104	100.00%	101	97.12%
Aug-20	123	100.00%	122	99.19%
Sep-20		100.00%		
Oct-20		100.00%		
Nov-20		100.00%		
Dec-20		100.00%		



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	0.00%	230	0		
RCOC 9/01/20	0.81%	123	1	0.00%	0.81%



	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 with 121-240 days	%
Jan-20	194	0.00%	0	0.00%
Feb-20	200	0.00%	1	1.00%
Mar-20	208	0.00%	3	1.44%
Apr-20	192	0.00%	1	0.52%
May-20	168	0.00%	0	0.00%
Jun-20	120	0.00%	1	0.83%
Jul-20	104	0.00%	3	2.88%
Aug-20	123	0.00%	1	0.81%
Sep-20		0.00%		
Oct-20		0.00%		
Nov-20		0.00%		
Dec-20		0.00%		

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

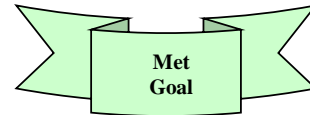
C. Total number and % of regional center individuals over age 3 with over 240 days.

Statewide Average

RCOC Public Hearing 8/14/19

RCOC 9/01/20

Percentage	Total Number Individuals Age 3 or Over	Total Number Individuals Over Age 3 Over 240 days	Goal	%
4.11%	7,291	300		
0.00%	223	0	Goal	%
0.00%	123	0	0.00%	0.00%



	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 Over 240 days	% Attained
Jan-20	194	0.00%	0	0.00%
Feb-20	200	0.00%	0	0.00%
Mar-20	208	0.00%	0	0.00%
Apr-20	192	0.00%	0	0.00%
May-20	168	0.00%	1	0.60%
Jun-20	120	0.00%	0	0.00%
Jul-20	104	0.00%	0	0.00%
Aug-20	123	0.00%	0	0.00%
Sep-20		0.00%		
Oct-20		0.00%		
Nov-20		0.00%		
Dec-20		0.00%		



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	N/A
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% ↑
Totals	5,560 ↑	100.0%	\$39,235,099 ↑	62% ↑

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% ↑
Totals	9,217	100.0%	\$101,045,979	65.7%

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% ↑
Totals	9,039 ↑	100.0%	\$309,521,717 ↑	84.8% ↑



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% ↓
Totals	5,560 ↑	212 ↓	3.8% ↓

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% ↑
Totals	9,429 ↑	2,972 ↑	31.5% ↑

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% ↓
Totals	9,039 ↑	1,437	15.9%



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).

Primary Language	Total People	POS Authorized Per Capita	Percentage Utilized
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 10/01/2020	All	RCOC #	Goal	Percentage	# Attained
Developmental Center (DC)	22,329	8	0	0.03%	-8
Children in Foster Homes (FH)	10,357	236	220	2.28%	16
Children Own Home Parent/Guardian	10,357	10,059	10,500	97.12%	-441
Total # Children (FH,Parent/Guardian)	10,357	10,295	10,720	99.40%	-425
Adult FHA	11,964	104	103	0.87%	1
Independent Living (IL)	11,964	888	895	7.42%	-7
Adults Residing Own Home - Parent	11,964	8,004	7,650	66.90%	354
Supported Living (SL)	11,964	494	481	4.13%	13
Total # Adults (FHA, IL,Parent/Guardian, SL)	11,964	9,490	9,129	79.32%	361
Children Residing in a CCF (7+ beds)	10,357	2	0	0.02%	-2
Children Residing in a ICF (7+ beds)	10,357	2	0	0.02%	-2
Children Residing in a Nursing Facility (7+ beds)	10,357	0	0	0%	0
Total Children Residing in 7+ bed facilities	10,357	5	0	0.05%	-4
Adults Residing in a CCF (7+ beds)	11,964	134	130	1.12%	-4
Adults Residing in a ICF (7+ beds)	11,964	15	30	0.13%	15
Adults Residing in a Nursing Facility (7+ beds)	11,964	83	80	0.69%	-3
Total Adults Residing in 7+ bed facilities	11,964	232	240	1.94%	8
Total Individuals Over Age 3 with <=120 days	155	153	100%	98.71%	98.71%
Total Individuals Over Age 3 with 121-240 days	155	2	0%	1.29%	1.29%
Total Individuals Over Age 3 Over 240 days	155	0	0%	0%	0%
Adults with Integrated Employment Goal	11,929	47%	50%		
Total Number of Incentive Payments Made	11,929	330			
Avg. Wage per Hour After Incentive Payment	11,929	\$11.31			
Number of 16-64 Earned Income	11,929	2,341			
Percentage of 16-64 Earned Income	11,929	21%			
Annual Earnings of 16-64	11,929	\$7,580			
Number of Adults in CIE After Paid Intern	11,929	1			
Percentage Adults Transitioned Internship to CIE	11,929	13%			
Total Annual Expenditures Race/Ethnicity	22,329				

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	0.10%	343,636	327			
RCOC Public Hearing 8/14/19	0.09%	22,085	20	Goal	%	# Attained
RCOC 10/01/20	0.04%	22,329	8	0	0.04%	-8
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	22,595	0	7	0.03%	-7
May-20	22,482	0	7	0.03%	-7
Jun-20	22,385	0	7	0.03%	-7
Jul-20	22,344	0	7	0.03%	-7
Aug-20	22,327	0	8	0.04%	-8
Sep-20	22,329	0	8	0.04%	-8
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			
RCOC 9/01/20	2.28%	10,357	236	220	2.28%	16
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	10,787	220	233	2.16%	13
May-20	10,645	220	236	2.22%	16
Jun-20	10,498	220	235	2.24%	15
Jul-20	10,420	220	229	2.20%	9
Aug-20	10,390	220	228	2.19%	8
Sep-20	10,357	220	236	2.28%	16
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 9/01/20	97.12%	10,357	10,059	10,500	97.12%	-441
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	10,510	97.26%	10
Apr-20	10,787	10,500	10,484	97.19%	-16
May-20	10,645	10,500	10,339	97.13%	-161
Jun-20	10,498	10,500	10,197	97.13%	-303
Jul-20	10,420	10,500	10,122	97.14%	-378
Aug-20	10,390	10,500	10,094	97.15%	-406
Sep-20	10,357	10,500	10,059	97.12%	-441
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 9/01/20	99.40%	10,357	10,295	10,720	99.40%	-425
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	10,787	10,720	10,717	99.35%	-3
May-20	10,645	10,720	10,575	99.34%	-145
Jun-20	10,498	10,720	10,432	99.37%	-288
Jul-20	10,420	10,720	10,351	99.34%	-369
Aug-20	10,390	10,720	10,322	99.35%	-398
Sep-20	10,357	10,720	10,295	99.40%	-425
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 10/01/20	0.87%	11,964	104	103	0.87%	1
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	11,801	103	100	0.85%	-3
May-20	11,830	103	101	0.85%	-2
Jun-20	11,880	103	102	0.86%	-1
Jul-20	11,917	103	102	0.86%	-1
Aug-20	11,929	103	103	0.86%	0
Sep-20	11,964	103	104	0/87%	1
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			
RCOC 10/01/20	7.42%	11,964	888	895	7.42%	-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	11,801	895	891	7.55%	-4
May-20	11,830	895	897	7.58%	2
Jun-20	11,880	895	901	7.58%	6
Jul-20	11,917	895	899	7.54%	4
Aug-20	11,929	895	895	7.50%	0
Sep-20	11,964	895	888	7.42%	-7
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 10/01/20	66.90%	11,964	8,004	7,650	66.90%	354
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	11,801	7,650	7,811	66.19%	161
May-20	11,830	7,650	7,837	66.25%	187
Jun-20	11,880	7,650	7,897	66.47%	247
Jul-20	11,917	7,650	7,935	66.59%	285
Aug-20	11,929	7,650	7,965	66.77%	315
Sep-20	11,964	7,650	8,004	66.90%	354
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 10/01/20	4.13%	11,964	494	481	4.13%	13
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	11,801	481	489	4.14%	8
May-20	11,830	481	491	4.15%	10
Jun-20	11,880	481	488	4.11%	7
Jul-20	11,917	481	494	4.15%	13
Aug-20	11,929	481	491	4.12%	10
Sep-20	11,964	481	494	4.13%	13
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 10/01/20	79.32%	11,964	9,490	9,129	79.32%	361
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	11,801	9,129	9,291	78.73%	162
May-20	11,830	9,129	9,326	78.83%	197
Jun-20	11,880	9,129	9,388	79.02%	259
Jul-20	11,917	9,129	9,340	79.13%	301
Aug-20	11,929	9,129	9,454	79.25%	325
Sep-20	11,964	9,129	9,490	79.32%	361
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.

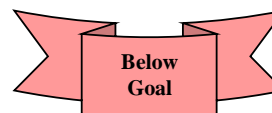
- RCOC will continue seeking appropriate placement in smaller facilities for these children and to support creative services and supports which would allow placement in existing small facilities, as well as development of new small facilities as needed, utilizing appropriate services and supports to 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	0.00%	10,631	0			
RCOC 10/01/20	0.02%	10,357	2	0	0.02%	-2
Analysis as of Public Hearing	RCOC % of DD population	6.20%	RCOC % of FH population	0.00%		



	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	0.00%	0
Mar-20	10,806	0	0	0.00%	0
Apr-20	10,787	0	2	0.02%	-2
May-20	10,645	0	2	0.02%	-2
Jun-20	10,498	0	2	0.02%	-2
Jul-20	10,420	0	3	0.02%	-3
Aug-20	10,390	0	3	0.03%	-3
Sep-20	10,357	0	2	0.02%	-2
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)			
Statewide Average	0.02%	173,363	33			
RCOC Public Hearing 8/14/19	0.02%	10,631	2	Goal	%	# Attained
RCOC 10/01/20	0.02%	10,357	2	0	0.02%	-2
Analysis as of Public Hearing	RCOC % of DD population	6.13%	RCOC % of FH population	6.06%		

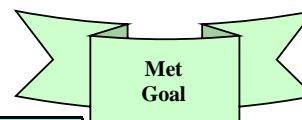


	Total Children Status 1&2	Goal	Children Residing in a ICF (7+ beds)	%	Number Attained
Jan-20	10,753	0	2	0.02%	-2
Feb-20	10,779	0	2	0.02%	-2
Mar-20	10,806	0	2	0.02%	-2
Apr-20	10,787	0	2	0.02%	-2
May-20	10,645	0	2	0.02%	-2
Jun-20	10,498	0	2	0.02%	-2
Jul-20	10,420	0	2	0.02%	-2
Aug-20	10,390	0	2	0.02%	-2
Sep-20	10,357	0	2	0.02%	-2
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	0.00%	171,363	7			
RCOC Public Hearing 8/14/19	0.00%	10,631	0			
RCOC 10/01/20	0.00%	10,357	0	0	0.00%	0
Analysis as of Public Hearing	RCOC % of DD population	6.20%	RCOC % of FH population	0.00%		



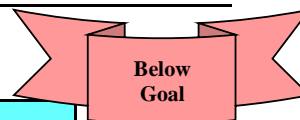
	Total Children Status 1&2	Goal	Children Residing in a Nursing Facility (7+ beds)	%	Number Attained
Jan-20	10,753	0	0	0.00%	0
Feb-20	10,779	0	0	0.00%	0
Mar-20	10,806	0	0	0.00%	0
Apr-20	10,787	0	0	0.00%	0
May-20	10,645	0	0	0.00%	0
Jun-20	10,498	0	0	0.00%	0
Jul-20	10,420	0	0	0.00%	0
Aug-20	10,390	0	0	0.00%	0
Sep-20	10,357	0	0	0.00%	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			
RCOC 10/01/20	0.04%	10,357	4	0	0.04%	-4
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	10,787	0	4	0.04%	-4
May-20	10,645	0	4	0.04%	-4
Jun-20	10,498	0	4	0.04%	-4
Jul-20	10,420	0	5	0.05%	-5
Aug-20	10,390	0	5	0.05%	-5
Sep-20	10,357	0	4	0.04%	-4
Oct-20		0			
Nov-20		0			
Dec-20		0			

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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.

