



REGIONAL CENTER OF ORANGE COUNTY BOARD OF DIRECTORS' MEETING AGENDA

Date: Thursday, November 7, 2024

Time: 6:00 p.m.

Location: RCOC Board Room, 1525 Tustin Avenue, Santa Ana, California 92705

I.	Closed Session (Board Members Only)	
A.	W&I Code §4663 and §4664	Greg Simonian, Esq.
	1. Executive Director Annual Performance Evaluation, WIC 4663 (a)(2)	
	2. Pending Litigation, WIC 4663(a)(5) and WIC 4664(a)	
II.	Recess	
III.	General Session	
A.	Pledge of Allegiance/Reading of RCOC's Mission and Vision Statement	Sandy Martin
B.	Community Forum for Agenda Items Only***	Sandy Martin
C.	Budget and Finance Committee	Jacqueline Nguyen
D.	Consent Calendar*	Sandy Martin
	1. Approval of Board of Directors' Minutes for September 5, 2024** 2. Budget and Finance Committee** a. Approval of Monthly Sufficiency of Allocation Report, August 2024** b. Approval of Monthly Sufficiency of Allocation Report, September 2024** c. If Proposition 32 Does Not Pass - Approval of Publicly Available Pay Schedule Required by CalPERS, Effective December 23, 2024** d. If Proposition 32 Passes - Approval of Publicly Available Pay Schedule as Required by CalPERS, Effective October 28, 2024, and Approval of Publicly Available Pay Schedule as Required by CalPERS, Effective December 23, 2024** e. Approval of Budget Amendment	
E.	Executive Director's Report	Larry Landauer
	1. Recognition of Persons' Served Employment Longevity 2. Approval of Request for Waiver of Potential Conflict of Interest and Conflict Resolution Plan for Victor Herrera, Service Coordinator** 3. Approval of Request for Waiver of Potential Conflict of Interest and Conflict Resolution Plan for Jeanette Ruiz, Foster Family Care Coordinator** 4. Operations Report – August 2024** 5. Operations Report – September 2024** 6. Performance Contract Report – August 2024** 7. Performance Contract Report – September 2024** 8. Person-Centered Thinking (PCT) Update 9. Employment Update 10. Housing Update 11. Health and Wellness Update	Jennifer Montanez Arturo Cazares Jack Stanton Bonnie Ivers
F.	Executive Committee	Sandy Martin
G.	Board Recruitment and Training Committee**	Sandy Martin
H.	Policies and Outcomes Committee**	Meena Chockalingam
	1. Conflict of Interest Policy** 2. Zero Tolerance Policy Regarding Abuse and Neglect of Those We Serve **	

		3. Approval of Proposed Policy to Mitigate Conflicts for Delegated Conservatorships**	
	I.	Vendor Advisory Committee**	Rick Perez
	J.	Peer Advisory Committee**	Yvonne Kluttz
	K.	Legislative and Community Awareness Committee**	Bruce Hall
	L.	ARCA Report	Sandy Martin
	M.	Community Forum***	Sandy Martin
	N.	Chairperson's Report	Sandy Martin
IV.		Adjournment	Sandy Martin

**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 public comments. Each person is limited to a maximum of three minutes.*

**Regional Center of Orange County
Board of Directors' Meeting Minutes
September 5, 2024**

Board Members Present:

(Members in-person, unless otherwise noted)

Sandy Martin, Chairperson
Marcell Bassett
Meena Chockalingam (*joined virtually*)
Bruce Hall
Frances Hernandez (*joined virtually*)
Chinh Nguyen
Jacqueline Nguyen
Hilda Mendez (*joined virtually*)
Fernando Peña (*left at 7:48 p.m.*)
Rick Perez

Board Members Absent:

Yvonne Kluttz

Corporate Counsel Present:

Greg Simonian, Esq.

Ms. Sandy Martin called the meeting to order at 6:03 p.m.

I. General Session

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

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

B. Community Forum for Agenda Items Only

There were no speakers for community forum.

C. Budget and Finance Committee

Ms. Sandy Martin reported that the Committee approved and recommended for approval all of its items on the consent calendar.

D. Consent Calendar

1. Approval of Board of Directors' Minutes for June 6, 2024
2. Budget and Finance Committee
 - a. Approval of Monthly Sufficiency of Allocation Report, May 2024
 - b. Approval of Monthly Sufficiency of Allocation Report, June 2024
 - c. Approval of Monthly Sufficiency of Allocation Report, July 2024
 - d. Budget Amendment E-3, Fiscal Year 2023-24

- e. Approval of CalPERS Requirement for a Publicly Available Pay Schedule
Effective September 16, 2024

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

E. Executive Director's Report

1. Recognition of Persons' Served Employment Longevity

The Board of Directors honored three persons served who have worked for the same employer for 21 or more years with a Certificate of Recognition.

2. Approval of Amendment to Property Renovation Agreement with Non-Profit Housing Corporation, Brilliant Corners, for the Development of an Enhanced Behavioral Supports Home (CRDP No. 2223-1)

Ms. Theresa Ta, RCOC's Safety Net and Resource Development Manager, reported that the Department of Developmental Services (DDS) made a special allocation to RCOC's Community Resource Development Plan (CRDP) for the development of a Community Crisis Home (CCH) to serve individuals who currently reside in a restrictive setting, such as a psychiatric hospital, crisis facility, or locked facility, or who are at risk of being placed in a restrictive setting. The Board previously approved a property renovation agreement for \$500,000 with non-profit housing corporation Brilliant Corners on September 1, 2022. Brilliant Corners has acquired the property where the facility will be located, and DDS has approved an additional \$268,000 in RCOC's CRDP funding for the renovation costs, for a total of \$768,000 in renovation funds. Due to difficulty identifying a property within Orange County that satisfies the requirements for a CCH, DDS also approved the change from CCH to an Enhanced Behavioral Supports Home (EBSH).

M/S/C to approve, with one abstention, the Amendment to Property Renovation Agreement with Non-Profit Housing Corporation, Brilliant Corners, for the Development of an Enhanced Behavioral Supports Home (CRDP No. 2223-1), as presented

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

- *Partners in Policymaking.* Mr. Landauer reported that the Partners in Policymaking Project held its graduation on June 16, 2024. Graduates included Mr. Wayed Kabir, (RCOC Peer Advocate), Ms. Chinh Nguyen and Ms. Jacqueline Nguyen, (RCOC Board members), Ms. Evelyn Rodriguez and Ms. Nancy Canchola (parent representatives).
- *Master Plan for Developmental Services.* Mr. Landauer reported that the California Health and Human Services Agency (CHHSA) upcoming workgroup meetings for the Master Plan for Developmental Disabilities are scheduled for September 18, 2024 and October 9, 2024. For more information, visit: www.chhs.ca.gov/home/master-plan-for-developmental-services/.

RCOC Board of Directors' Meeting Minutes
September 5, 2024

Service Provider Directory. Mr. Landauer stated that Department of Developmental Services (DDS) continues to gather data for the Provider Directory. The online portal will provide accurate information about service providers, statewide, for the first time. Participation in the Provider Directory is the only Quality Incentive Program (QIP) measure to be used in fiscal years 2024-25 and 2025-26 for establishing whether a provider will receive the 10 percent quality incentive portion of the rate model for its service(s).

- *Quality Incentive Program (QIP).* Mr. Landauer reported that the QIP is designed to improve outcomes for individuals served, service provider performance, and the quality of services. Participating service providers that meet or exceed quality measures developed by DDS and based on input from stakeholders, are eligible for incentive payments. The QIP Stakeholder Workgroup helped determine six areas of focus for the QIP, those six areas are (1) Prevention and Wellness (2) Employment (3) Early Intervention (4) Workforce Capacity (5) Service Access (6) Informed Choice and Satisfaction. Each focus area has one or more quality measure(s) tied to specific desired outcomes.
- *Statewide News.* Mr. Landauer reported that Ms. Nancy Bargmann, DDS' Executive Director retired on September 5, 2024, and Mr. Pete Cervinka has been named as Acting Director. Additionally, Dr. Mark Ghaly, Secretary of California Health and Human Services Agency (CHHSA) is stepping down and Governor Gavin Newsom will appoint California Department of Social Services Director, Ms. Kim Johnson as the new CHHS Secretary in October 2025.
- *California's State Budget.* Mr. Landauer reported that the Governor signed the budget on June 29, 2024, and the major provisions in this year's Trailer Bill Language (TBL) are: (1) Elimination of the Family Cost Participation and Annual Family Program Fee programs; (2) Adjustments to the assessment processes for children; (3) Ongoing allowance for remote Planning Team Meetings (PTMs) for development of an Individual Program Plan (IPP) or Individualized Family Service Plan (IFSP) upon individual or family requests; (4) A requirement that individuals with IPPs must be seen in-person by their service coordinator every twelve months, and those with IFSPs must be seen in-person by their service coordinator every six months; (5) Allowance for statistical sampling for service provider audits; (6) Statutory requirements related to the Master Plan for Developmental Services, including its focus on accessibility, quality, and equity; (7) Additional clarity about social recreation and camp services, including requirements for regional center staff training and the establishment of points-of-contact for these services.
- *Purchase of Service (POS) Expenditures for Fiscal Year 2023-24.* Mr. Landauer reported that there is a projected surplus statewide.
- *Person Centered Thinking (PCT).* In Ms. Jennifer Montanez's absence, Mr. Landauer reported that approximately 98.5% of Individual Program Plans (IPPs) for Lanterman cases are in the PCT format and that RCOC is providing PCT trainings for new staff and refresher courses for previously trained staff. These trainings will be scheduled in two-day or three-day sessions from July through October 2024.

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- *Employment.* Mr. Arturo Cazares, RCOC's Director of Employment, reported that the program at Kaiser Permanente Anaheim hosted a graduation for five program participants on August 19, 2024. Three program graduates will be participating in the Paid Internship Program. Two of the program graduates will intern at Kaiser Permanente in Anaheim and one at Edwards Life Science in Irvine. Mr. Cazares also reported that the new Project SEARCH anticipates its program at Kaiser Permanente in Irvine will begin in January 2025.

Mr. Cazares stated that RCOC is finalizing the vendorization process for four service providers to begin the new employment pilot program called Coordinated Career Pathways (CCP). The CCP program includes two separate services: Career Pathway Navigator and Customized Employment Specialist, and was specifically developed for individuals who have worked in the past, or are currently working in, subminimum wage settings, or will transition from school district services within the next two years.

- *Housing.* In Mr. Jack Stanton's absence, Ms. Theresa Ta reported that two new Enhanced Behavioral Support Homes (EBSHs) are close to completion and available for persons served to move into by early next year.
- *Legislative and Community Awareness (LCA).* Mr. Landauer reported that RCOC held its 10th Annual Back-to-School Backpack Give Away Event on July 27, 2024 at the Santa Ana Zoo. The event was organized by Integrity House and 400 backpacks donated by Aveanna Healthcare were distributed.
- *Health and Wellness.* Dr. Bonnie Ivers, RCOC's Clinical Director reported that *Healthy Life, Happy Life* (HLHL) is in the second half of the program. Dr. Ivers also reported that she and Dr. Sam Ho, RCOC's Clinical Pharmacist, plan to review the program to determine if there is a need for enhancements in the upcoming year.
- *RCOC News.* Mr. Landauer reported that he and his staff continue to work with the Hispanic families group to address their concerns. The group last met on June 13, 2024 and scheduled its next meeting for October 25, 2024.