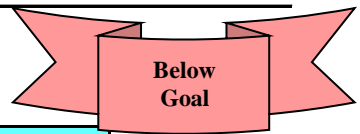
- RCOC will continue seeking appropriate placement in smaller facilities for these persons served and to support creative services and supports which would allow placement in existing small facilities, as well as development of new small facilities as needed, utilizing appropriate services and supports 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 10/01/20	1.12%	11,964	134	130	1.12%	-4
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	11,801	130	142	1.20%	-12
May-20	11,830	130	140	1.18%	-10
Jun-20	11,880	130	139	1.17%	-9
Jul-20	11,917	130	133	1.12%	-3
Aug-20	11,929	130	134	1.12%	-4
Sep-20	11,964	130	134	1.12%	-4
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 10/01/20	0.13%	11,964	15	30	0.13%	15
Analysis as of Public Hearing	RCOC % of DD population	6.73%	RCOC % of FH population	6.56%		

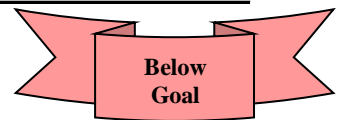


	Total Adults Status 2	Goal	Adults Residing in a ICF (7+ beds)	%	Number Attained
Jan-20	11,725	30	20	0.17%	10
Feb-20	11,755	30	20	0.17%	10
Mar-20	11,784	30	19	0.16%	11
Apr-20	11,801	30	19	0.16%	11
May-20	11,830	30	19	0.16%	11
Jun-20	11,880	30	21	0.18%	9
Jul-20	11,917	30	18	0.15%	12
Aug-20	11,929	30	16	0.13%	14
Sep-20	11,964	30	15	0.13%	15
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 10/01/20	0.69%	11,964	83	80	0.69%	-3
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	11,801	80	90	0.76%	-10
May-20	11,830	80	95	0.80%	-15
Jun-20	11,880	80	92	0.77%	-12
Jul-20	11,917	80	88	0.74%	-8
Aug-20	11,929	80	84	0.70%	-4
Sep-20	11,964	80	83	0.69%	-3
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 10/01/20	1.94%	11,964	232	240	1.94%	8
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	11,801	240	251	2.13%	-11
May-20	11,830	240	254	2.15%	-14
Jun-20	11,880	240	252	2.12%	-12
Jul-20	11,917	240	239	2.01%	1
Aug-20	11,929	240	234	1.96%	6
Sep-20	11,964	240	232	1.94%	8
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	100.00%	230	230	Goal	% Attained
RCOC 10/01/20	98.71%	155	153	100.00%	98.71%



	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 with <=120 days	% Attained
Jan-20	194	100.00%	194	100.00%
Feb-20	200	100.00%	198	99.00%
Mar-20	208	100.00%	205	98.56%
Apr-20	192	100.00%	191	99.48%
May-20	168	100.00%	167	99.40%
Jun-20	120	100.00%	119	99.17%
Jul-20	104	100.00%	101	97.12%
Aug-20	123	100.00%	122	99.19%
Sep-20	155	100.00%	153	98.71%
Oct-20		100.00%		
Nov-20		100.00%		
Dec-20		100.00%		



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 10/01/20

	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	0.00%	230	0		
RCOC 10/01/20	1.29%	155	2	0.00%	1.29%



	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 with 121-240 days	%
Jan-20	194	0.00%	0	0.00%
Feb-20	200	0.00%	1	1.00%
Mar-20	208	0.00%	3	1.44%
Apr-20	192	0.00%	1	0.52%
May-20	168	0.00%	0	0.00%
Jun-20	120	0.00%	1	0.83%
Jul-20	104	0.00%	3	2.88%
Aug-20	123	0.00%	1	0.81%
Sep-20	155	0.00%	2	1.29%
Oct-20		0.00%		
Nov-20		0.00%		
Dec-20		0.00%		

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.

	Percentage	Total Number Individuals Age 3 or Over	Total Number Individuals Over Age 3 Over 240 days	Goal	%
Statewide Average	4.11%	7,291	300		
RCOC Public Hearing 8/14/19	0.00%	223	0		
RCOC 10/01/20	0.00%	155	0	0.00%	0.00%



	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 Over 240 days	% Attained
Jan-20	194	0.00%	0	0.00%
Feb-20	200	0.00%	0	0.00%
Mar-20	208	0.00%	0	0.00%
Apr-20	192	0.00%	0	0.00%
May-20	168	0.00%	1	0.60%
Jun-20	120	0.00%	0	0.00%
Jul-20	104	0.00%	0	0.00%
Aug-20	123	0.00%	0	0.00%
Sep-20	155	0.00%	0	0.00%
Oct-20		0.00%		
Nov-20		0.00%		
Dec-20		0.00%		



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% ↑
Totals	5,560 ↑	100.0%	\$39,235,099 ↑	62% ↑

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% ↑
Totals	9,217	100.0%	\$101,045,979	65.7%

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% ↑
Totals	9,039 ↑	100.0%	\$309,521,717 ↑	84.8% ↑



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% ↓
Totals	5,560 ↑	212 ↓	3.8% ↓

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% ↑
Totals	9,429 ↑	2,972 ↑	31.5% ↑

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% ↓
Totals	9,039 ↑	1,437	15.9%



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).

Primary Language	Total People	POS Authorized Per Capita	Percentage Utilized
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: November 5, 2020
TO: Board of Directors
FROM: Chip Wright
Chair, Executive Committee

ACTION	X
ACTION/CONSENT	
DISCUSSION	
INFO ONLY	

SUBJECT: **Approval of Renewal of Board Membership for Frances Hernandez for a Three-Year Term Commencing January 1, 2021 and Ending December 31, 2024**

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 addition to the provisions of the Lanterman Act, the Board may also consider for membership persons whose skills include, but are not limited to, education, community service and public health.

REASON FOR CURRENT ITEM:

Ms. Hernandez will complete her one-year term on December 31, 2020. The Executive Committee recommends that Ms. Hernandez’s Board membership be renewed for a three-year term, commencing January 1, 2021 and ending December 31, 2024.

FISCAL IMPACT:

None.

RECOMMENDATIONS:

That the Board approve Ms. Frances Hernandez’s Board membership for a three-year term, commencing January 1, 2021 and ending December 31, 2024.

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

DATE: November 5, 2020
TO: Board of Directors
FROM: Chip Wright
Chair, Executive Committee

ACTION	X
ACTION/CONSENT	
DISCUSSION	
INFO ONLY	

SUBJECT: **Approval of Renewal of Board Membership for Amy Jessee for a Three-Year Term Commencing January 11, 2021 and Ending January 10, 2024**

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 addition to the provisions of the Lanterman Act, the Board may also consider for membership persons whose skills include, but are not limited to, education, community service and public health.

REASON FOR CURRENT ITEM:

Ms. Jessee will complete her three-year term on January 10, 2021. The Executive Committee recommends that Ms. Jessee’s Board membership be renewed for another three-year term, commencing January 11, 2021 and ending January 10, 2024.

FISCAL IMPACT:

None.

RECOMMENDATIONS:

That the Board approve Ms. Amy Jessee’s Board membership for a three-year term, commencing January 11, 2021 and ending January 10, 2024.

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

DATE: November 5, 2020

TO: Board of Directors

FROM: Chip Wright
Chair, Executive Committee

ACTION	X
ACTION/CONSENT	
DISCUSSION	
INFO ONLY	

SUBJECT: **Approval of Renewal of Board Membership for Liza Krassner for a Three-Year Term Commencing January 11, 2021 and Ending January 10, 2024**

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 addition to the provisions of the Lanterman Act, the Board may also consider for membership persons whose skills include, but are not limited to, education, community service and public health.

REASON FOR CURRENT ITEM:

Ms. Krassner will complete her three-year term on January 10, 2021. The Executive Committee recommends that Ms. Krassner's Board membership be renewed for another three-year term, commencing January 11, 2021 and ending January 10, 2024.

FISCAL IMPACT:

None.

RECOMMENDATIONS:

That the Board approve Ms. Liza Krassner's Board membership for a three-year term, commencing January 11, 2021 and ending January 10, 2024.

**Regional Center of Orange County
Board Recruitment and Training Committee
September 14, 2020
Videoconference Minutes**

Committee Members Present: John “Chip” Wright, Chair
Sylvia Delgado
Frances Hernandez
Sandy Martin
Chinh Nguyen
Fernando Peña

RCOC Staff Present: Larry Landauer, Executive Director
Bette Baber, Chief Financial Officer
Jerrod Bonner, Information Technology Director
Bonnie Ivers, Clinical Director
Keli Radford, Services and Supports Director
Stacy Wong, Human Resources Director

Mr. Chip Wright called the videoconference meeting to order at 5:03 p.m. and welcomed the new Committee members.

I. Board Recruitment

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

Mr. Wright reviewed the Board members’ terms and the Committee discussed members whose terms will end in this fiscal year.

1. Board Composition Report to DDS

Mr. Larry Landauer reported that RCOC submits a Board Composition Survey to DDS each year to ensure compliance with WIC §4622.5. As of September 8, 2020, DDS found that RCOC’s board composition is in compliance with the exception of Hispanic/Latino ethnicity which is underrepresented.

The Committee discussed recruitment efforts to add a Hispanic/Latino member.

II. Board Development and Training

A. Discuss Board Training Schedule and 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 virtually on Thursday, October 1, 2020 at 5:30 p.m.

***Board Recruitment and Training Committee Minutes
September 14, 2020***

III. Community Forum

No community members were present at the meeting.

Mr. Wright adjourned the meeting at 5:41 p.m.

Recorder: Sandra Lomelí

**Regional Center of Orange County
Board Recruitment and Training Committee
October 12, 2020
Videoconference Minutes**

Committee Members Present: John “Chip” Wright, Chair
Sylvia Delgado
Frances Hernandez
Sandy Martin
Chinh Nguyen
Fernando Peña

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, Services and Supports Director
Stacy Wong, Human Resources Director

Mr. Chip Wright called the videoconference meeting to order at 5:01 p.m.

I. Board Recruitment

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

Mr. Larry Landauer reported that there were no changes since the last meeting.

Mr. Wright reviewed the Board members’ terms and the Committee discussed members whose terms will end in this fiscal year.

B. Discuss Recruitment Needs

Mr. Wright discussed the need to recruit new members to ensure compliance with the composition requirements of the Lanterman Act.

II. Board Development and Training

A. Discuss Board Training Schedule and Topics

Mr. Wright reported that the next Board training session is scheduled for Thursday, February 4, 2021. The topic for the training will be Transportation.

Mr. Wright requested that staff provide a list of past training topics to the Board and then poll them to determine potential topics for future Board trainings.

***Board Recruitment and Training Committee Minutes
October 12, 2020***

III. Community Forum

No community members were present at the meeting.

Mr. Wright adjourned the meeting at 5:27 p.m.

Recorder: Sandra Lomelí

**Regional Center of Orange County
Policies and Outcomes Committee
October 19, 2020
Videoconference Minutes**

Committee Members Present: Cliff Amsden, Chairperson
Mine Hagen
Sandy Martin
Chip Wright

Committee Members Absent: Meena Chockalingam
Liza Krassner

RCOC Staff Members Present: Larry Landauer, Executive Director
Bette Baber, Chief Financial Officer
Jerrod Bonner, Information Technology Director
Arturo Cazares, Associate Director of Employment
Bonnie Ivers, Clinical Director
Christina Petteruto, General Counsel
Keli Radford, Services and Supports Director
Jack Stanton, Associate Director of Housing
Stacy Wong, Human Resources Director

Corporate Counsel Present: David Lester, Esq.

Mr. Cliff Amsden called the videoconference meeting to order at 5:50 p.m.

I. Governance Policies

A. Review of Conflict of Interest Policy

The Committee reviewed and accepted the proposed revisions to the policy.

M/S/C to recommend that the Board approve the Conflict of Interest Policy, as proposed.

B. Review of the Zero Tolerance Policy Regarding Abuse and Neglect of Those We Serve

The Committee reviewed and accepted the proposed revisions to the policy.

M/S/C to recommend that the Board approve the Zero Tolerance Policy Regarding Abuse and Neglect of Those We Serve, as proposed.

RCOC Policies and Outcomes Committee Minutes
October 19, 2020

II. Strategic Plan

Mr. Amsden deferred reviewing any changes to the Strategic Plan. The Committee agreed to schedule a special meeting on November 16, 2020, which will allow Committee members additional time to review, comment and propose changes.

III. Community Forum

No community members were present.

Mr. Amsden adjourned the meeting at 6:30 p.m.

Recorder: Sandra Lomeli

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

DATE: November 5, 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 Conflict of Interest 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 meeting on October 19, 2020, the Policies and Outcomes Committee reviewed the Conflict of Interest Policy.

REASON FOR CURRENT ITEM:

After review, the Policies and Outcomes Committee recommends revisions to the Conflict of Interest Policy as indicated in the attachment.

FISCAL IMPACT:

None.

RECOMMENDATIONS:

That the Board approve the revisions to the Conflict of Interest Policy as presented.

XIII. CONFLICT OF INTEREST POLICY

Background And Purpose

The purpose of this Conflict of Interest Policy is to protect the interests of Regional Center of Orange County, Inc. (RCOC) and ensure that RCOC complies with all applicable laws prohibiting conflicts of interest.

~~In 2011 the Lanterman Act was amended to provide revised conflict of interest (COI) obligations for regional centers. The current Lanterman Act provisions regarding conflicts of interest (COI) in regional centers are set forth in Welfare & Institutions Code (WIC), Sections 4626, 4626.5, and 4627. In addition, COI regulations became effective on August 15, 2012, and are found at Title 17 California Code of Regulations, Sections 54500 through 54535. These regulations implement the 2011 changes in the Lanterman Act that modified the COI obligations for regional centers.~~

This policy is intended to supplement but not replace applicable laws and regulations governing COI.

General Scope of Conflict Laws

RCOC shall comply with the regulations (Title 17, Sections 54500-54535) that contain COI rules and obligations that apply to regional centers:

- (1) executive directors,
- (2) governing board members,
- (3) advisory committee board members,
- (4) employees,
- (5) contractors,
- (6) agents, and
- (7) consultants.

Executive Directors

The provisions for handling COI Statements and Conflicts by an Executive Director are also similar to those for Board Members. The precise provisions are contained in WIC, Sections 4626(a), 4626(g), and Title 17, Sections 54532, 54533, and 54534.

Governing Board Members

The provisions for handling COI Statements and conflicts by Board Members are contained in WIC, Sections 4626(a), 4626(g), and Title 17, Sections 54532, 54533, and 54534.

Advisory Committee Board Members

The ~~new~~ regulations also identify possible conflicts for Advisory Committee Board Members. Title 17, Section 54521 states that there is a COI when a regional center

advisory committee board member (appointed pursuant to WIC, Sections 4622(i)) is in any of the following positions for a business entity, entity, or provider from which the regional center purchases, obtains, or secures services for persons served:

(a) a member of the governing board, (b) a board committee member; (c) an owner; (d) a partner; (e) a shareholder; (f) an agent; (g) a manager; (h) an employee; (i) a contractor; or (j) a consultant, and that person does any of the following: (a) serves as an officer of the RC board; (b) votes on any fiscal manner affecting purchase of services from any RC provider; or (c) votes on any matters where the member has a financial interest.

An “advisory committee board member,” as a board member, is required to complete a COI Reporting Statement just like all other board members (Title 17, Sections 54532, 54533, and 54534).

Employees

The provisions prohibiting conflicts of interest for employees are contained at Title 17, Sections 54526, 54527, 54528, 54529, and 52530. The basic concept is that regional center employees cannot place themselves in a position where their private, personal interests may conflict with their official duties (Title 17, Section 54529). Employees must be guided solely by the interests of the regional center and those we serve. They may not place themselves in a situation that creates a dilemma about advancing their personal interests instead of acting in the best interests of the regional center.

The new regulations generally provide that the only employees who will have a conflict are employees with “decision or policy making authority” (Title 17, Section 54526). This is generally defined to include all employees except those with purely secretarial or clerical duties. Service Coordinators are deemed to be employees with “decision or policy making authority.”

Contractors, Agents and Consultants

The provisions for handling COI Statements and Conflicts for Contractors, Agents and Consultants are also similar to those for employees. Title 17, Sections 54526, 54527, 54528, 54529, and 54530 identify what will constitute a conflict.

Finally, Title 17, Section 54533 addresses resolution of such conflicts.

Definitions

Decision or Policy Making Authority

The definition of “Decision or Policy-Making Authority” in Title 17, Section 54505(d) states that employees have such authority if they exercise judgment in making decisions that are not solely secretarial or clerical, including employees who make final decisions, compel decisions, make substantive recommendations, vote on

obligations, or vote to approve selection of any director, trustee, agent, employee, contractor, or consultant for his or her entity.

The law deems Service Coordinators to have “decision or policy-making authority.” This is because they generally participate on planning teams that make decisions, they make decisions about which programs and services to recommend to those we serve and finally, Service Coordinators are listed in WIC, Section 4626(e), as persons who must complete the COI Reporting Statements.

Family Members

The regulations prohibit both the employee and a family member from holding certain positions and having certain financial interests, so the definition of a “family member” is critical. Most conflicts under these rules occur with family members. Title 17, Section 54505(f) states that the term “Family Member” includes the individual’s:

“spouse, domestic partner, parents, stepparents, grandparents, siblings, step-siblings, children, stepchildren, grandchildren, and parents-in-law, brothers-in-law, sisters-in-law, sons-in-law, and daughters-in-law.” Cousins, aunts, uncles, nieces and nephews are not considered family members.

RCOC’s employees should avoid conflicts before they occur. The best way to do so is to ensure that a family member does not accept a position that will create a conflict. If a family member does take such a position, it may threaten the position of the employee by creating a conflict.

Business Entity, Entity or Provider

Business Entity, Entity or Provider is defined as:

“...any individual, business venture, or state or local governmental entity from whom or from which the regional center purchases, obtains, or secures goods or services to conduct its operations. These entities or providers include, but are not limited to, residential facilities, intermediate care facilities, skilled nursing facilities, supported and independent living services, hospitals, medical groups, activity centers, housing providers, entities formed in support of the regional center, infant programs, clinics, laboratories, pharmacies, drug stores, ambulance services, furniture stores, equipment and supply stores, physicians, psychologists, nurses, therapists, teachers, social workers, and contract case managers. For purposes of these conflict-of-interest regulations “business entity, entity or provider” does not include a consumer or family member of a consumer who receives vouchers for consumer services.”

Prohibited Conflicts

Conflict By Holding Position With Provider

A conflict exists when:

a Board Member,
an Executive Director,
or a family member of such person (Title 17, Section 54520),
an employee with decision making authority,
a Contractor,
an Agent,
a Consultant,
or family member of such person (Title 17, Section 54526), is any of the following for a provider:

- (1) a governing board member,
- (2) a board committee member,
- (3) a director,
- (4) an officer,
- (5) an owner,
- (6) a partner,
- (7) a shareholder,
- (8) a trustee,
- (9) an employee,
- (10) an agent,
- (11) a contractor,
- (12) a consultant,
- (13) holds any position of management, or
- (14) has decision or policy making authority.

Conflicts By Financial Interest in Provider

A conflict exists if a Board Member, Executive Director, employee, contractor, agent or consultant attempts to make or influence a decision in which the person, or a family member, has an interest.