Mr. Landauer also reported that RCOC's management team participated in a Leadership retreat on July 11, 2024 and a Board of Directors' retreat on July 13, 2024.

Mr. Landauer stated that Sam Durbin passed away on July 29, 2024. Sam was a former RCOC Board member and great advocate for persons with disabilities. Integrity House hosted a Celebration of Life on August 16, 2024.

- *Self-Determination Program (SDP).* Mr. Landauer reported that the SDP Local Volunteer Advisory Committee met on July 29, 2024 and next meeting is tentatively scheduled for September 30, 2024.

F. Executive Committee

Ms. Sandy Martin reported that the Committee met on July 15, 2024 and will meet next on September 9, 2024.

G. Board Recruitment and Training Committee

Ms. Martin reported that the Committee met on May 13, 2024 and reviewed the Board composition, upcoming retreat and training topics.

The next Committee meeting is scheduled for September 9, 2024.

H. Policies and Outcomes Committee

Ms. Meena Chockalingam reported that the Committee met on July 9, 2024, and reviewed the Policy on Information Dissemination to Persons Served, Families, Authorized Representatives, and Other Interested Parties; and the Policy on Resource Development and Procurement. The Committee did not recommended revisions to either of the two policies.

The next Committee meeting is scheduled for October 21, 2024.

I. Vendor Advisory Committee

Mr. Rick Perez reported that the Committee met on June 11, 2024 and reelected him to serve as the VAC Chairperson and member of the Board of Directors from July 1, 2024 to June 30, 2025. The Committee met again on July 9, 2024 and discussed the state budget for 2024-2025 fiscal year which includes a rate model increase for service providers effective January 1, 2025.

The next Committee meeting is scheduled for September 10, 2024.

J. Peer Advisory Committee

In Ms. Yvonne Kluttz's absence, Mr. Landauer reported that the next Committee meeting is scheduled for September 18, 2024.

K. Legislative and Community Awareness Report

Mr. Bruce Hall reported that the next Committee meeting is scheduled for October 8, 2024.

L. ARCA Report

Ms. Martin reported that the Association of Regional Center Agencies (ARCA) will host an Academy training for Board of Directors on Board Development and Leadership on

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September 7, 2024 at Inland Regional Center. The next Board of Directors' meeting is scheduled for October 17, 2024 in Sacramento.

M. Community Forum

Families and other community organizations voiced their support for Governor Newsom to approve Assembly Bill (AB) 1147, Disability Equity, Transparency, and Accountability Act of 2024, which includes making regional centers subject to the California Public Records Act.

N. Chairperson's Report

Ms. Martin again acknowledged and congratulated tonight's three persons served who have worked for the same employer for 21 or more years. Ms. Martin also congratulated the graduates from the Project SEARCH cohort at Kaiser Permanente Anaheim.

Ms. Martin reported that the next RCOC Board of Directors' meeting is scheduled for November 7, 2024.

O. National Core Indicators (NCI) Annual Presentation

Mr. Cazares presented data from the latest National Core Indicators (NCI) Survey. The NCI presentation is available on RCOC's website in English, Spanish, Vietnamese and Korean. Those interested in submitting input or questions regarding tonight's presentation can send an email to nci.input@rcocdd.com.

II. Adjournment

Ms. Martin adjourned the meeting at 7:55 p.m.

Yvonne Kluttz, Secretary

Recorder: Sandra Lomeli

**Regional Center of Orange County
Budget & Finance Committee
Meeting Minutes
September 5, 2024**

Committee Members Present: Jacqueline Nguyen, Chair
Bruce Hall
Sandy Martin
Fernando Peña
Marcell Bassett (*arrived at 4:12 p.m.*)

Board Counsel Present: Greg E. Simonian

RCOC Staff Present: Larry Landauer, Executive Director
Jerrod Bonner, IT Director
Arturo Cazares, Director of Community Services
Nancy Franco, Accounting Manager – OPS
Christina Petteruto, General Counsel
Linda Pham, Accountant
Theresa Ta, Manager of Safety Net and Resource Development
Marta Vasquez, Chief Financial Officer
Stacy Wong, HR Director

The meeting was called to order at 4:04 p.m.

1. Approval of Monthly Sufficiency of Allocation Reports (SOARs), May and June 2024

Ms. Marta Vasquez reported that RCOC is projecting a surplus of \$38.0 million, a decrease of \$5.8 million from previous projection. The surplus will be \$45.4 million if all \$7.4 million of the State Plan Amendment receivables are paid. The decrease is due to an increase in projected expenditures.

M/S/C to approve the monthly SOARs

2. Approval of Monthly Sufficiency of Allocation Report (SOAR), July 2024

Ms. Vasquez reported that RCOC has not received the planning allocation for fiscal year 2024-25. Once the allocation is received, RCOC will be able to determine if there is a projected sufficiency or deficiency in the allocation. The first Sufficiency of Allocation Report (SOAR) is due to the Department of Developmental Services (DDS) on December 10, 2024.

M/S/C to approve the monthly SOAR

3. Budget Amendment E-3, Fiscal Year 2023-24

Ms. Vasquez reported that DDS issued the E-3 allocation which included special program funding based on agreements with specific regional centers. RCOC did not receive any of the special project funds issued in the E-3.

4. Approval of Budget Amendment A-1, Fiscal Year 2024-25

Ms. Vasquez reported that RCOC had not received the A-1 planning allocation for fiscal year 2024-25; however, she noted the importance of Board approval so that the contract could be executed upon receipt.

M/S/C to approve the Budget Amendment

5. Approval of CalPERS Requirement for a Publicly Available Pay Schedule Effective September 16, 2024.

Ms. Vasquez reported that RCOC added a title to RCOC's Salary Schedule.

M/S/C to approve the Salary Schedule

The meeting adjourned at 4:25 p.m.

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

ACTION	<u>X</u>
ACTION/CONSENT	<u> </u>
DISCUSSION	<u> </u>
INFO ONLY	<u> </u>

DATE: November 7, 2024

TO: Board of Directors

FROM: Budget and Finance Committee

SUBJECT: **Approval of Monthly Sufficiency of Allocation Report, August 2024**

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.

Agenda Item III.D.2.a.

REGIONAL CENTER OF ORANGE COUNTY

MEMORANDUM

Date: November 7, 2024

To: Board of Directors

From: Budget and Finance Committee

Subject: Highlights – August 2024 Sufficiency of Allocation Report (SOAR)

Purchase of Services (POS)

RCOC received the planning allocation that staff will use to determine the sufficiency or deficiency of the allocation. The first Sufficiency of Allocation Report (SOAR) for fiscal year 2024-25 is due to DDS on December 10, 2024.

RCOC has had a surplus for the past four years and it is too early to determine if there will be a surplus again this year. The allocation of \$737.5 million is higher than the \$619.0 million that RCOC expended last year. Effective January 1, 2025, most provider rates will increase due to implementation of the final phase of the Rate Models (an additional 15% of the difference between the rate calculated by Burns and Associates and the rate as of March 31, 2022, and 10% in quality incentives). The final phase of the Rate Models will also include adjustments for minimum wage increases. In addition, some vendors not part of the Rate Models, will also receive a rate increase due to the increase in minimum wage.

In the first quarter of the fiscal year, RCOC's caseload increased by 288 for an annualized caseload growth of 4.4%; the regional center system increased 6,169 persons for an annualized caseload growth of 5.6%.

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 and other one-time expenses.

**Monthly Sufficiency of Allocation Report
As of August 31, 2024**

	A	B	C	D	E	F	G	H
				SOAR		VARIANCE		
	A-1	ACTUAL	PROJECTED	PROJECTED	(column A-D)/A)	(column A-D)	CHANGE	
PURCHASE OF SERVICE	ALLOCATION	SPENT	EXPENDITURES	EXPENDITURES	%	AMOUNT	FROM PRIOR	SPENT
		YEAR TO DATE	AT "RUN RATE"	n/a	YEAR TO DATE		MO. REPORTED	PRIOR YEAR
(1) Licensed Residential Care	\$225,995,062	\$33,902,613	\$204,827,728	\$0	n/a	n/a	n/a	\$203,840,873
(2) Day Care	2,111,635	140,143	1,680,840	0	n/a	n/a	n/a	1,352,541
(3) Day Training	85,647,121	14,148,765	84,892,590	0	n/a	n/a	n/a	75,654,144
(4) Habilitation	10,293,005	1,418,219	8,978,484	0	n/a	n/a	n/a	8,357,135
(5) Transportation	21,652,981	2,357,282	17,068,716	0	n/a	n/a	n/a	14,583,861
(6) Respite	65,416,802	6,480,526	62,356,932	0	n/a	n/a	n/a	51,791,501
(7) Personal Assistance	71,751,468	8,584,340	66,043,872	0	n/a	n/a	n/a	58,288,592
(8) Supported Living	67,390,135	11,085,068	66,510,408	0	n/a	n/a	n/a	61,565,211
(9) Non-medical	38,248,305	5,183,437	33,033,854	0	n/a	n/a	n/a	31,353,547
(10) Medical	13,698,869	2,043,797	12,591,986	0	n/a	n/a	n/a	10,887,166
(11) Other	88,320,598	11,839,939	71,039,634	0	n/a	n/a	n/a	61,570,321
(12) Early Start (Age 0-3)	46,580,911	6,437,110	44,154,360	0	n/a	n/a	n/a	39,773,944
(13) Community Placement Plan	419,559	-	-	0	n/a	n/a	n/a	0
(14) Purchase of Service Total	737,526,451	103,621,239	673,179,404	0	0%	0	0	619,018,836
OPERATIONS								
(15) Operating Expense (Gross)	12,989,075	2,541,031	15,246,188	12,989,075	0%	0	0	6,964,836
(16) Less Interest Income and SPA Fees	-600,000	-453,557	-2,721,345	-600,000	0%	0	0	-2,175,915
(17) Operating Expense (Net)	12,389,075	2,087,474	12,524,844	12,389,075	0%	0	0	4,788,921
(18) Personal Services	68,569,701	9,339,701	56,038,203	68,569,701	0%	0	0	48,868,061
(19) Family Resource Center/Services	269,299	40,504	243,023	269,299	0%	0	0	214,330
(20) Operations Total	81,228,075	11,467,678	68,806,070	81,228,075	0%	0	0	53,871,312
(21) Total	\$818,754,526	\$115,088,917	\$741,985,474	\$81,228,075	0%	\$0	\$0	\$672,890,148

* 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 and other one-time expenses.