A financial interest is defined in Title 17, Sections 54522 and 54527 as follows:

Financial interest, as used in this section, includes any current or contingent ownership, equity, or security interest that could result, directly or indirectly, in receiving a pecuniary gain or sustaining a pecuniary loss as a result of the interest in any of the following:

- (1) business entity worth two thousand dollars (\$2,000) or more.

- (2) real or personal property worth two thousand dollars (\$2,000) or more in fair market value.
- (3) stocks or bonds worth two thousand dollars (\$2,000) or more.
- (4) intellectual property rights worth five hundred dollars (\$500) or more.
- (5) sources of gross income aggregating five hundred dollars (\$500) or more within the prior 12 months.
- (6) future interest for compensation of five hundred dollars (\$500) or more.
- (7) personal finances of two hundred fifty dollars (\$250) or more.

Conflict Making Contract in which Financially Interested

Under Title 17, Sections 54523 and 54528, Board Members, Executive Directors, and employees, contractors, agents, and consultants, shall not be guided by personal interests and shall not have a financial interest in any contract they make in their official capacity. Such persons shall not make any contract which financially benefits a family member, unless benefits associated with the contract are available to regional center individuals we serve or their families generally. In interpreting and applying this section, the common law doctrine against COI and the authorities interpreting the doctrine shall govern.

General Prohibitions Against Conflicts

Board Members, Executive Directors, employees, contractors, agents and consultants must also avoid the general prohibitions against conflicts in Title 17, Sections 54524 and 54529, which are:

General Integrity – Must discharge their responsibilities with integrity and fidelity, and must not place themselves in a position where their private, personal interests conflict with their official duties.

Perform with Diligence – Must exercise powers conferred on the employee with disinterested skill, zeal and diligence for the benefit of regional center individuals.

Conflicts Not Addressed by Regulations - When a person becomes aware of a present or personal COI regarding a particular transaction that the regulations do not address, action must be taken. In that situation, the person must not participate in any discussion and must refrain from making any recommendation or decision regarding the present or potential COI that has not been specifically addressed in the regulations.

Conflicts Working with Family Members

Under Title 17, Section 54530(a), a COI exists where a regional center employee participates in the evaluation of an application for employment or bid for position or contract at the regional center, submitted by a family member. Under Title 17, Section 54530(b) a potential COI also exists when a regional center employee supervises his or her family member.

Obligations For a Regional Center To Identify Conflicts

COI Reporting Statement (Form DS 6016)

As required by WIC, Section 4626(e), DDS also issued a DDS COI Reporting Statement that RCOC uses.

Persons Who Must Submit Conflict Statements

WIC, Section 4626(e), provides that this statement must be completed annually by;

“...each regional center governing board member and each regional center employee specified in the regulations, including, at a minimum, the executive director, every administrator, every program director, every service coordinator, and every employee who has decisionmaking or policymaking authority or authority to obligate the regional center’s resources.”

Further, Section 54531(b) of Title 17 provides:

“Each regional center employee, contractor, agent, and consultant, who has authority to act on behalf of the regional center, or who has decision or policy-making authority.., shall complete and file an annual COI Reporting Statement with his or her respective regional center, whether or not the individual has identified a present or potential COI, by August 1 of each year.”

Since some of the conflicts identified do not depend on having “decision making” authority, all employees of the RCOC must complete the COI Reporting Statement.

Process For Submission of Statements

Annually: Regional Center Board Members, the Executive Director, and employees, contractors, agents and consultants shall complete and file an annual COI Statement by August 1 of each year (Title 17, Sections 54532(a) and 54531(b)). The statute mandates this for every employee referenced in WIC, Section 4626(e) (WIC, Section 4626(g)).

New Board Members, Executive Directors, Employees, Contractors, Agents and Consultants: Such new persons shall file a COI statement within 30 days of assuming the position (Title 17, Sections 54532(c) and 54531(c); WIC, Section 4626(f)).

Change in Status: Board Members, Executive Directors and regional center employees, contractors, agents and consultants shall complete and file a COI Reporting Statement with the regional center within 30 days of any change in status that creates a COI under Title 17, Sections 54532(d) and 54531(d). “Change in status includes, but is not limited to, a change in financial interests, legal commitment, regional center or board position or duties, or both, or outside position or duties, or both, whether compensated or not” (WIC, Section 4626(h)).

Executive Director Review: The Executive Director shall review each COI Reporting Statement that is submitted and within ten (10) working days of receipt of the statement shall determine whether a COI exists (Title 17, Sections 54531(e); WIC, Section 4626 (k)). Under Title 17, Section 54532, statements submitted by Board Members and the Executive Director must be submitted to DDS within ten (10) working days of receipt.

Obligations When COI Discovered: When a present or potential COI is identified for a Board member, Executive Director, employee, agent or consultant, RCOC must either (1) require the employee or other person to eliminate the conflict, or (2) mitigate and manage the conflict through a Conflict Resolution Plan, or the individual shall resign (Title 17, Section 54533(a)).

RCOC Must Submit Conflict Resolution Plan to DDS: When a present or potential COI has been identified and RCOC decides to mitigate and manage the conflict through a Conflict Resolution Plan, it must submit a copy of the completed COI Reporting Statement and a proposed Conflict Resolution Plan to DDS within 30 calendar days of receipt of the statement (Title 17, Section 54533(a) and (b)).

Submission of COI Policy to DDS and Posting on Website

~~The~~Each regional center ~~must was required to~~ submit a COI policy to DDS by July 1, 2011, and ~~shall~~ post the policy on its website by August 1, 2011 (WIC, Section 4626.5).

Obligation to Resolve Identified Conflicts

When a conflict is identified either through a COI Reporting Statement or by notification of DDS, the Executive Director then has a specific obligation to resolve the matter, and to take certain action.

Executive Director Reviews Conflict Statements

Under Title 17, Section 54531(e), a regional center Executive Director is required to review the completed COI Reporting Statement of each employee within ten (10) working days of receipt and determine whether a present or potential conflict exists.

Regional Center Must Eliminate Conflict or File Conflict Resolution Plan

Under Title 17, Section 54533(a) a Board member, Executive Director, employee, contractor, agent or consultant with a present or potential COI must eliminate the conflict, or if the regional center permits, manage and mitigate the conflict through a Conflict Resolution Plan, or the individual shall resign. There is no legal obligation to submit a Conflict Resolution Plan, since it is merely an option the regional center may choose to select. The regional center has every right to simply require that the conflict be eliminated.

Submission of Conflict Resolution Plan

Whether the Executive Director learns of a conflict either through review of submitted COI Reporting Statements, or from DDS, under Title 17, Section 54533(b) the Executive Director shall either require the conflict to be eliminated, or shall submit an employee's COI Reporting Statement and proposed Conflict Resolution Plan to DDS (1) within 30 days of receipt of the COI Reporting Statement or (2) within 30 days of receipt of DDS' notification of a conflict.

Content of Conflict Resolution Plan

Title 17, Section 54533(g) identifies the requirements of Conflict Resolution Plan. It must describe the precise nature of the conflict, including the type of conflict, the relationship between the individuals involved (when a family member is involved), and the roles and identity of each person, i.e., the employee and the family member (Title 17, Section 54533(g)(1)).

Under Title 17, Section 54533(g)(2) the plan must then identify the actions the regional center will take to eliminate or mitigate and manage the conflict. This can involve either, resignation of the family member creating the conflict, refraining from participation in a certain category of matters that create the conflict, a change of position, duties, or assignment, or a divestiture of financial interests.

Further, the plan must "provide a detailed explanation of how each of the proposed actions will eliminate, mitigate or manage the conflict (Title 17, Section 54533(g)(3)). The Plan must provide the name, position, and duties of the individuals who will be responsible for monitoring the plan, (Title 17, Section 54533(g)(4)), and the Plan must be signed by the individuals subject to the Plan under Title 17, Section 54533(g)(4).

Posting on Web Site of Conflict

Under Title 17, Section 54533(f), the regional center shall post on the internet each COI Reporting Statement that identifies a present/potential COI that cannot be resolved within 30 calendar days. This posting shall continue until the conflict has either been eliminated or the individual has resigned.

Prohibitions While Conflict Still Pending

Under Title 17, Section 54525, when a conflict has been identified for a governing board member or executive director, a regional center may not refer any individual to any business entity involved in the conflict, unless the individual has eliminated the conflict of interest or obtained an approved Conflict Resolution Plan.

Further, no regional center governing board member or executive director shall continue to serve in violation of these provisions, unless the individual has eliminated the conflict of interest or obtained an approved Conflict Resolution Plan.

Role Of DDS In Monitoring Conflicts

Review of Conflict Resolution Plan by Department

Under Title 17, Section 54534(f), DDS shall issue a modification, approval or denial of the proposed Conflict Resolution Plan in writing to the regional center governing board or regional center designated party within 30 calendar days of receipt of a proposed Conflict Resolution Plan.

Title 17, Section 54534(g) provides that if DDS denies a Conflict Resolution Plan, the individual shall have 30 calendar days to eliminate the conflict or to resign.

If a Conflict Resolution Plan is approved, the employee shall fully comply with all the elements set forth in the approved Conflict Resolution Plan (Title 17, Section 54534(j)).

In addition, under Section 54534(k), a new Conflict Resolution Plan shall be submitted to DDS on an annual basis, and upon any change of status that creates a COI.

Submission of Conflict Resolution Plan Does Not Authorize Continued Activities that Create Conflict

The submission of a Conflict Resolution Plan does not authorize the employee to engage in the activities that created the conflict. In the words of the regulation, "Individuals shall not engage in activities in which there is a present

or potential COI except in accordance with the terms of an approved Conflict Resolution Plan” (Title 17, Section 54534(d)).

Sanctions

The RCOC will be vigilant to eliminate and resolve conflicts, since if DDS finds a violation of these provisions, it can provide 30 days to eliminate or resolve the violation. If the violation is not so resolved or eliminated, DDS may “take immediate action to commence procedures for termination or nonrenewal of the regional center contract pursuant to W&I Code, Section 4635.”

Last Policy Review Date: October 21, 2019

Date Revisions Approved by Board: November 7, 2019

Date of Next Review: on or before November 7, 2020

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

DATE: November 5, 2020
TO: Board of Directors
FROM: Clifford Amsden, Chair
Policies and Outcomes Committee
SUBJECT: **Approval of Revisions to the Zero Tolerance Policy Regarding Abuse and Neglect of Those We Serve**

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 October 19, 2020, the Policies and Outcomes Committee reviewed the Zero Tolerance Policy Regarding Abuse and Neglect of Those We Serve.

REASON FOR CURRENT ITEM:

After review, the Policies and Outcomes Committee recommends revisions to the Zero Tolerance Policy Regarding Abuse and Neglect of Those We Serve as indicated in the attachment.

FISCAL IMPACT:

None.

RECOMMENDATIONS:

That the Board approve the revisions to the Zero Tolerance Policy Regarding Abuse and Neglect of Those We Serve as presented.

XIX. ZERO TOLERANCE POLICY REGARDING ABUSE AND NEGLECT OF THOSE WE SERVE

BACKGROUND

The Regional Center of Orange County (RCOC) recognizes the importance of transparency and accountability to the community it serves. As required in Article I, Section 17 of RCOC's master contract with the State of California, RCOC is committed to reporting information with accuracy and transparency and maintaining full compliance with the laws, rules and regulations that govern RCOC's business. This includes annually notifying all its employees, its vendors and licensees of long-term health care facilities* that are serving RCOC ~~consumers~~persons served that RCOC has a Zero Tolerance Policy regarding abuse and neglect of those we serve.

POLICY

Abuse of individuals we serve committed by RCOC employees, employees of RCOC vendors, or employees of licensees who operate long-term health care facilities will not be tolerated. All such abuse or allegations of such abuse will be thoroughly investigated. Any RCOC employee found to have abused a person served will be subject to severe discipline, up to and including discharge, and will be referred to appropriate authorities. All employees of RCOC vendors and licensees who operate long-term health care facilities found to have abused a person served will be referred to the appropriate authorities, and the vendor may also be subject to sanctions, up to and including, removal from the list of those authorized to provide services for regional center.

All employees of RCOC, employees of RCOC vendors, and employees of licensees who operate long-term health care facilities who are mandated reporters pursuant to the California Penal Code shall strictly comply with the reporting laws at all times, including, but not limited to, Welfare and Institutions Code Section 15630. A mandated reporter must report all abuse of individuals we serve to the applicable governmental authorities immediately or as soon as practicable after his or her discovery or reasonable belief that abuse has occurred.

RCOC, all RCOC vendors, and all licensees who operate long-term health care facilities serving RCOC ~~population~~persons served shall ensure their employees are fully informed upon hire and annually thereafter regarding RCOC's Zero Tolerance Policy Regarding Abuse and Neglect of Those We Serve and the mandatory abuse and neglect reporting laws. Each employee must be knowledgeable of their responsibility to protect our population from abuse and neglect, the signs of abuse and neglect, the process for reporting suspected abuse or neglect, and the consequences of failing to follow the law and enforcing this policy.

RCOC's Zero Tolerance Policy Regarding Abuse and Neglect of Those We Serve will be incorporated into any new or revised contract, vendorization or other agreement for services.

If RCOC, a RCOC vendor, or a licensee who operates a long-term health care facility becomes aware of abuse of a person served, it shall take immediate action, to the extent permitted by law, to ensure the health and safety of the affected individual and all other individuals receiving services and supports from RCOC. This obligation is in addition to those obligations required of mandated reporters to report abuse under the reporting laws.

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.
- Service coordinators inform families of their rights and the services and supports available to them.
- RCOC aspires to the highest standards of ethical conduct: doing what we say; reporting information with accuracy and transparency; and maintaining full compliance with the laws, rules and regulations that govern RCOC's business.
- The RCOC Board of Directors will possess the highest personal and professional ethics, integrity and values, and be committed to representing the long-term interests of the Orange County community it serves.

* According to the State of California Health and Safety Code Section 1418,

(a) "Long-term health care facility" means any facility licensed pursuant to Chapter 2 (commencing with Section 1250) that is any of the following:

- (1) Skilled nursing facility.
- (2) Intermediate care facility.
- (3) Intermediate care facility/developmentally disabled.
- (4) Intermediate care facility/developmentally disabled habilitative.
- (5) Intermediate care facility/developmentally disabled-nursing.
- (6) Congregate living health facility.
- (7) Nursing facility.
- (8) Intermediate care facility/developmentally disabled-continuous nursing.

(b) "Long-term health care facility" also includes a pediatric day health and respite care facility licensed pursuant to Chapter 8.6 (commencing with Section 1760).

(c) "Long-term health care facility" does not include a general acute care hospital or an acute psychiatric hospital, except for that distinct part of the hospital that provides skilled nursing facility, intermediate care facility, intermediate care facility/developmentally disabled, or pediatric day health and respite care facility services.

(d) "Licensee" means the holder of a license issued under Chapter 2 (commencing with Section 1250) or Chapter 8.6 (commencing with Section 1760) for a long-term health care facility.

Last Policy Review Date: October 21, 2019

Date Revisions Approved by Board: November 7, 2019

Date of Next Review: on or before November 7, 2020

**Regional Center of Orange County
Vendor Advisory Committee
September 8, 2020
Videoconference Minutes**

Members:

Adult Behavior Management Programs

Chair, Hector Navarro, present

Co-Chair, Atrem Behmanesh, present

Adult Day Programs

Chair, Rick Perez, present

Co-Chair, Member Pending

Adult Family Home/Foster Family Agency

Chair, Marie Sañudo, present

Co-Chair, Mark Antenucci, present

Behavior Services

Chair, Junie Lazo-Pearson, present

Co-Chair, Cindy Hebert, present

Community Care Facilities

Chair, Rebekah Hayes, present

Co-Chair, Member Pending

Early Intervention

Chair, Tiffany Bauer, present

Co-Chair, Junie Lazo-Pearson, present

Habilitation

Chair, Roland Fernandez, present

Co-Chair, Tim Chervenak, present

Independent/Supported Living

Chair, Janice Retz, present

Co-Chair, Member Pending

Intermediate Care Facilities

Chair, Rich Mraule, present

Co-Chair, Member Pending

Support Services/Allied Health

Chair, Yvette Staggs, present

Co-Chair, David Santana, present

Liaisons:

CalOptima

Liaison Pending, absent

Orange County Transit Authority

Melissa Mungia, absent

Christina Blanco, absent

Board Member Present:

Chinh Nguyen

RCOC Staff Present:

Larry Landauer, Executive Director

Bette Baber, Chief Financial Officer

Jerrold Bonner, IT Director

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Lilliana Castillo, Accounting Manager
Arturo Cazares, Associate Director of Employment
Jyusse Corey, Peer Advocate
Bonnie Ivers, Clinical Director
Christina Petteruto, General Counsel
Jack Stanton, Associate Director of Housing
Marta Vasquez, Associate Finance Director
Sean Watson, Risk Management, QA Manager

I. Call to Order

Ms. Tiffany Bauer welcomed all attendees and called the videoconference meeting to order at 2:00 p.m.

Mr. Larry Landauer welcomed and introduced one of RCOC's newest Board members, Ms. Chinh Nguyen.

II. RCOC Update

Mr. Landauer reported that RCOC continues to hold its virtual, bi-weekly community meetings. Mr. Landauer also reported that there is a decline in the number of Early Start cases statewide.

Mr. Landauer stated that the next Self-Determination Program (SDP) Local Advisory Committee meeting is scheduled for September 21, 2020, at 6:30 p.m. The 2020 Spotlight Awards will be held via videoconference on September 10, 2020, at 5:30 p.m. Ms. Michele Gile, a reporter with KCAL 9 and CBS 2, will be the host; she was also the host last year.

A. Alternative Delivery of Non-Residential Services

Ms. Marta Vasquez, RCOC's Associate Finance Director, presented the Department of Developmental Services' (DDS) directive on policies and procedures for utilizing alternative nonresidential services during the COVID-19 State of Emergency.

III. Board Report

Ms. Bauer reported that she did not attend the last Board of Directors meeting on September 3, 2020.

IV. Telehealth Support Letter

Ms. Bauer presented a draft of a letter to DDS asking them to allow telehealth services after the pandemic. Ms. Bauer asked the Committee to approve the draft and when the letter is ready, she will present it to the Board for approval.

M/S/C to approve the Telehealth Support Letter and present it to the Board of Directors.

V. Community Forum

Ms. Christine Tolbert from the State Council on Developmental Disabilities (SCDD) stated that they continue to distribute PPE supplies. Ms. Tolbert reported that SCDD will hold their

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September 8, 2020*

Regional Advisory Committee (RAC) meeting on September 10, 2020. They will also hold a Home and Community-Based Services Final Rule webinar on Tuesday, September 15, 2020, from 2:00 p.m. to 3:30 p.m. and, Independent Facilitator (IF) self-paced webinar training for the DDS Self-Determination Program. To register for the IF training go to <https://bit.ly/IFpart1>.

VI. Peer Advisory Committee (PAC) Report

Mr. Jyusse Corey, RCOC's Peer Advocate, reported that PAC will meet on September 16, 2020. The Committee will have a guest speaker from the Orange County Registrar of Voters to discuss voting options in Orange County.

VII. Liaison Reports

A. CalOptima – Liaison pending

No representative from CalOptima was present and no report was provided.

B. Orange County Transportation Authority (OCTA) – Melissa Mungia (absent)

In Ms. Melissa Mungia's absence, Mr. J.P. Gonzalez reported that OCTA continues to clean vehicles daily with a chemical approved by the Centers for Disease Control and Prevention (CDC) and requires face coverings on all riders. Mr. Gonzalez also reported that the fixed route (big bus) service has modified Saturday service levels with added trips on the busier routes to accommodate social distancing. Mr. Gonzalez added that they are reaching out to day program providers regarding start dates for traditional services.

VIII. Member Reports

A. Adult Behavior Management – Hector Navarro (present)

B. Adult Day Programs – Rick Perez (present)

Mr. Rick Perez reported that the two subcommittees met virtually and discussed the difference between traditional and Alternative Service.

C. Adult Family Home Agency/Foster Family Agency (AFHA/FFA) – Marie Sañudo (present)

Ms. Marie Sañudo reported that the subcommittee met virtually and discussed RCOC's relinquishment of payeeships to community care facilities and to No Ordinary Moments. They also discussed the AB 637 proposal that San Gabriel/Pomona Regional Center is preparing which would increase rates for Adult Family Home Agencies. She added that the DDS audit is this month.

D. Behavior Services – Junie Lazo-Pearson (present)

Ms. Junie Lazo-Pearson reported that the subcommittee will meet in early October 2020.

E. Community Care Facilities (CCF) – Rebekah Hayes (present)

Ms. Rebekah Hayes reported that the subcommittee met virtually and discussed DDS' directive on policies and procedures for utilizing alternative nonresidential services during the COVID-19 State of Emergency. They also discussed COVID-19 testing for staff, the availability of PPE, and reviewed protocols and procedures for residents or staff members who show symptoms of COVID-19.