STATEMENT OF ASSETS, LIABILITIES AND FUND BALANCES
AS OF AUGUST 31, 2024

ASSETS	GENERAL FUND	CUSTODIAL FUND
CURRENT ASSETS		
Petty cash	\$300.00	
Checking	73,190,306.52	\$75,966.55
Savings	271,332.81	
Money market	0.00	
Payroll	414,359.25	
Donations	207,996.36	
Unemployment	840,306.68	
Certificate of deposit	0.00	
Total current assets	74,924,601.62	75,966.55
RECEIVABLES		
State claim	90,105,965.38	
Client support revenue	16,703.66	291.00
Due from State - prior years	193,937,950.17	
Due from ICF - ICF Supplemental Services	5,544,727.68	
Total receivables	289,605,346.89	291.00
PREPAID ITEMS		
Deposits	293,582.86	
Prepaid expense	0.00	
Total prepaid items	293,582.86	0.00
OTHER ASSETS		
Tenant improvements	303,163.76	
Building acquisition	63,613.98	
Total other assets	366,777.74	0.00
TOTAL ASSETS	\$365,190,309.11	\$76,257.55
LIABILITIES AND FUND BALANCES		
LIABILITIES		
Accounts payable	\$34,792,190.71	\$16,703.66
Due to State - ICF Supplemental Services	0.00	
Loans payable	0.00	
Cash advance	329,351,048.28	
Unemployment insurance	839,073.76	
Total liabilities	364,982,312.75	16,703.66
FUND BALANCES		
General		
Donations	207,996.36	
Custodial		59,553.89
TOTAL LIABILITIES AND FUND BALANCES	\$365,190,309.11	\$76,257.55

REGIONAL CENTER OF ORANGE COUNTY
BRIAN'S FUND
AUGUST 31, 2024

Beginning Balance		\$207,572.54
Donations	\$0.00	
Loan Payments	415.00	
Interest	8.82	
Disbursements	<u>0.00</u>	
Net Increase (Decrease)		<u>423.82</u>
Ending Balance		<u><u>\$207,996.36</u></u>

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

ACTION	<u>X</u>
ACTION/CONSENT	<u> </u>
DISCUSSION	<u> </u>
INFO ONLY	<u> </u>

DATE: November 7, 2024

TO: Board of Directors

FROM: Budget and Finance Committee

SUBJECT: **Approval of Monthly Sufficiency of Allocation Report, September 2024**

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.

Agenda Item III.D.2.b.

REGIONAL CENTER OF ORANGE COUNTY

MEMORANDUM

Date: November 7, 2024

To: Board of Directors

From: Budget and Finance Committee

Subject: Highlights – September 2024 Sufficiency of Allocation Report (SOAR)

Purchase of Services (POS)

RCOC received the planning allocation that staff will use to determine the sufficiency or deficiency of the allocation. The first Sufficiency of Allocation Report (SOAR) for fiscal year 2024-25 is due to DDS on December 10, 2024.

RCOC has had a surplus for the past four years and it is too early to determine if there will be a surplus again this year. The allocation of \$737.5 million is higher than the \$619.0 million that RCOC expended last year. Effective January 1, 2025, most provider rates will increase due to implementation of the final phase of the Rate Models (an additional 15% of the difference between the rate calculated by Burns and Associates and the rate as of March 31, 2022, and 10% in quality incentives). The final phase of the Rate Models will also include adjustments for minimum wage increases. In addition, some vendors not part of the Rate Models, will also receive a rate increase due to the increase in minimum wage.

In the first quarter of the fiscal year, RCOC's caseload increased by 288 for an annualized caseload growth of 4.4%; the regional center system increased 6,169 persons for an annualized caseload growth of 5.6%.

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 and other one-time expenses.

**Monthly Sufficiency of Allocation Report
As of September 30, 2024**

	A	B	C	D	E	F	G	H
				SOAR		VARIANCE		
	A-1	ACTUAL	PROJECTED	PROJECTED	(column A-D)/A)	(column A-D)	CHANGE	
PURCHASE OF SERVICE	ALLOCATION	SPENT	EXPENDITURES	EXPENDITURES	%	AMOUNT	FROM PRIOR	SPENT
		YEAR TO DATE	AT "RUN RATE"	n/a	YEAR TO DATE		MO. REPORTED	PRIOR YEAR
(1) Licensed Residential Care	\$225,995,062	\$48,261,762	\$204,036,993	\$0	n/a	n/a	n/a	\$203,840,873
(2) Day Care	2,111,635	193,974	1,681,473	0	n/a	n/a	n/a	1,352,541
(3) Day Training	85,647,121	18,920,139	84,478,275	0	n/a	n/a	n/a	75,654,144
(4) Habilitation	10,293,005	1,541,510	8,750,678	0	n/a	n/a	n/a	8,357,135
(5) Transportation	21,652,981	2,501,556	17,069,180	0	n/a	n/a	n/a	14,583,861
(6) Respite	65,416,802	6,500,489	61,909,419	0	n/a	n/a	n/a	51,791,501
(7) Personal Assistance	71,751,468	8,586,665	65,630,561	0	n/a	n/a	n/a	58,288,592
(8) Supported Living	67,390,135	15,989,238	66,029,914	0	n/a	n/a	n/a	61,565,211
(9) Non-medical	38,248,305	6,407,787	34,407,024	0	n/a	n/a	n/a	31,353,547
(10) Medical	13,698,869	2,864,581	12,294,741	0	n/a	n/a	n/a	10,887,166
(11) Other	88,320,598	12,076,109	72,456,654	0	n/a	n/a	n/a	61,570,321
(12) Early Start (Age 0-3)	46,580,911	8,626,560	43,863,864	0	n/a	n/a	n/a	39,773,944
(13) Community Placement Plan	419,559	-	-	0	n/a	n/a	n/a	0
(14) Purchase of Service Total	737,526,451	132,470,370	672,608,776	0	0%	0	0	619,018,836
OPERATIONS								
(15) Operating Expense (Gross)	12,989,075	3,412,882	13,651,529	12,989,075	0%	0	0	6,964,836
(16) Less Interest Income and SPA Fees	-600,000	-676,615	-2,706,459	-600,000	0%	0	0	-2,175,915
(17) Operating Expense (Net)	12,389,075	2,736,268	10,945,070	12,389,075	0%	0	0	4,788,921
(18) Personal Services	68,569,701	13,500,781	54,003,124	68,569,701	0%	0	0	48,868,061
(19) Family Resource Center/Services	269,299	46,292	185,167	269,299	0%	0	0	214,330
(20) Operations Total	81,228,075	16,283,340	65,133,362	81,228,075	0%	0	0	53,871,312
(21) Total	\$818,754,526	\$148,753,710	\$737,742,137	\$81,228,075	0%	\$0	\$0	\$672,890,148

* 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 and other one-time expenses.

STATEMENT OF ASSETS, LIABILITIES AND FUND BALANCES
AS OF SEPTEMBER 30, 2024

ASSETS	GENERAL FUND	CUSTODIAL FUND
CURRENT ASSETS		
Petty cash	\$300.00	
Checking	62,839,807.75	\$76,905.55
Savings	32,289.12	
Money market	0.00	
Payroll	421,034.70	
Donations	208,333.80	
Unemployment	840,435.41	
Certificate of deposit	0.00	
Total current assets	64,342,200.78	76,905.55
RECEIVABLES		
State claim	114,576,649.29	
Client support revenue	11,078.42	291.00
Due from State - prior years	31,241,378.20	
Due from ICF - ICF Supplemental Services	6,238,592.60	
Total receivables	152,067,698.51	291.00
PREPAID ITEMS		
Deposits	293,582.86	
Prepaid expense	0.00	
Total prepaid items	293,582.86	0.00
OTHER ASSETS		
Tenant improvements	303,163.76	
Building acquisition	63,613.98	
Total other assets	366,777.74	0.00
TOTAL ASSETS	\$217,070,259.89	\$77,196.55
LIABILITIES AND FUND BALANCES		
LIABILITIES		
Accounts payable	\$41,136,792.20	\$11,078.42
Due to State - ICF Supplemental Services	0.00	
Loans payable	0.00	
Cash advance	174,885,887.93	
Unemployment insurance	839,245.96	
Total liabilities	216,861,926.09	11,078.42
FUND BALANCES		
General		
Donations	208,333.80	
Custodial		66,118.13
TOTAL LIABILITIES AND FUND BALANCES	\$217,070,259.89	\$77,196.55

REGIONAL CENTER OF ORANGE COUNTY
BRIAN'S FUND
SEPTEMBER 30, 2024

Beginning Balance \$207,996.36

Donations:

Frontstream	\$31.00
Give Lively Foundation, Inc	<u>47.91</u>

Subtotal Donations \$78.91

Loan Payments 250.00

Interest 8.53

Disbursements: 0.00

Net Increase (Decrease) 337.44

Ending Balance \$ 208,333.80

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

ACTION	<u>X</u>
ACTION/CONSENT	<u> </u>
DISCUSSION	<u> </u>
INFO ONLY	<u> </u>

DATE: November 7, 2024

TO: Board of Directors

FROM: Budget and Finance Committee

SUBJECT: **If Proposition 32 Does Not Pass - Approval of Publicly Available Pay Schedule Required by CalPERS Effective December 23, 2024**

BACKGROUND:

Since August 10, 2011, The California Code of Regulations, Title 2, Section 570.5, has required 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 September 5, 2024.

REASON FOR CURRENT ITEM:

The California minimum hourly wage will increase from \$16.00 to \$16.50 per hour effective January 1, 2025, which increases the minimum exempt salary from \$66,560 to \$68,640. All salary ranges will increase by 5.63% (3.13% as a result of the increase in minimum wage to \$16.50 per hour and a 2.5% cost of living adjustment) effective December 23, 2024, if Proposition 32 does not pass.

FISCAL IMPACT:

In fiscal year 2024-25 approximately \$1,825,406, plus benefits

RECOMMENDATION:

That the Board approve the salary schedule attached hereto as Exhibit A for RCOC's employees effective December 23, 2024, on the condition that Proposition 32 does not pass.

EXHIBIT A

RCOC's Salary Schedule

Effective December 23, 2024

		Minimum	Midpoint	Maximum	Comments	Increase in Range	
						Minimum	Maximum
EXECUTIVE DIRECTOR	HR	113.80	132.75	151.69		5.63%	5.63%
	BW	9,104.17	10,619.89	12,135.60			
	MO	19,725.71	23,009.76	26,293.80			
	YR	236,708.54	276,117.07	315,525.60			
MEDICAL DIRECTOR PHYSICIAN	HR	78.94	106.92	134.91		5.63%	5.63%
	BW	6,315.26	8,553.91	10,792.56			
	MO	13,683.07	18,533.47	23,383.88			
	YR	164,196.79	222,401.65	280,606.51			
CHIEF FINANCIAL OFFICER GENERAL COUNSEL	HR	78.94	96.69	114.44		5.63%	5.63%
	BW	6,315.26	7,735.04	9,154.82			
	MO	13,683.07	16,759.25	19,835.44			
	YR	164,196.79	201,111.06	238,025.33			
CONSULTING PHARMACIST DIRECTOR: Case Management, Community Services, Clinical, Finance, HR, IT Services and Supports	HR	67.10	79.04	90.98		5.63%	5.63%
	BW	5,367.81	6,323.01	7,278.20			
	MO	11,630.26	13,699.85	15,769.43			
	YR	139,563.08	164,398.15	189,233.22			
MANAGER, AREA ASSOCIATE DIRECTOR: Finance, Housing, IT, Risk Management	HR	50.31	61.99	73.68		5.63%	5.63%
	BW	4,024.88	4,959.59	5,894.30			
	MO	8,720.58	10,745.78	12,770.97			
	YR	104,646.90	128,949.30	153,251.70			
PSYCHOLOGIST MANAGER: Nursing	HR	46.84	57.71	68.59		5.63%	5.63%
	BW	3,746.88	4,616.84	5,486.81			
	MO	8,118.24	10,003.16	11,888.08			
	YR	97,418.88	120,037.93	142,656.97			
THERAPIST: Occupational, Physical Speech NURSE CONSULTANT	HR	46.84	55.17	63.50		5.63%	5.63%
	BW	3,746.88	4,413.63	5,080.38			
	MO	8,118.24	9,562.86	11,007.48			
	YR	97,418.88	114,754.34	132,089.79			
CHIEF COUNSELOR, ADMINISTRATOR MANAGER: Custodian of Records, Employment Fair Hearings, HR, Network, Organizational Devt. Risk, Safety Net, Early Start	HR	40.75	49.08	57.41		5.63%	5.63%
	BW	3,259.78	3,926.47	4,593.16			
	MO	7,062.86	8,507.35	9,951.84			
	YR	84,754.34	102,088.22	119,422.10			
CLERK TO THE BOARD, MANAGER: Family Support/Comm. Outreach COORDINATOR: PCT, Self-Determination SPECIALIST: Federal Programs and Benefits	HR	42.41	49.35	56.29		5.63%	5.63%
	BW	3,392.93	3,947.89	4,502.86			
	MO	7,351.34	8,553.76	9,756.19			
	YR	88,216.08	102,645.17	117,074.27			
BCBA Masters	HR	40.12	45.08	50.04		5.63%	5.63%
	BW	3,209.24	3,606.29	4,003.35			
	MO	6,953.35	7,813.64	8,673.92			
	YR	83,440.23	93,763.62	104,087.02			
AREA and QA SUPERVISOR, RESOURCE COORDINATOR PROGRAMMER ANALYST, MANAGER Accounting and IT, ASST. MAN. Fair Hearings	HR	35.98	45.32	54.65		5.63%	5.63%
	BW	2,878.70	3,625.51	4,372.31			
	MO	6,237.19	7,855.26	9,473.33			
	YR	74,846.33	94,263.17	113,680.02			
COORDINATOR: Lead Service Federal Programs and Benefits Deaf and Hard of Hearing Coordinator Foster System Care	HR	34.89	42.20	49.62		5.63%	5.63%
	BW	2,791.47	3,375.90	3,969.22			
	MO	6,048.19	7,314.45	8,599.99			
	YR	72,578.25	87,773.39	103,199.83			
SERVICE COORDINATOR, HCBS COOR. ACCOUNTANT, ACCOUNTING SUP. CULTURAL SPECIALIST/COMM. OUT. EXECUTIVE LIAISON; HR SPECIALIST	HR	33.80	39.25	44.71	Minimum exempt salary will increase from \$66,560 to \$68,640 effective 1/1/2025 + 2.5% COLA	5.63%	5.63%
	BW	2,704.13	3,140.37	3,576.62			
	MO	5,858.94	6,804.14	7,749.33			
	YR	70,307.33	81,649.67	92,992.01			
ASSOCIATE PROGRAMMER ANALYST COORDINATOR: Emergency, IT, Operations Quality Assurance, Systems	HR	28.20	33.98	39.76		5.63%	5.63%
	BW	2,255.64	2,718.27	3,180.90			
	MO	4,887.23	5,889.58	6,891.94			
	YR	58,646.72	70,675.01	82,703.31			
COORDINATOR: Fiscal, SIR, Vendor SPECIALIST: HRG, Intake Community Navigator, PEER ADVOCATE	HR	26.98	29.84	32.70		5.63%	5.63%
	BW	2,158.18	2,387.23	2,616.28			
	MO	4,676.05	5,172.33	5,668.61			
	YR	56,112.61	62,067.97	68,023.32			
COORDINATOR: Community Resources, Fair Hearing, Imaging, Operations, Payables Support Services SPECIALIST: IT	HR	25.10	27.21	29.33		5.63%	5.63%
	BW	2,007.99	2,177.01	2,346.04			
	MO	4,350.64	4,716.86	5,083.09			
	YR	52,207.70	56,602.36	60,997.02			
TECHNICIAN: Accounting, Area, IT, Intake Scanning, Technical Assistant, Receptionist Account Clerk	HR	20.66	23.63	26.60		5.63%	5.63%
	BW	1,652.71	1,890.55	2,128.39			
	MO	3,580.87	4,096.19	4,611.51			
	YR	42,970.42	49,154.24	55,338.07			
OFFICE AIDE	HR	16.90	17.50	18.11	Minimum wage will increase from \$16.00 to \$16.50 effective 1/1/2025 plus 2.5% COLA	5.63%	5.63%
	BW	1,352.06	1,400.34	1,448.61			
	MO	2,929.47	3,034.07	3,138.66			
	YR	35,153.66	36,408.81	37,663.95			

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

	ACTION	<u>X</u>
ACTION/CONSENT		<u> </u>
DISCUSSION		<u> </u>
INFO ONLY		<u> </u>

DATE: November 7, 2024

TO: Board of Directors

FROM: Budget and Finance Committee

SUBJECT: **If Proposition 32 Passes - Approval of Publicly Available Pay Schedule Required by CalPERS Effective October 28, 2024 and Approval of Publicly Available Pay Schedule as Required by CalPERS Effective December 23, 2024**

BACKGROUND:

Since August 10, 2011, The California Code of Regulations, Title 2, Section 570.5, has required 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 September 5, 2024.

REASON FOR CURRENT ITEM:

Proposition 32 is a measure on the ballot to be voted on in the November 2024 California elections. As quoted from the official voter information guide on California's Secretary of State website (www.voterguide.sos.ca.gov):

"PROPOSTION 32 Raises Minimum Wage. Initiative Statute.

Raises minimum wage as follows: For employers with 26 or more employees, to \$17 immediately, \$18 on January 1, 2025. For employers with 25 or fewer employees, to \$17 on January 1, 2025, \$18 on January 1, 2026.

***Fiscal Impact:** State and local government costs could increase or decrease by up to hundreds of millions of dollars annually. State and local revenues likely would decrease by no more than a few hundred million dollars annually."*

If passed, RCOC's salary schedule will increase by 6.25% for most salaries ranges, as a result of the minimum wage increase to \$17.00 (exempt salary will

increase to \$70,720) effective October 28, 2024. These salary ranges will increase by an additional 5.88%, due to the increase in minimum wage to \$18.00 (exempt salary will increase to \$74,880) effective December 23, 2024. All other ranges will increase by 6.5% effective December 23, 2024.

FISCAL IMPACT:

In fiscal year 2024-25 approximately \$3,007,504, plus benefits

RECOMMENDATION:

That the Board approve the salary schedules attached hereto as Exhibit B effective October 28, 2024 and Exhibit C effective December 23, 2024, for RCOC’s employees on the condition that Proposition 32 passes.

Agenda Item III.D.2.d.

EXHIBIT B

RCOC's Salary Schedule

Effective October 28, 2024

		Minimum	Midpoint	Maximum	Comments	Increase in Range	
						Minimum	Maximum
EXECUTIVE DIRECTOR	HR	107.74	125.67	143.61			
	BW	8,618.93	10,053.86	11,488.78			
	MO	18,674.35	21,783.35	24,892.36			
	YR	224,092.16	261,400.24	298,708.32			
MEDICAL DIRECTOR PHYSICIAN	HR	74.73	101.22	127.72			
	BW	5,978.66	8,097.99	10,217.32			
	MO	12,953.77	17,545.65	22,137.53			
	YR	155,445.22	210,547.81	265,650.39			
CHIEF FINANCIAL OFFICER GENERAL COUNSEL	HR	74.73	91.53	108.34			
	BW	5,978.66	7,322.77	8,666.88			
	MO	12,953.77	15,866.00	18,778.23			
	YR	155,445.22	190,391.99	225,338.76			
CONSULTING PHARMACIST DIRECTOR: Case Management, Community Services, Clinical, Finance, HR, IT Services and Supports	HR	63.52	74.82	86.13			
	BW	5,081.71	5,985.99	6,890.28			
	MO	11,010.37	12,969.65	14,928.94			
	YR	132,124.47	155,635.85	179,147.23			
MANAGER, AREA ASSOCIATE DIRECTOR: Finance, Housing, IT, Risk Management	HR	47.63	58.69	69.75			
	BW	3,810.36	4,695.25	5,580.13			
	MO	8,255.78	10,173.03	12,090.29			
	YR	99,069.30	122,076.40	145,083.50			
PSYCHOLOGIST MANAGER: Nursing	HR	44.34	54.63	64.93			
	BW	3,547.17	4,370.77	5,194.36			
	MO	7,685.54	9,470.00	11,254.46			
	YR	92,226.53	113,640.00	135,053.46			
THERAPIST: Occupational, Physical Speech NURSE CONSULTANT	HR	44.34	52.23	60.12			
	BW	3,547.17	4,178.39	4,809.60			
	MO	7,685.54	9,053.17	10,420.79			
	YR	92,226.53	108,638.02	125,049.50			
CHIEF COUNSELOR, ADMINISTRATOR MANAGER: Custodian of Records, Employment Fair Hearings, HR, Network, Organizational Devt. Risk, Safety Net, Early Start	HR	40.99	49.37	57.75		6.25%	6.25%
	BW	3,278.92	3,949.52	4,620.12			
	MO	7,104.32	8,557.29	10,010.25			
	YR	85,251.81	102,687.43	120,123.05			
CLERK TO THE BOARD, MANAGER: Family Support/Comm. Outreach COORDINATOR: PCT, Self-Determination SPECIALIST: Federal Programs and Benefits	HR	42.66	49.64	56.62		6.25%	6.25%
	BW	3,412.84	3,971.06	4,529.29			
	MO	7,394.49	8,603.97	9,813.45			
	YR	88,733.87	103,247.65	117,761.44			
BCBA Masters	HR	40.35	45.34	50.34		6.25%	6.25%
	BW	3,228.08	3,627.46	4,026.84			
	MO	6,994.17	7,859.50	8,724.83			
	YR	83,929.99	94,313.97	104,697.96			
AREA and QA SUPERVISOR, RESOURCE COORDINATOR PROGRAMMER ANALYST, MANAGER Accounting and IT, ASST. MAN. Fair Hearings	HR	36.20	45.58	54.97		6.25%	6.25%
	BW	2,895.60	3,646.79	4,397.97			
	MO	6,273.80	7,901.37	9,528.94			
	YR	75,285.64	94,816.45	114,347.27			
COORDINATOR: Lead Service Federal Programs and Benefits Deaf and Hard of Hearing Coordinator Foster System Care	HR	35.10	42.45	49.91		6.25%	6.25%
	BW	2,807.86	3,395.71	3,992.52			
	MO	6,083.69	7,357.38	8,650.46			
	YR	73,004.26	88,288.58	103,805.56			
SERVICE COORDINATOR, HCBS COOR. ACCOUNTANT, ACCOUNTING SUP. CULTURAL SPECIALIST/COMM. OUT. EXECUTIVE LIAISON; HR SPECIALIST	HR	34.00	39.49	44.97	Minimum exempt salary will increase from \$66,560 to \$70,720 effective 11/5/2024	6.25%	6.25%
	BW	2,720.00	3,158.80	3,597.61			
	MO	5,893.33	6,844.08	7,794.82			
	YR	70,720.00	82,128.92	93,537.83			
ASSOCIATE PROGRAMMER ANALYST COORDINATOR: Emergency, IT, Operations Quality Assurance, Systems	HR	28.36	34.18	39.99		6.25%	6.25%
	BW	2,268.88	2,734.22	3,199.57			
	MO	4,915.91	5,924.15	6,932.40			
	YR	58,990.95	71,089.84	83,188.74			
COORDINATOR: Fiscal, SIR, Vendor SPECIALIST: HRG, Intake Community Navigator, PEER ADVOCATE	HR	27.14	30.02	32.90		6.25%	6.25%
	BW	2,170.84	2,401.24	2,631.64			
	MO	4,703.50	5,202.69	5,701.88			
	YR	56,441.97	62,432.28	68,422.59			
COORDINATOR: Community Resources, Fair Hearing, Imaging, Operations, Payables Support Services SPECIALIST: IT	HR	25.25	27.37	29.50		6.25%	6.25%
	BW	2,019.77	2,189.79	2,359.81			
	MO	4,376.18	4,744.55	5,112.92			
	YR	52,514.14	56,934.59	61,355.05			
TECHNICIAN: Accounting, Area, IT, Intake Scanning, Technical Assistant, Receptionist Account Clerk	HR	20.78	23.77	26.76		6.25%	6.25%
	BW	1,662.41	1,901.64	2,140.88			
	MO	3,601.89	4,120.23	4,638.57			
	YR	43,222.63	49,442.76	55,662.88			
OFFICE AIDE	HR	17.00	17.61	18.21	Minimum wage will increase from \$16.00 to \$17.00 effective 11/5/2024	6.25%	6.25%
	BW	1,360.00	1,408.56	1,457.12			
	MO	2,946.67	3,051.88	3,157.09			
	YR	35,360.00	36,622.51	37,885.02			