F. Early Intervention – Tiffany Bauer (present)

Ms. Bauer reported that their subcommittee last met on July 16, 2020, and discussed the ongoing challenges of managing service delivery during the COVID-19 pandemic. Their subcommittee will meet again on October 15, 2020.

G. Habilitation – Roland Fernandez (present)

Mr. Roland Fernandez reported that the subcommittee will meet on September 14, 2020.

H. Independent Living/Supported Living (IL/SL) – Janice Retz (present)

Ms. Janice Retz reported that the subcommittee will meet later today.

I. Intermediate Care Facilities (ICF) – Rich Mraule (present)

Mr. Rich Mraule reported that the subcommittee did not meet.

J. Support Services/Allied Health – Yvette Staggs (present)

Ms. Yvette Staggs reported that the subcommittee met and discussed safety and best practices during COVID-19 and the availability of PPE supplies.

IX. Other

Ms. Vasquez answered questions regarding the DDS directive on policies and procedures for utilizing alternative nonresidential services during the COVID-19 State of Emergency.

X. Adjournment

Ms. Bauer adjourned the meeting at 3:01 p.m.

The next VAC meeting is scheduled for Tuesday, October 13, 2020.

Recorder: Sandra Lomelí

**Regional Center of Orange County
Vendor Advisory Committee
October 13, 2020
Videoconference 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, present
Co-Chair, Mark Antenucci, absent

Behavior Services

Chair, Junie Lazo-Pearson, present
Co-Chair, Cindy Hebert, present

Community Care Facilities

Chair, Rebekah Hayes, present
Co-Chair, Member Pending

Early Intervention

Chair, Tiffany Bauer, present
Co-Chair, Junie Lazo-Pearson, present

Habilitation

Chair, Roland Fernandez, present
Co-Chair, Tim Chervenak, present (*joined at 2:10 p.m.*)

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, Member Pending
Co-Chair, David Santana, present

Liaisons:

CalOptima

Liaison Pending, absent

Orange County Transit Authority

Melissa Mungia, present
Christina Blanco, absent

RCOC Staff Present:

Larry Landauer, Executive Director
Bette Baber, Chief Financial Officer
Liliana Castillo, Accounting Manager
Arturo Cazares, Associate Director of Employment

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Jyusse Corey, Peer Advocate
Christina Petteruto, General Counsel
Keli Radford, Director of Services and Supports
Jack Stanton, Associate Director of Housing
Sean Watson, Risk Management, QA Manager

I. Call to Order

Ms. Tiffany Bauer welcomed all attendees and called the videoconference meeting to order at 2:03 p.m.

II. RCOC Update

Mr. Larry Landauer reported that Burns & Associates would release the Alternative Service monthly rates soon. Mr. Landauer also reported that the Department of Developmental Services (DDS) will host a presentation on Alternative Services: Provider Briefing on Monthly Rates on Wednesday, October 14, 2020, from 3:00 p.m. to 5:00 p.m. An event flyer was distributed to Committee members.

Ms. Bette Baber, RCOC's Chief Financial Officer, gave a presentation on Alternative Nonresidential Services during COVID-19.

III. Board Report

Ms. Bauer reported that the Board of Directors' training on Thursday, October 3, 2020, was on *Budget and Finance Fundamentals*.

IV. Community Forum

Ms. Christine Tolbert from the State Council on Developmental Disabilities (SCDD) stated that the Independent Facilitator (IF) self-paced webinar training for the DDS Self-Determination Program is available on their website at www.scdd.ca.gov. Ms. Tolbert also reported that SCDD is sponsoring a documentary, *Let's Work*, which documents the stories of eight adults with developmental and intellectual disabilities and the successful journeys they have taken to find and maintain employment. The premier of this documentary will be at the San Diego International Film Festival. The documentary will screen on Saturday, October 17th at 3:30 p.m. For more information, visit www.sdfilmfest.com.

V. Peer Advisory Committee (PAC) Report

Mr. Jyusse Corey, RCOC's Peer Advocate, reported that PAC met on September 16, 2020; a Community Program Specialist from the Orange County Registrar of Voters presented information on voting in the November 2020 General Election. Mr. Corey also reported that PAC is recruiting for new members. A recruitment flyer and new membership application was made available to the Committee.

The next PAC meeting is scheduled for October 21, 2020.

VI. Liaison Reports

A. CalOptima – Liaison pending

No representative from CalOptima was present and no report was provided.

B. Orange County Transportation Authority (OCTA) – Melissa Mungia (present)

Ms. Melissa Mungia stated that OCTA offers free virtual transit workshops and participants will receive two (2) free one (1) day mobile bus passes after submitting a feedback survey upon completion of training.

Ms. Mungia also reported that OCTA continues to clean vehicles daily with a chemical approved by the Centers for Disease Control and Prevention (CDC), and has updated its buses with driver plexiglass shields. Free face coverings are available to passengers at the OCTA Store located at 600 S. Main Street in Orange. The OCTA Store has modified business hours, weekdays from 10:00 a.m. to 2:00 p.m. OCTA is also piloting a program to provide riders with free face coverings on a limited number of routes. Face covering dispensers have now been installed on buses on Routes 43, 66 and 543. As OCTA's buses return to front-door boarding starting in late September, face covering dispensers will be installed on all buses.

VII. 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 virtually to discuss traditional versus Alternative Service. Mr. Perez stated that vendors are concerned that they will provide an Alternative Service, bill and then RCOC will not pay. Ms. Baber responded that vendors should not be concerned about payment as long as they followed the steps in the directive, which DDS issued on August 31, 2020. The steps include submission of the Certification of Alternative Nonresidential Services form, documentation of "consumer engagement" and notification to RCOC of each person served who is interested in receiving Alternative Service.

C. Adult Family Home Agency/Foster Family Agency (AFHA/FFA) – Marie Sañudo (present)

Ms. Marie Sañudo reported that the subcommittee met virtually to discuss and review the DDS's preliminary comments on the monitoring review. They also discussed RCOC's relinquishment of payeeships to community care facilities and to No Ordinary Moments.

D. Behavior Services – Junie Lazo-Pearson (present)

Ms. Junie Lazo-Pearson reported that their subcommittee met and Dr. Edwin Poon, CalOptima's Director of Behavioral Health, was the guest speaker. The subcommittee

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also discussed a draft of the telehealth support letter, which asks DDS to allow the use of telehealth services after the pandemic. They also discussed billing questions for Alternative Service.

E. Community Care Facilities (CCF) – Rebekah Hayes (present)

Ms. Rebekah Hayes reported that the subcommittee met virtually and discussed DDS's directives, day program services starting, COVID-19 safeguards during the holidays, COVID-19 testing, protocols and procedures for residents or staff members who show symptoms of COVID-19.

F. Early Intervention – Tiffany Bauer (present)

Ms. Bauer reported that their subcommittee is scheduled to meet Thursday, October 15, 2020.

G. Habilitation – Roland Fernandez (present)

Mr. Roland Fernandez reported that the subcommittee met and discussed supported employment services and transportation related concerns. They also discussed DDS's directive on Alternative Service.

H. Independent Living/Supported Living (IL/SL) – Janice Retz (present)

Ms. Janice Retz reported that the subcommittee will meet later today and discuss the difference between traditional and Alternative Service.

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 – Member Pending

Mr. David Santana reported that the subcommittee met and discussed the decrease in the loss of generic services now that students were going back to school. They also discussed best practices during COVID-19 and now influenza season.

Mr. Stanton reported that Ms. Yvette Staggs had resigned and the subcommittee nominated Mr. David Santana as the new subcommittee chair.

VIII. Adjournment

Ms. Bauer adjourned the meeting at 2:48 p.m.

The next VAC meeting is scheduled for Tuesday, November 10, 2020.

Recorder: Sandra Lomeli

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

DATE: November 5, 2020

TO: Board of Directors

FROM: Tiffany Bauer
Chair, Vendor Advisory Committee

SUBJECT: **Approval of Vendor Advisory Committee Member David Santana as Chair of the Support Services/Allied Health Subcommittee.**

ACTION	X
ACTION/CONSENT	
DISCUSSION	
INFO ONLY	

BACKGROUND:

RCOC’s Board of Directors appoints the members of the Vendor Advisory Committee (VAC), pursuant to Welfare and Institutions Code §4622(i), which states:

“The governing board shall appoint an advisory committee composed of a wide variety of persons representing the various categories of providers from which the regional center purchases client services. The advisory committee shall provide advice, guidance, recommendations, and technical assistance to the regional center board in order to assist the regional center in carrying out its mandated functions. The advisory committee shall designate one of its members to serve as a member of the regional center board.”

REASON FOR CURRENT ITEM:

The Support Services/Allied Health subcommittee nominated Mr. David Santana as its Chair to fill the vacancy left by Ms. Yvette Stagg’s resignation.

FISCAL IMPACT:

None.

RECOMMENDATIONS:

That the Board approve Mr. David Santana as the Chair of the Support Services/Allied Health subcommittee for a term beginning November 6, 2020 and ending June 30, 2021.

Attachment for Agenda Item III.I.1.

VENDOR ADVISORY COMMITTEE

NOMINATION FOR MEMBERSHIP

SUPPORT SERVICES/ALLIED HEALTH

David Santana, Chair

Mr. Santana is the Director of Operations at GSG Support Services, and has been with the agency for the past nine years. He has resided in Orange County for most of his life, taking a brief absence while obtaining his Bachelor's degree from the University of Santa Barbara. After graduation, he took a part-time job with GSG and ultimately decided to stay and pursue a rewarding career helping others, providing quality services, and giving back to the community in which he was raised. Mr. Santana's passion to help and be of service to others has grown deeper through his work and he is looking forward to serving the community for years to come.

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

DATE: November 5, 2020
TO: Board of Directors
FROM: Tiffany Bauer
Chair, Vendor Advisory Committee

ACTION	X
ACTION/CONSENT	
DISCUSSION	
INFO ONLY	

SUBJECT: **Approval of Telehealth Support Letter Requesting that the Department of Developmental Services Allow Telehealth Services to Continue after the Pandemic**

BACKGROUND:

As a result of the State of Emergency, the Department of Developmental Services (DDS) issued directives in March, which authorized remote services.

On September 8, 2020, the Vendor Advisory Committee (VAC) approved a draft of the telehealth support letter to DDS, which Ms. Tiffany Bauer, VAC Chair, is presenting to the Board for approval. To quote from the letter, vendors find that “telehealth can be an effective tool in delivering essential healthcare services while minimizing the barriers ... and ensuring that families have equal access to adequate care. Telehealth does not replace the need for face-to-face direct services; instead professionals see this as another critical tool that can be used as needed to meet treatment objectives for children and families served.”