EXHIBIT C

RCOC's Salary Schedule

Effective December 23, 2024

		Minimum	Midpoint	Maximum	Comments	Increase in Range	
						Minimum	Maximum
EXECUTIVE DIRECTOR	HR	114.74	133.84	152.94		6.50%	6.50%
	BW	9,179.16	10,707.36	12,235.55			
	MO	19,888.18	23,199.27	26,510.36			
	YR	238,658.15	278,391.25	318,124.36			
MEDICAL DIRECTOR PHYSICIAN	HR	79.59	107.80	136.02		6.50%	6.50%
	BW	6,367.28	8,624.36	10,881.45			
	MO	13,795.76	18,686.12	23,576.47			
	YR	165,549.16	224,233.42	282,917.67			
CHIEF FINANCIAL OFFICER GENERAL COUNSEL	HR	79.59	97.48	115.38		6.50%	6.50%
	BW	6,367.28	7,798.75	9,230.22			
	MO	13,795.76	16,897.29	19,998.81			
	YR	165,549.16	202,767.47	239,985.77			
CONSULTING PHARMACIST DIRECTOR: Case Management, Community Services, Clinical, Finance, HR, IT Services and Supports	HR	67.65	79.69	91.73		6.50%	6.50%
	BW	5,412.02	6,375.08	7,338.15			
	MO	11,726.05	13,812.68	15,899.32			
	YR	140,712.56	165,752.18	190,791.80			
MANAGER, AREA ASSOCIATE DIRECTOR: Finance, Housing, IT, Risk Management	HR	50.73	62.51	74.29		6.50%	6.50%
	BW	4,058.03	5,000.44	5,942.84			
	MO	8,792.40	10,834.28	12,876.16			
	YR	105,508.81	130,011.36	154,513.92			
PSYCHOLOGIST MANAGER: Nursing	HR	47.22	58.19	69.15		6.50%	6.50%
	BW	3,777.74	4,654.87	5,532.00			
	MO	8,185.10	10,085.55	11,985.99			
	YR	98,221.25	121,026.60	143,831.94			
THERAPIST: Occupational, Physical Speech NURSE CONSULTANT	HR	47.22	55.62	64.03		6.50%	6.50%
	BW	3,777.74	4,449.98	5,122.22			
	MO	8,185.10	9,641.62	11,098.14			
	YR	98,221.25	115,699.49	133,177.72			
CHIEF COUNSELOR, ADMINISTRATOR MANAGER: Custodian of Records, Employment Fair Hearings, HR, Network, Organizational Devt. Risk, Safety Net, Early Start	HR	43.40	52.27	61.15	5.88% in addition to 6.25%	5.88%	5.88%
	BW	3,471.72	4,181.75	4,891.78			
	MO	7,522.05	9,060.45	10,598.86			
	YR	90,264.61	108,725.45	127,186.29			
CLERK TO THE BOARD, MANAGER: Family Support/Comm. Outreach COORDINATOR: PCT, Self-Determination SPECIALIST: Federal Programs and Benefits	HR	45.17	52.56	59.95	5.88% in addition to 6.25%	5.88%	5.88%
	BW	3,613.52	4,204.56	4,795.61			
	MO	7,829.28	9,109.88	10,390.48			
	YR	93,951.42	109,318.62	124,685.81			
BCBA Masters	HR	42.72	48.01	53.30	5.88% in addition to 6.25%	5.88%	5.88%
	BW	3,417.89	3,840.76	4,263.62			
	MO	7,405.42	8,321.64	9,237.85			
	YR	88,865.07	99,859.64	110,854.20			
AREA and QA SUPERVISOR, RESOURCE COORDINATOR PROGRAMMER ANALYST, MANAGER Accounting and IT, ASST. MAN. Fair Hearings	HR	38.32	48.27	58.21	5.88% in addition to 6.25%	5.88%	5.88%
	BW	3,065.86	3,861.22	4,656.57			
	MO	6,642.70	8,365.97	10,089.24			
	YR	79,712.43	100,391.66	121,070.88			
COORDINATOR: Lead Service Federal Programs and Benefits Deaf and Hard of Hearing Coordinator Foster System Care	HR	37.16	45.00	52.84	5.88% in addition to 6.25%	5.88%	5.88%
	BW	2,972.96	3,600.12	4,227.28			
	MO	6,441.41	7,800.26	9,159.11			
	YR	77,296.91	93,603.12	109,909.33			
SERVICE COORDINATOR, HCBS COOR. ACCOUNTANT, ACCOUNTING SUP. CULTURAL SPECIALIST/COMM. OUT. EXECUTIVE LIAISON; HR SPECIALIST	HR	36.00	41.67	47.34	Minimum exempt salary will increase from \$70,720 to \$74,880 effective 1/1/2025	5.88%	5.88%
	BW	2,880.00	3,333.46	3,786.92			
	MO	6,240.00	7,222.50	8,205.00			
	YR	74,880.00	86,669.97	98,459.94			
ASSOCIATE PROGRAMMER ANALYST COORDINATOR: Emergency, IT, Operations Quality Assurance, Systems	HR	30.03	36.19	42.35	5.88% in addition to 6.25%	5.88%	5.88%
	BW	2,402.29	2,895.00	3,387.70			
	MO	5,204.97	6,272.49	7,340.02			
	YR	62,459.61	75,269.93	88,080.24			
COORDINATOR: Fiscal, SIR, Vendor SPECIALIST: HRG, Intake Community Navigator, PEER ADVOCATE	HR	28.73	31.78	34.83	5.88% in addition to 6.25%	5.88%	5.88%
	BW	2,298.49	2,542.43	2,786.38			
	MO	4,980.06	5,508.61	6,037.15			
	YR	59,760.75	66,103.30	72,445.84			
COORDINATOR: Community Resources, Fair Hearing, Imaging, Operations, Payables Support Services SPECIALIST: IT	HR	26.73	28.98	31.23	5.88% in addition to 6.25%	5.88%	5.88%
	BW	2,138.54	2,318.55	2,498.57			
	MO	4,633.50	5,023.53	5,413.56			
	YR	55,601.97	60,282.35	64,962.72			
TECHNICIAN: Accounting, Area, IT, Intake Scanning, Technical Assistant, Receptionist Account Clerk	HR	22.00	25.17	28.33	5.88% in addition to 6.25%	5.88%	5.88%
	BW	1,760.16	2,013.46	2,266.76			
	MO	3,813.68	4,362.50	4,911.32			
	YR	45,764.12	52,349.99	58,935.86			
OFFICE AIDE	HR	18.00	18.64	19.28	Minimum wage will increase from \$17.00 to \$18.00 effective 1/1/2025	5.88%	5.88%
	BW	1,440.00	1,491.40	1,542.79			
	MO	3,120.00	3,231.36	3,342.72			
	YR	37,440.00	38,776.33	40,112.66			

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

DATE: November 7, 2024
TO: Board of Directors
FROM: Larry Landauer
Executive Director

ACTION	X
ACTION/CONSENT	
DISCUSSION	
INFO ONLY	

SUBJECT: **Approval of Request for Waiver of Potential Conflict of Interest and Conflict Resolution Plan for Victor Herrera, Service Coordinator**

BACKGROUND:

The prohibition against Regional Center employee conflicts of interest has its origin in section 4626 of the Welfare & Institutions Code. Subsection (d) of said section 4626 provides:

“The department shall ensure that no regional center employee or board member has a conflict of interest with an entity that receives regional center funding....”

That general prohibition is explained in more detail in Title 17 of the California Code of Regulations, sections 54526 “Positions Creating Conflicts of Interest for Employees, Contractors, Agents and Consultants” and 54527 “Financial Interests in Decisions Creating a Conflict of Interest for Employees, Contractors, Agents or Consultants” which provides in pertinent part:

“(a) A regional center employee, contractor, agent or consultant shall not make, participate in making or in any way attempt to use his or her position to influence a regional center decision, in which he or she knows or has reason to know that he or she, or his or her family member has a financial interest.

Section 54533 “Present or Potential Conflict of Interest Identified, Proposed Conflict Resolution Plan Content, Timelines for Submission of Proposed Conflict Resolution Plan” states that:

(a) When a present or potential conflict of interest is identified for a regional center board member, executive director, employee, contractor, agent or consultant, the present or potential conflict shall be either eliminated or mitigated and managed through a Conflict Resolution Plan, or the individual shall resign his or her position with the regional center or regional center governing board.” (emphasis added)

REASON FOR CURRENT ITEM:

Mr. Victor Herrera is an RCOC Service Coordinator. Mr. Herrera's mother has a financial interest in Regional Center operations by virtue of her role as a Job Coach with Project Independence (PI), an RCOC provider. For this reason, Mr. Herrera appears to have a conflict of interest under the above discussed statute and regulations.

RCOC has developed a Conflict Resolution Plan to address any potential conflict of interest.

FISCAL IMPACT:

None.

RECOMMENDATIONS:

That the Board approve the Request for Waiver of Potential Conflict of Interest and Conflict Resolution Plan for Victor Herrera, Service Coordinator.

**DISCLOSURE OF POTENTIAL CONFLICT OF INTEREST,
REQUEST FOR WAIVER AND CONFLICT RESOLUTION PLAN
FOR
VICTOR HERRERA – SERVICE COORDINATOR
REGIONAL CENTER OF ORANGE COUNTY**

I. Law Governing Conflicts of Interest

The prohibition against Regional Center employee conflicts of interest has its origin in section 4626 of the Welfare & Institutions Code. Subsection (d) of said section 4626 provides:

"The department shall ensure that no regional center employee or board member has a conflict of interest with an entity that receives regional center funding"

That general prohibition is explained in more detail in Title 17 of the California Code of Regulations, sections 54526 "Positions Creating Conflicts of Interest for Employees, Contractors, Agents and Consultants" and 54527 "Financial Interests in Decisions Creating Conflict of Interest for Employees, Contractors, Agents or Consultants" which provides in pertinent part:

"(a) A regional center employee, contractor, agent or consultant shall not make, participate in making or in any way attempt to use his or her position to influence a regional center decision, in which he or she knows or has reason to know that he or she, or his or her family member has a financial interest.

(b) 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 prior 12 months.
- (6) future interests for compensation of five hundred dollars (\$500) or more.
- (7) personal finances of two hundred fifty dollars (\$250) or more.

Section 54533 "Present or Potential Conflict of Interest Identified, Proposed Conflict Resolution Plan Content, Timelines for Submission of Proposed Conflict Resolution Plan" states that:

(a) When a present or potential conflict of interest is identified for a regional center board member, executive director, employee, contractor, agent or consultant, the present or potential conflict shall be either eliminated or mitigated and managed through a Conflict Resolution Plan, or the individual shall resign his or her position with the regional center or regional center governing board." (emphasis added)

II. Potential Conflict of Mr. Victor Herrera

Victor Herrera is a Service Coordinator for the Regional Center of Orange County (hereinafter "RCOC" or "the Regional Center"). RCOC's Executive Director, Larry Landauer, confirms that Mr. Herrera is a loyal, effective, productive, and greatly valued employee.

Mr. Herrera's mother, Sulema Herrera, has a financial interest in Regional Center operations by virtue of her role as a Job Coach with Project Independence (hereinafter "PI"), an RCOC provider. For this reason, Mr. Herrera appears to have a conflict of interest under the above discussed statute and regulations.

This document constitutes a Disclosure of Potential Conflict, a Conflict Resolution Plan to eliminate any adverse consequences from this relationship, and a Request for Waiver of the conflict from DDS.

A. Mr. Herrera's Position and Duties

As a Service Coordinator, Mr. Herrera is responsible for a caseload of 52 persons served providing them with services that are funded at least in part by the Regional Center of Orange County. A copy of his job description is attached as **Exhibit A**.

Mr. Herrera has a caseload of children. He has no role or involvement whatsoever with any matter that might conceivably impact PI which serves adults.

Further, if any of Mr. Herrera's persons served require evaluation, planning or recommendations on a matter related to PI, Central Area Supervisor, Patricia Bermeo, will take on such matters. The RCOC Organization Chart is attached as **Exhibit B**. With the changes to be made in this Conflict Resolution Plan, no change in the chart will be necessary except that Patricia Bermeo, Central Area Supervisor, will be in the position held by Mr. Herrera with respect to matters involving PI.

B. Sulema Herrera's Role at PI

As stated above, Mr. Herrera's mother, Sulema Herrera, is a Job Coach at PI, a vendor of the Regional Center. PI is a site and community based adult day and independent living program providing services to developmentally disabled consumers. PI's first service was vendored on July 1, 1990. RCOC paid \$3,068,456 for PI's 10 programs which served approximately 322 consumers last year. As a Job Coach, Sulema Herrera's duties consist of skills training to the clients at the places they have been hired to work. Communicating with supervisors and co-workers to ensure that the client is successful at their job.

III. Conflict Resolution Plan

The Regional Center Executive Director and Board of Directors have concluded that Mr. Herrera provides great value to the persons served of RCOC. After consideration of the totality of the circumstances and a careful review of the facts, the Executive Director and Board of Directors believe it is in the best interests of the Regional Center to create and implement a Conflict Resolution Plan to eliminate any adverse consequences from this relationship and seek a waiver from DDS.

Mr. Herrera has no duties that relate to PI.

The Regional Center's and Mr. Herrera's suggested Conflict Resolution Plan of this potential conflict of interest is as follows:

Mr. Herrera will continue with his caseload of children.

1. Mr. Herrera will, in every conceivable manner, cease interacting with PI or those who do interact with PI.
2. Mr. Herrera will not participate in the consideration, preparation, review, presentation, formulation or approval of any report, plan, opinion, recommendation or action regarding RCOC vendor PI.
3. Mr. Herrera will not review or participate in any discussions, recommendations or decisions about Purchase of Service authorizations for this vendor.
4. Mr. Herrera will not review or in any way participate in the preparation, consideration, or any follow-up related to Special Incident Reports from or about this vendor.
5. Mr. Herrera will not create, review, or in any way participate in, any corrective action plans for this vendor.
6. Mr. Herrera will not participate in any discussions, recommendations, actions, or resolutions of any regarding complaints about this vendor.
7. The Regional Center and Mr. Herrera agree that Mr. Herrera will take no part in vendor appeals or fair hearings involving PI.
8. The Regional Center and Mr. Herrera will ensure that Mr. Herrera will not access vendor files to PI either in their electronic or hard copy form.
9. Mr. Herrera will not be involved in the negotiation, discussion, obligation or commitment of RCOC to a course of action involving RCOC vendor PI.
10. Further, if Mr. Herrera has matters relating to PI, Central Area Supervisor, Patricia Bermeo, will take on such matters.
11. The RCOC management staff will be informed about this Conflict Resolution Plan, and they will be informed of the need to ensure that Mr. Herrera has no involvement whatsoever in any action or business involving or affecting RCOC vendor PI.
12. RCOC will communicate to the employees Mr. Herrera's Conflict Resolution Plan and the need to ensure that Mr. Herrera plays no role whatsoever in any action involving or affecting RCOC vendor PI.
13. The RCOC Board of Directors has been informed of, and supports, this Conflict Resolution Plan and Request for Waiver of Potential Conflict of Interest.

IV. Request For Waiver

For the reasons provided above, and in accordance with the Conflict Resolution Plan set forth above, the Regional Center of Orange County hereby requests that DDS grant a waiver of the conflict in this matter.

Respectfully submitted,

By: _____
Victor Herrera, Central Service Coordinator

Date: _____

By: _____
Patricia Bermeo, Central Area Supervisor

Date: _____

By: _____
Carmen Gonzalez, Central Area Manager

Date: _____

By: _____
Jennifer Montanez, Director, Case Management

Date: _____

By: _____
Larry Landauer, Executive Director

Date: _____

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

DATE: November 7, 2024
TO: Board of Directors
FROM: Larry Landauer
Executive Director

ACTION	X
ACTION/CONSENT	
DISCUSSION	
INFO ONLY	

SUBJECT: **Approval of Request for Waiver of Potential Conflict of Interest and Conflict Resolution Plan for Jeanette Ruiz, Foster System Care Coordinator**

BACKGROUND:

The prohibition against Regional Center employee conflicts of interest has its origin in section 4626 of the Welfare & Institutions Code. Subsection (d) of said section 4626 provides:

“The department shall ensure that no regional center employee or board member has a conflict of interest with an entity that receives regional center funding....”

That general prohibition is explained in more detail in Title 17 of the California Code of Regulations, sections 54526 “Positions Creating Conflicts of Interest for Employees, Contractors, Agents and Consultants” and 54527 “Financial Interests in Decisions Creating a Conflict of Interest for Employees, Contractors, Agents or Consultants” which provides in pertinent part:

“(a) A regional center employee, contractor, agent or consultant shall not make, participate in making or in any way attempt to use his or her position to influence a regional center decision, in which he or she knows or has reason to know that he or she, or his or her family member has a financial interest.

Section 54533 “Present or Potential Conflict of Interest Identified, Proposed Conflict Resolution Plan Content, Timelines for Submission of Proposed Conflict Resolution Plan” states that:

(a) When a present or potential conflict of interest is identified for a regional center board member, executive director, employee, contractor, agent or consultant, the present or potential conflict shall be either eliminated or mitigated and managed through a Conflict Resolution Plan, or the individual shall resign his or her position with the regional center or regional center governing board.” (emphasis added)

REASON FOR CURRENT ITEM:

Ms. Jeanette Ruiz is RCOC's Foster System Care Coordinator. Ms. Ruiz is a parent of a person served who is receiving respite services from a regional center. The family greatly desired that a family member who is also an employee of Maxim Healthcare Services, Inc., an RCOC provider, provide the respite services. For this reason, Ms. Ruiz appears to have a conflict of interest under the above discussed statute and regulations.

RCOC has developed a Conflict Resolution Plan to address any potential conflict of interest.

FISCAL IMPACT:

None.

RECOMMENDATIONS:

That the Board approve the Request for Waiver of Potential Conflict of Interest and Conflict Resolution Plan for Jeanette Ruiz, Foster System Care Coordinator.

**DISCLOSURE OF POTENTIAL CONFLICT OF INTEREST,
CONFLICT RESOLUTION PLAN AND REQUEST FOR WAIVER
FOR
JEANETTE RUIZ – FOSTER SYSTEM CARE COORDINATOR
REGIONAL CENTER OF ORANGE COUNTY**

I. Law Governing Conflicts of Interest

The prohibition against Regional Center employee conflicts of interest has its origin in section 4626 of the Welfare & Institutions Code. Subsection (d) of said section 4626 provides:

“The department shall ensure that no regional center employee or board member has a conflict of interest with an entity that receives regional center funding”

That general prohibition is explained in more detail in Title 17 of the California Code of Regulations, sections 54526, “Positions Creating Conflicts of Interest for Employees, Contractors, Agents and Consultants” and 54527, “Financial Interests in Decisions Creating Conflict of Interest for Employees, Contractors, Agents or Consultants.”