REASON FOR CURRENT ITEM:

VAC is requesting the Board’s support for its request to DDS to allow telehealth services to continue after the pandemic.

FISCAL IMPACT:

Under traditional services, vendors could not bill if the person served was not present. Telehealth may increase the cost of Purchase of Services.

RECOMMENDATIONS:

That the Board approve the telehealth support letter requesting that DDS allow telehealth services to continue after the pandemic.

October 26, 2020
Department of Developmental Services

To: Department of Developmental Services,

On behalf of over 90 providers and agencies serving the Regional Center of Orange County children and adults receiving services under the Department of Developmental Services, we are advocating for the permanent inclusion of telehealth options offered to families through the Lanterman Developmental Disabilities Services Act, the California Early Intervention Services Act, and/or certain provisions of Title 17, Division 2 of the California Code of Regulations.

The coronavirus pandemic of 2019 (COVID-19) and measures imposed to curtail its spread have created unprecedented challenges to individuals with developmental disabilities and their families. Pursuant to Governor Gavin Newsom's Proclamation of a State of Emergency dated March 4, 2020, and Governor Newsom's Executive Order N-25-20 issued on March 12, 2020, the Director of the Department of Developmental Services issued numerous Directives to regional centers waiving or modifying certain requirements of the Lanterman Developmental Disabilities Services Act, the California Early Intervention Services Act, and/or certain provisions of Title 17, Division 2 of the California Code of Regulations. Additionally, the Director of the Department issued several Directives pursuant to Welfare and Institutions (W&I) Code section 4639.6 to protect consumer rights, health, safety, or welfare, or in accordance with W&I Code section 4434. The requirements of the delivery of services in-person were waived in lieu of remote or virtual services to support individuals at home for their safety and that of the general population. We applaud Governor Newsom and the Department of Developmental Services for the efforts made to provide services through electronic communications, which ensures that critical services continue for a vulnerable population.

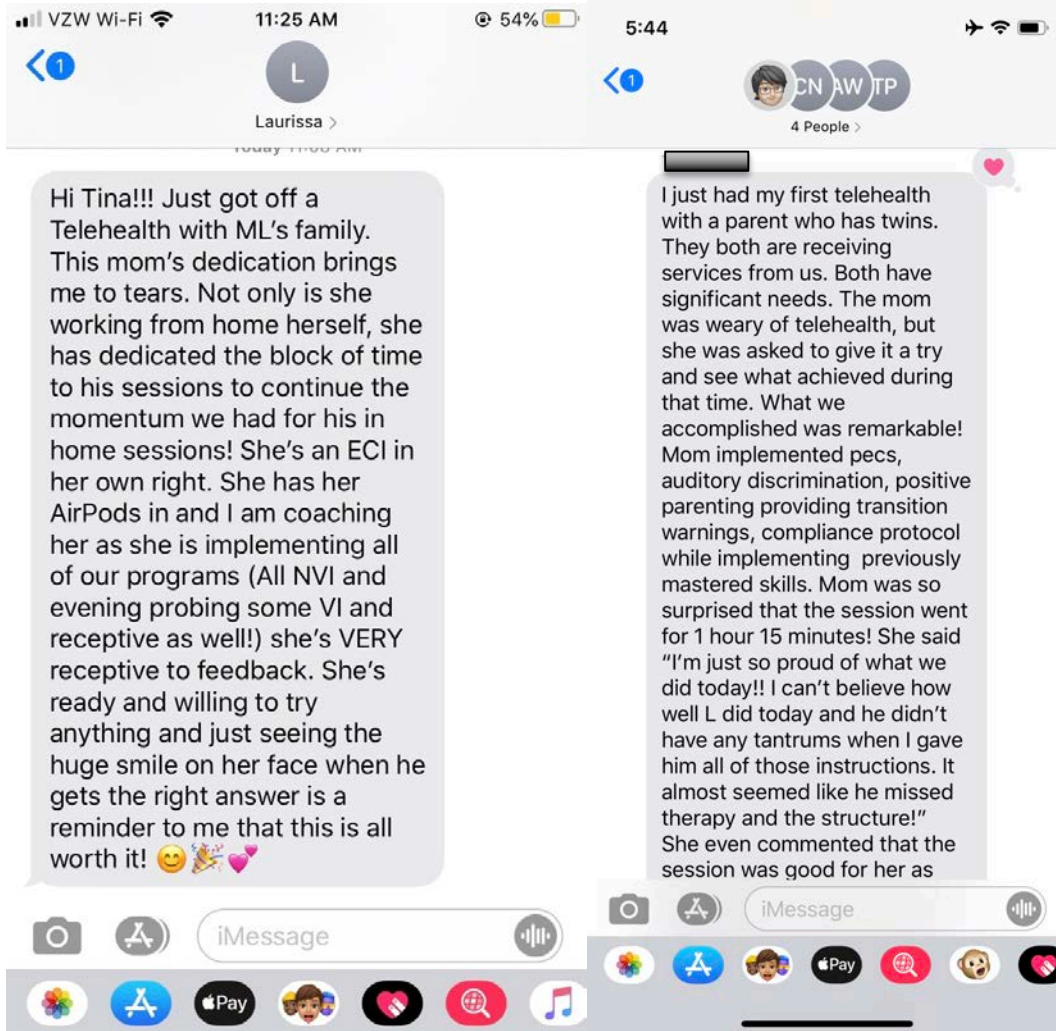
On behalf of the vendors and families we serve, we encourage DDS to consider the continuation of telehealth services beyond the pandemic as an option for families in need. The struggles associated with the pandemic has highlighted barriers to accessing services as well as the inequity and disparities in services for certain populations, particularly families of low socio-economic status and minority families. For many families, caregiver involvement can be hindered by a busy work schedule and the need to care for other children and elderly family members. In such cases or for single-parent families, the costs incurred from care for their other children and from lost wages further compounds the difficulty with caregiver involvement and thereby lengthening time in treatment. In many families, only one caregiver is available to participate during therapy sessions and thus bears a disproportionate amount of the work and stress related to caring for an individual with disabilities. In addition, some families live in multi-generational homes or have housing difficulties that require several families to live together in a small apartment or house. The housing challenges in California places individuals with

disabilities and their families at a disadvantage with respect to accessing services when there might not be adequate space for specialists to provide services in the home. Furthermore, other individuals living in the home might place restrictions on service delivery and the types of therapeutic activities that can be provided.

Telehealth can be an effective tool in delivering essential healthcare services while minimizing the barriers identified above and ensuring that families have equal access to adequate care. Telehealth does not replace the need for face to face direct services; instead professionals see this as another critical tool that can be used as needed to meet treatment objectives for children and families served. Telehealth promotes more active participation by the caregiver during a session and ensures that the caregiver is the primary person responsible for implementing recommended interventions. This service model could lead to improved treatment outcomes and improved quality of care for children. Telehealth would also offer flexibility in the service schedule to include the days and times that are most feasible for one or more caregivers. It could also better enable the participation of additional caregivers who need to take on a direct role in the implementation of a treatment plan, thus leading to generalization and maintenance of skills. Telehealth would not reduce effectiveness in implementation as evidenced by the list of research articles cited in the reference section below. Some additional advantages of telehealth services include:

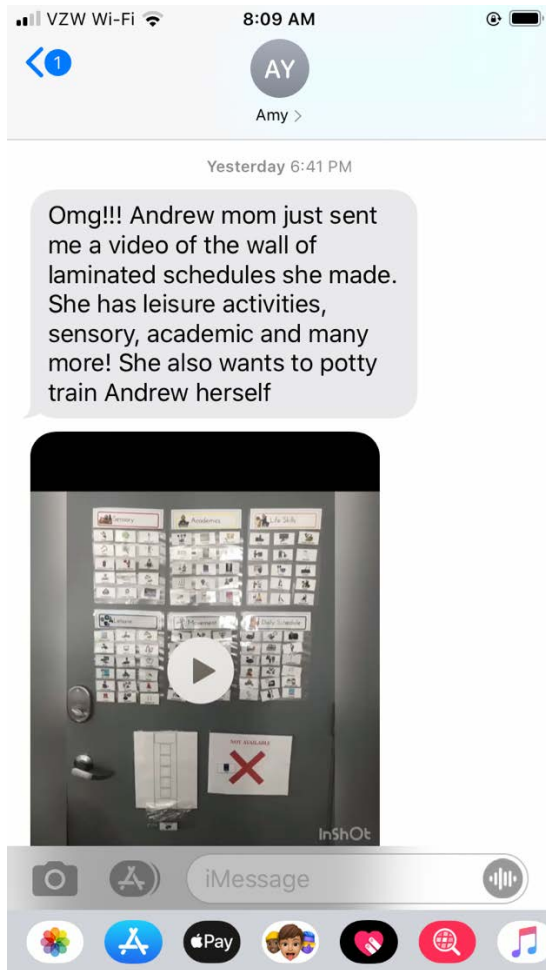
- Continuity of care and continued access to services during times when services might otherwise have to be placed on hold (e.g., pandemic-related quarantines, chronic illness, travel to rural or remote locations, etc.).
- Allows for support and care to be provided to families at various times of the day and at various locations when addressing challenges that occur outside of normally scheduled sessions (e.g., support a sleep program in the late evening hours).

In addition, initial feedback from families served indicated that they enjoy and benefit from the telehealth model. An early intervention service provider based in Southern California (serving children across three regional centers) shared these spontaneous messages from professionals and families sharing their initial experiences with telehealth.



SD

I had such an amazing session with my infant client yesterday! The client's mom ran a session for an 18 month old sister. It was incredible. Shape Sorter, Star Stacker, Eye Contact during Play, Come Sit, shaping eye contact with Pointing, and Toy Engagement. Mom used First-Then, Language Enrichment, Contingency Mgmt, Pref Assmts, and even VOS with the play skills. She reported the kiddo is initiating more physical play with others, having more spontaneous eye contact, and playing with more new items functionally! Who knew this new normal would give these parents the literal and virtual platform to rock it!!



Other organizations and states across the country have supported the use of telehealth to serve individuals and their families. In an electronic filing from the Council of Autism Service Providers to the Centers for Medicare and Medicaid Services dated June 1st, 2020, they stated, “telehealth will allow trained professionals to evaluate a family and potentially provide some or all services without the need for parents to miss work or incur loss wages. We advocate for leveraging asynchronous telehealth and remote patient monitoring in comparable ways that other health disciplines routinely use tools in their respective fields (e.g., radiology, cardiology, pathology, dermatology, ophthalmology). These methods enhance 1) coordination of care, 2) earlier behavior identification and 3) access to care. By leveraging telehealth, specialty care providers can better consult and analyze behavior in natural environments earlier and with less financial impact, especially for underserved populations.”