Said section 54526 specifically provides, in part:

(a) A conflict of interest exists when a regional center employee with decision or policy making authority, or contractor, agent or consultant with authority to act on behalf of the regional center, or family member of such person, is any of the of following for a business entity, entity, or provider as defined in these regulations:

.....(9) an employee

(emphasis added)

Section 54533, “Present or Potential Conflict of Interest Identified, Proposed Conflict Resolution Plan Content, Timelines for Submission of Proposed Conflict Resolution Plan,” states:

“(a) When a present or potential conflict of interest is identified for a regional center board member, executive director, employee, contractor, agent or consultant, the present or potential conflict shall be either eliminated or mitigated and managed through a Conflict Resolution Plan, or the individual shall resign his or her position with the regional center or regional center governing board.” *(emphasis added)*

II. Potential Conflict of Ms. Jeanette Ruiz

Jeanette Ruiz is a Foster System Care Coordinator for the Regional Center of Orange County (hereinafter “RCOC” or “the Regional Center”). RCOC’s Executive Director, Larry Landauer, confirms that Ms. Ruiz is a loyal, effective, productive and greatly valued employee.

Ms. Ruiz, is also the parent of a person served who is receiving respite services from a regional center. The family greatly desired that the respite services be provided by a family member.

Dylan Ruiz, the son of Jeanette Ruiz, provides respite services to his brother, the person served, and is an employee of Maxim Healthcare Services, Inc. (hereinafter “Maxim Healthcare”), an RCOC provider.

Accordingly, Ms. Ruiz has a conflict since her son, Dylan Ruiz is an employee of an RCOC vendor.

While Ms. Ruiz’s son, Dylan Ruiz, is employed by Maxim Healthcare, his only duties he performs are to provide respite services to his brother. He does not work for any other person served. He does not perform any other work for Maxim Healthcare.

RCOC does not have a Financial Management Service provider that allows the parent to be the employer of record. In order to qualify for federal financial participation, the employer of record for all respite services must be a RCOC vendor; accordingly, for son, Dylan Ruiz to provide respite services to his brother, he had to become an employee of a vendor. There are no conflict-free options for respite services.

Even though a technical conflict of interest exists, it is a common occurrence in the regional center system that a regional center employee who is also a parent has a family member who is the respite worker for the his/her child.

III. Conflict Resolution Plan

This document constitutes a Disclosure of Potential Conflict, a Conflict Resolution Plan to eliminate any adverse consequences from this relationship, and a Request for Waiver of the conflict from DDS.

A. Ms. Ruiz’s Position and Duties

As a Foster System Care Coordinator, Ms. Ruiz is responsible for coordinating with counties, state agencies and other specified entities to identify, secure and coordinate the appropriate level of services to meet the needs of children and youth in foster care who have experienced severe trauma. Coordinates and facilitates activities which result in an increased awareness of the services available and rendered to people with developmental disabilities by performing various functions, such as: case consultation, social assessments, resource development, treatment modalities, development of person-centered plans, individualized family service plans and coordinating family and persons served diagnosis and treatment techniques. Facilitates the education of persons served, families, and service providers regarding available services. A copy of her job description is attached as **Exhibit A**.

When other employees had potential conflicts of interest, RCOC was able to change their caseload from adult to children or vice versa in order to eliminate the potential conflicts of interest. Due to the breadth of services that Maxim Healthcare provides, RCOC cannot adjust Jeanette’s job responsibilities in a way that would eliminate interactions with all the various services, including In-Home Respite, Transportation, Personal Assistance, Home Health Agency, Participant-Directed Social Recreational Services and Financial Management Services.

The regional center can, however, limit any and all involvement that Ms. Ruiz has with respite services, which is the only service that his son provides for Maxim Healthcare.

If any of Ms. Ruiz's consultations require evaluation, planning or recommendations on a matter related to respite services, Jennifer Montanez, Director, Case Management, will take on such matters. RCOC's Organization Chart is attached as **Exhibit B**. With the changes to be made in this Conflict Resolution Plan, no change in the chart will be necessary except that Jennifer Montanez, Director, Case Management, will be in the position held by Ms. Ruiz with respect to all matters involving respite services.

B. Dylan Ruiz's Role at Maxim Healthcare

Maxim Healthcare is approved to provide in-home respite services. Maxim Healthcare was vendored on November 20, 2002. Last year, RCOC paid \$6,102,596 to Maxim Healthcare.

As an employee of Maxim Healthcare, however, Dylan Ruiz's duties are solely and exclusively limited to providing respite support to his brother.

C. Conflict Resolution Plan

RCOC's Executive Director and Board of Directors have concluded that Ms. Ruiz provides great value to the persons served of RCOC. After consideration of the totality of the circumstances and a careful review of the facts, the Executive Director and Board of Directors believe it is in the best interests of RCOC to create and implement a Conflict Resolution Plan to eliminate any adverse consequences from this relationship and seek a request for waiver from DDS.

RCOC's and Ms. Ruiz's suggested Conflict Resolution Plan for this potential conflict of interest is as follows:

Ms. Ruiz will, in every conceivable manner, avoid any role with the selection, recommendation, or monitoring of respite services. She will not interact with Maxim Healthcare or those who do interact with Maxim Healthcare, with regard to respite services.

In addition:

1. Ms. Ruiz will not participate in the consideration, preparation, review, presentation, formulation or approval of any report, plan, opinion, recommendation or action regarding respite for any RCOC vendor, including Maxim Healthcare.
2. Ms. Ruiz will not review or participate in any discussions, recommendations or decisions about Purchase of Service authorizations for respite.
3. Ms. Ruiz will not review or in any way participate in the preparation, consideration, or any follow-up related to Special Incident Reports with regard to respite.
4. Ms. Ruiz will not create, review, or in any way participate in, any corrective action plans that deal with respite.

5. Ms. Ruiz will not participate in any discussions, recommendations, actions or resolutions regarding complaints about respite for this or any other vendor.

6. The Regional Center and Ms. Ruiz agree that Ms. Ruiz will take no part in vendor appeals or fair hearings involving respite issues for Maxim Healthcare, or any other vendor.

7. The Regional Center and Ms. Ruiz will ensure that Ms. Ruiz will not, with regard to respite matters, access vendor files of any vendor, including Maxim Healthcare either in their electronic or hard copy form.

8. Ms. Ruiz will not be involved in the negotiation, discussion, obligation or commitment of RCOC to a course of action involving respite for any vendor, including Maxim Healthcare.

9. Further, if Ms. Ruiz has matters relating to respite services, Director, Case Management, Jennifer Montanez, will take on such matters.

10. The RCOC management staff will be informed about this Conflict Resolution Plan, and they will be informed of the need to ensure that Ms. Ruiz has no involvement whatsoever in any action or business involving or affecting respite for any RCOC vendor.

11. RCOC will communicate to its employees Ms. Ruiz's Conflict Resolution Plan and the need to ensure that Ms. Ruiz plays no role whatsoever in any action involving respite for any RCOC vendor, including Maxim Healthcare.

12. The RCOC Board of Directors has been informed of, and supports, this Conflict Resolution Plan and Request for Waiver of Potential Conflict of Interest.

IV. Request For Waiver

For the reasons provided above, and in accordance with the Conflict Resolution Plan set forth above, the Regional Center of Orange County hereby requests that DDS grant a request for waiver of the conflict in this matter.

Respectfully submitted,

By: _____
Jeanette Ruiz, Foster System Care Coordinator

Date: _____

By: _____
Jennifer Montanez, Director, Case Management

Date: _____

By: _____
Larry Landauer, Executive Director

Date: _____

Summary of Information About Persons Served - August 2024

NUMBER OF PERSONS SERVED	26,608	100%
Children - Birth to Age Three Receiving Early Start Services	3,514	13%
Children - Ages Three to Five Receiving Provisional Services	460	2%
Children - Ages Three to 17 Receiving Lanterman Services	8,888	33%
Adults - Ages 18 and Older Receiving Lanterman Services	13,746	52%

Children - Birth to Age Three Receiving Prevention Resource and Referral Services	455
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Children and Adults - Ages Three and Older Receiving Lanterman Services with the Following Diagnoses:

Intellectual Disability	11,455	60%
Epilepsy	2,861	14%
Cerebral Palsy	2,532	13%
Autism	10,922	44%
Fifth Category*	2,040	9%

* 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		394
Early Start / Under Age Three / 45 days to complete determination	291	74%
Lanterman / Over Age Three / 120 days to complete determination	102	26%
Provisional / Up to Age Five / 90 days to complete determination	1	0%

NUMBER OF PERSONS DETERMINED ELIGIBLE	159
Children - Birth to Age Three Eligible for Early Start Services	1
Children and Adults - Ages Three and Older Eligible for Lanterman Services	98
• Number of children who received Early Start services	33
• Number of children who received Early Start services and had a diagnosis of autism	25
Children - Birth to Age Three Eligible for Prevention Resource and Referral Services	2

NUMBER OF CHILDREN NO LONGER ELIGIBLE FOR EARLY START OR PREVENTION RESOURCE AND REFERRAL SERVICES	146
Children - Age Three No Longer Eligible for Early Start Services	146
Children - Age Three No Longer Eligible for Prevention Resource and Referral Services	0

REGIONAL CENTER OF ORANGE COUNTY



OPERATIONS REPORT

AUGUST 2024 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 2024-25

Type and Number of Reviews	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Annual Review	46	48				
Unannounced	74	86				
Total Number of Reviews	120	134				

Provider Trainings	0	0				
Technical Support	303	251				
Corrective Action Plans	0	12				
Special Incident Investigations*	88	51				
COVID-19 Checklist	0	0				

Type and Number of Reviews	Jan.	Feb.	Mar.	Apr.	May	June	Total
Annual Review							94
Unannounced							160
Total Number of Reviews							254

Provider Trainings							0
Technical Support							554
Corrective Action Plans							12
Special Incident Investigations*							139

* 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)