Currently, asynchronous modalities are used for remote patient monitoring and are covered by 22 state departments of Medicaid while store and forward technologies are covered by 29 states (e.g., Arizona, Texas, Washington). States have also begun to increase telephonic, audio-only modalities to offer care to patients (e.g., Alaska, Oregon, New Jersey), which is particularly beneficial for those without reliable internet access or who may have limited access to technology, internet, or Wi-Fi capabilities. These states have recognized the value of multiple telehealth service delivery modalities as another supplemental means for enhancing care for those families from lower socioeconomic backgrounds.

We strongly encourage DDS to adopt policies similar to those outlined above by states that have adopted multiple telehealth modalities. Such policies will offer a more comprehensive package of available options that can be used to individualize solutions to meet each family's needs. On behalf of the RCOC vendor advisory committee, vendors, and the families we serve, we thank you for considering our request for the permanent adoption of telehealth using multiple modalities as a component of the overall service delivery model offered by DDS to ensure equal access to care for all families. We look forward to hearing from you.

Sincerely,



Tiffany Bauer, M.A., BCBA
Chair of Early Intervention



Junelyn Lazo-Pearson, Ph.D., BCBA-D
Chair of Behavioral Services



Cindy Hebert, M.S.W, BCBA
Co-Chair of Behavioral Services

References:

Applied Behavior Analysis (ABA)

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The Council of Autism Service Providers. (2020). CMS-2324-NC -- Coordinating Care from Out-of-State Providers for Medicaid-Eligible Children with Medically Complex Conditions; Request for Information. Received by Seema Verma on June 1st.

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**Regional Center of Orange County
Peer Advisory Committee
September 16, 2020
Videoconference Minutes**

Committee Members Present: Sylvia Delgado, Chairperson
Jyusse Corey, Peer Advocate
Steven Gersten
Amy Jessee
Peter Kuo
Fernando Peña

Committee Members Absent: Marcell Bassett
Sam Durbin
John Godlasky
Yvonne Kluttz

RCOC Staff Members Present: Larry Landauer, Executive Director
Cristina Mercado, PCT Coordinator

Guests: Kerri Adamic
Cheryl Day
Leah Fallon, OC Registrar of Voters (*departed at 3:58 p.m.*)

Ms. Sylvia Delgado called the meeting to order at 3:05 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.

The Committee then read RCOC's Mission and Vision Statement.

II. RCOC's Peer Advocate Report

Mr. Jyusse Corey, RCOC's Peer Advocate, reported that he has provided persons served and Service Coordinators with up-to-date information on CalABLE accounts, employment and COVID-19 resources specifically for persons with developmental disabilities.

III. 2020 General Elections – Voting Options

Ms. Leah Fallon, Community Program Specialist from the Orange County Registrar of Voters (OCROV), presented information on voting in the November 2020 General Election and election changes due to COVID-19. Ms. Fallon reported that all registered voters will receive a vote-by-mail ballot. All voters will have the choice to vote by mailing their ballot, [this option is not on the ocvote.com website] dropping their ballot into secure ballot drop boxes, or vote in-person at a vote center, mobile location or Honda Center. There will

be 167 vote centers in Orange County and they will be open from October 30, 2020 to November 3, 2020. Voters can also drop off their ballots at any of their 116 secure ballot drop boxes located throughout Orange County. OCROV is also taking extra precautions to ensure the safety of voters and personnel by abiding by all COVID-19 federal, state and local guidelines.

For more information about the 2020 General Election voting process, please visit www.ocvote.com.

IV. PAC Membership and Recruiting Process

Ms. Cristina Mercado, RCOC's Person Centered Thinking Coordinator, reported that PAC's recruiting flyer and new membership application had been finalized. The Committee members then discussed the various options for recruitment including, sending the flyer out via email to persons served and vendors.

V. Community Forum

No community members were present at the meeting.

VI. Other

The Committee members discussed potential topics for upcoming PAC meetings, such as changes in transportation, adult day and independent living services due to COVID-19.

Ms. Mercado mentioned that RCOC will hold its annual Wish Tree event. Persons served can contact their Service Coordinators to sign up to receive a gift.

VII. Next Scheduled Meeting

The next PAC meeting is scheduled for Wednesday, October 21, 2020.

The meeting was adjourned at 4:23 p.m.

Recorder: Sandra Lomeli

**Regional Center of Orange County
Peer Advisory Committee
October 21, 2020
Videoconference Minutes**

Committee Members Present: Sylvia Delgado, Chairperson
Jyusse Corey, Peer Advocate
Steven Gersten
Amy Jessee

Committee Members Absent: Marcell Bassett
Peter Kuo
Fernando Peña
Yvonne Kluttz

Board Member Present: Chinh Nguyen

RCOC Staff Members Present: Larry Landauer, Executive Director
Arturo Cazares, Associate Director of Employment
Cristina Mercado, PCT Coordinator
Stacy Wong, Director of Human Resources

Guest: Mara Clancy

Ms. Sylvia Delgado called the meeting to order at 3:05 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's Peer Advocate Report

Mr. Jyusse Corey, RCOC's Peer Advocate, reported that he continues to provide up-to-date information on employment and COVID-19 resources specifically for persons with developmental disabilities.

III. Alternative Service Options

Mr. Arturo Cazares, RCOC's Associate Director of Employment, gave a presentation on Alternative Nonresidential Services during COVID-19. Mr. Cazares explained the difference between traditional and Alternative Service.

Mr. Cazares also shared a trailer of the documentary *Let's Work* by Joey Travolta that was featured at the San Diego International Film Festival. The documentary features stories of eight adults with developmental and intellectual disabilities and the successful journeys

they have taken to find and maintain employment. For more information, visit www.sdfilfest.com.

IV. PAC Membership and Recruiting Process

Ms. Cristina Mercado, RCOC's Person Centered Thinking Coordinator, reported that Mr. Corey shared PAC's recruiting flyer and new membership application at the Vendor Advisory Committee (VAC) meeting on October 13, 2020. The Committee members agreed to continue their recruitment efforts and provide an update at the next meeting.

V. Other

Ms. Delgado reminded Committee members to vote in the November 2020 General Election.

VI. Community Forum

No community members were present at the meeting.

VII. Next Scheduled Meeting

The next PAC meeting is scheduled for Wednesday, November 18, 2020.

The meeting was adjourned at 3:53 p.m.

Recorder: Sandra Lomelí

**Regional Center of Orange County
Legislative and Community Awareness Committee
October 13, 2020
Videoconference Minutes**

Committee Members Present: Liza Krassner, Chairperson
Tiffany Bauer
Meena Chockalingam
Sandy Martin (*arrived at 5:12 p.m.*)
Chinh Nguyen
John “Chip” Wright

RCOC Staff Members Present: Larry Landauer, Executive Director
Bette Baber, Chief Financial Officer
Jerrod Bonner, Information Technology Director
Bonnie Ivers, Clinical Director
Keli Radford, 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 5:02 p.m.

I. Coronavirus Disease 2019 (COVID-19) Update

Mr. Larry Landauer reported that the biweekly community updates are going well. Retainer (absence) payments ended on August 31, 2020; the Department of Developmental Services (DDS) issued Directive 01-083120: Policies and Procedures for Utilizing Alternative Nonresidential Services during the COVID-19 State of Emergency on August 31, 2020. DDS hosted a virtual meeting today on Alternate Service for regional centers and will host one tomorrow for providers.

II. Virtual Spotlight Awards

Mr. Landauer reported that due to COVID-19, the 2021 Spotlight Awards will also be a virtual ceremony. Nominations are open and the nomination form is available on RCOC’s website. The date is pending while we ask Ms. Michele Gile, reporter for both CBS 2 and KCAL 9, what date will be best for her.

III. Public Relations

A. Dialogue

Ms. Linda Blankenship reported that the Fall issue of the *Dialogue* will focus on the 2020 virtual Spotlight Awards and its thirteen honorees. This issue will also feature the announcement of Ms. Chinh Nguyen’s appointment to the Board, *Person to Person* column

about adult transition, *Everyday Wellness* article about emotional wellbeing during the holidays.

B. News Media Outreach

Ms. Blankenship reported that news media outreach is difficult during the pandemic when we can't do in-person interviews. RCOC's biggest media opportunities have been in-person events. It doesn't have the same news value when it's virtual. The Fairview transition article in the Orange County Register is still alive. Other opportunities include a story about Ms. Chinh Nguyen's appointment to RCOC's Board of Directors in both English and Vietnamese media, and a *La Opinión* article on the importance of pediatric visits so that developmental delays are identified as early as possible.

Ms. Blankenship also reported that they are in the process of trying to partner again with ABC 7 Spark of Love Toy drive to secure toys for RCOC's Wish Tree event. Ms. Keli Radford, RCOC's Director of Services and Supports, also confirmed that a number of sponsors have been secured to donate gifts for the Wish Tree event.

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 also shared media highlights from *Facebook*, *Twitter* and *Instagram* which featured information and support on the 2020 General Election.

IV. Legislative Outreach

A. ARCA Update

Ms. Krassner reported that ARCA is discussing the next ARCA Academy virtual training for regional center board members

B. ARCA Statewide Community Relations

Mr. Landauer reported that with the release of the state budget, the focus has returned to COVID-19 issues and the upcoming elections.

C. Relationship Building with Delegation

Ms. Nguyen reported that she continues relationships with RCOC's delegation virtually; however, due to the upcoming elections, it is a difficult time to bring attention to other issues. Ms. Nguyen also reported that she attended a virtual Coffee Talk hosted by Assemblymember Sharon Quirk-Silva with Secretary of State, Alex Padilla, as the guest speaker.

Ms. Nguyen reported that due to COVID-19, RCOC's biennial Legislative Breakfast will be held virtually and include elected officials, Board members, vendors, staff, persons served and/or family members.

V. Community Outreach

A. Disparity-Focused Activities and Analytics

Ms. Radford reported that RCOC's Family Resource Center is hosting virtual coffee chats with Spanish and Vietnamese-speaking parents as a way to sustain contact during the pandemic. Additionally, RCOC has a few Early Start referrals from recent developmental screenings.

Ms. Radford also reported that DDS awarded to RCOC a disparity grant to fund the translation of various case management documents, e.g., intake and assessment packets.

VI. Community Forum

No community members were present at the meeting.

Ms. Krassner adjourned the meeting at 5:41 p.m.

Recorder: Sandra Lomelí