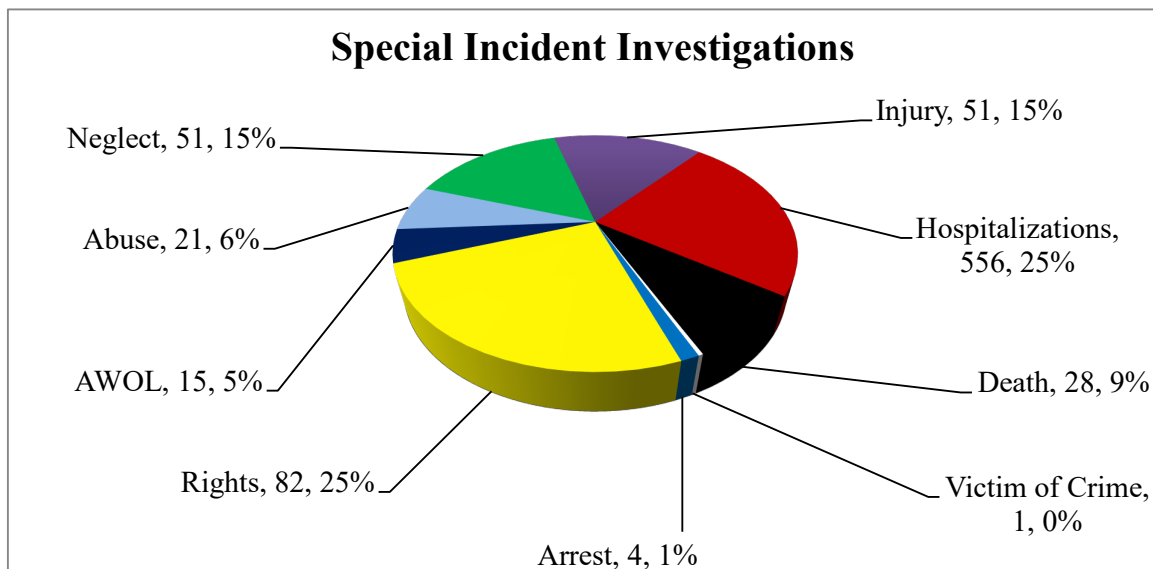
- (A) The consumer is missing and the vendor or long-term health care facility has filed a missing persons report with a law enforcement agency;
- (B) Reasonably suspected abuse/exploitation including:
 - 1. Physical;
 - 2. Sexual;
 - 3. Fiduciary;
 - 4. Emotional/mental; or
 - 5. Physical and/or chemical 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 2024-25

Type of Incident	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
AWOL	4	11				
Abuse	9	12				
Neglect	44	7				
Injury	16	35				
Hospitalizations - Total	28	50				
<i>Psychiatric</i>	7	8				
<i>Medical</i>	21	42				
Death	17	11				
Victim of crime	1					
Arrest	1	3				
Rights	69	13				
Total	189	142	0	0	0	0

Type of Incident	Jan.	Feb.	Mar.	Apr.	May	June	Total
AWOL							15
Abuse							21
Neglect							51
Injury							51
Hospitalizations - Total							78
<i>Psychiatric</i>							15
<i>Medical</i>							63
Death							28
Victim of Crime							1
Arrest							4
Rights							82
Total	0	0	0	0	0	0	331



COMMUNITY LIFE continued

Provider Audits
Fiscal Year 2024-25

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	\$0.00	\$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	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$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 2024-25

Number of Authorizations for Voucher Services

Type of Service	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Day Care - Family Member	93	81				
Diapers - Family Member	3	3				
Nursing Service - Family Member	55	42				
Respite Service - Family Member	697	693				
Transportation - Family Member	222	251				
Total Number of Voucher Authorizations	1,070	1,070	0	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 2024-25

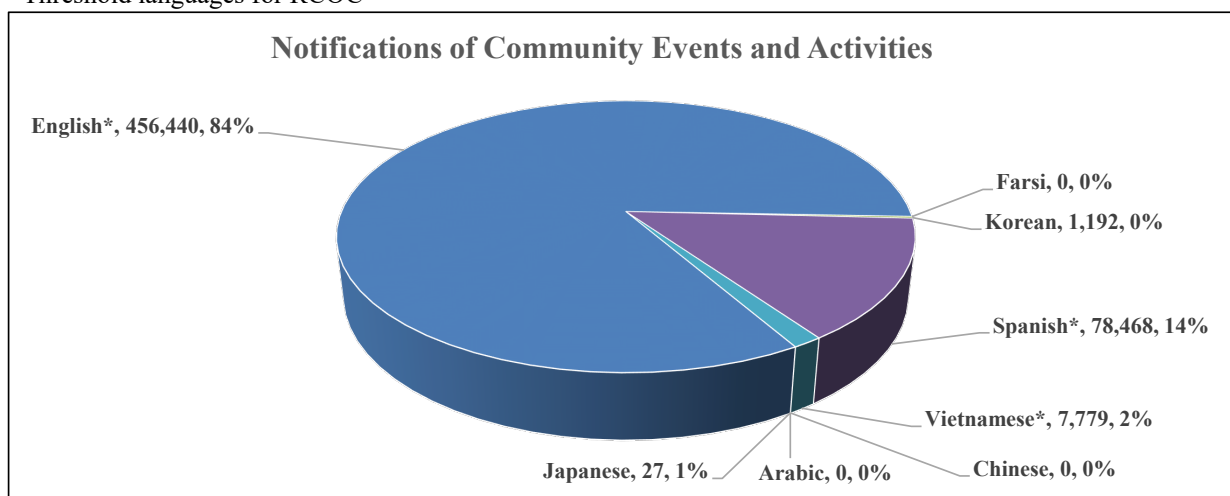
Number of Notifications

Language	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
English*	221,726	234,714				
Farsi	0	0				
Korean	165	1,027				
Spanish*	39,805	38,663				
Vietnamese*	4,559	3,220				
Chinese	0	0				
Japanese						
Arabic						
Total Number of Notifications	266,255	277,624	0	0	0	0

Number of Notifications

Language	Jan.	Feb.	Mar.	Apr.	May	June	Total
English*							456,440
Farsi							0
Korean							1,192
Spanish*							78,468
Vietnamese*							7,779
Chinese							0
Japanese							0
Arabic							0
Total Number of Notifications	0	0	0	0	0	0	543,879

* Threshold languages for RCOG



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 2024-25

Number of Outreach Events

Type of Outreach / Language	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
In Person/Zoom						
English	9	13				
Spanish						
Vietnamese	1					
Other Languages**		1				
In Print						
English	1	1				
Spanish						
Vietnamese						
Other Languages						
TV / Radio						
English		1				
Spanish						
Vietnamese	4	4				
Other Languages						
Total Number of Outreach Events	15	20	0	0	0	0

** Korean

Number of Outreach Events

Language	Jan.	Feb.	Mar.	Apr.*	May*	June*	Total
In Person							
English							22
Spanish							0
Vietnamese							1
Other Languages							2
In Print							
English							2
Spanish							0
Vietnamese							0
Other Languages							0
TV / Radio							
English							1
Spanish							0
Vietnamese							8
Other Languages							0
Total Number of Outreach Events	0	0	0	0	0	0	35

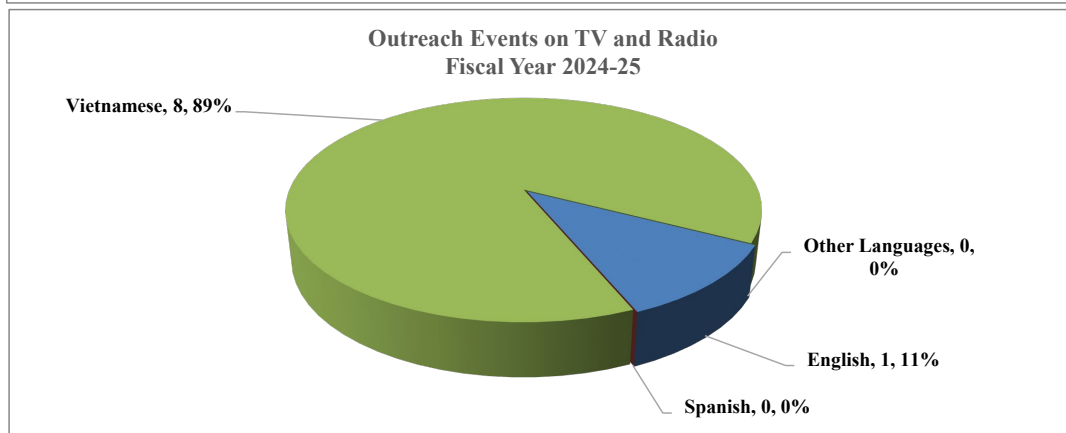
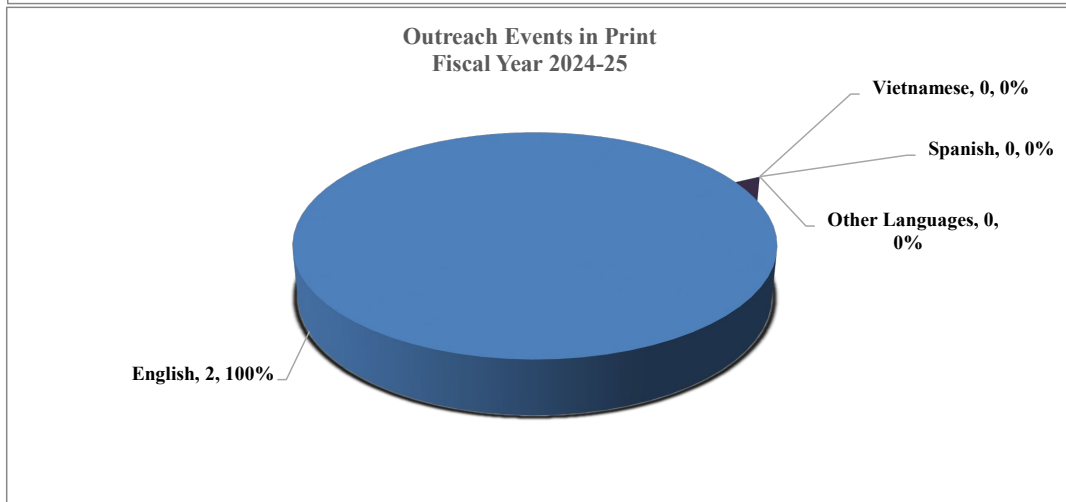
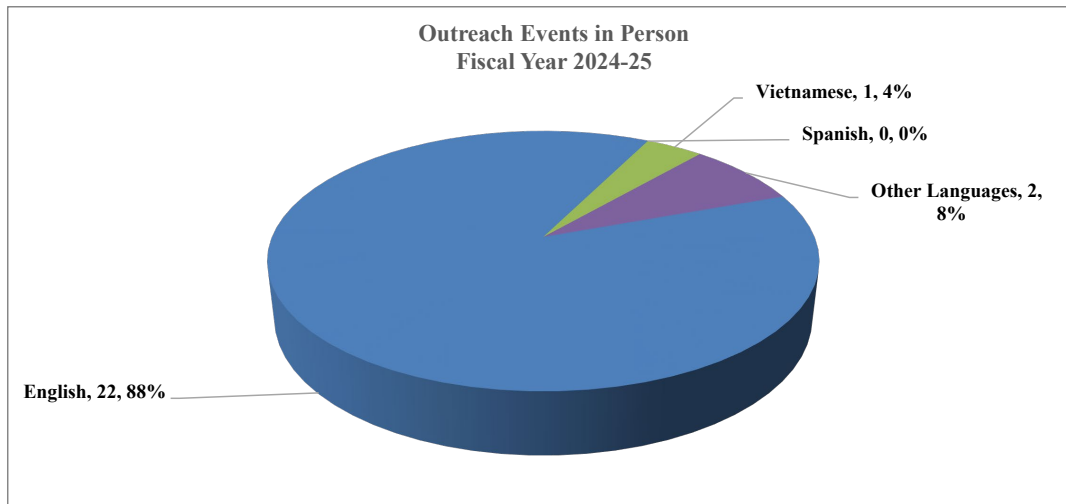
* Virtual Meetings

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 2024-25



EARLY INTERVENTION / PREVENTION

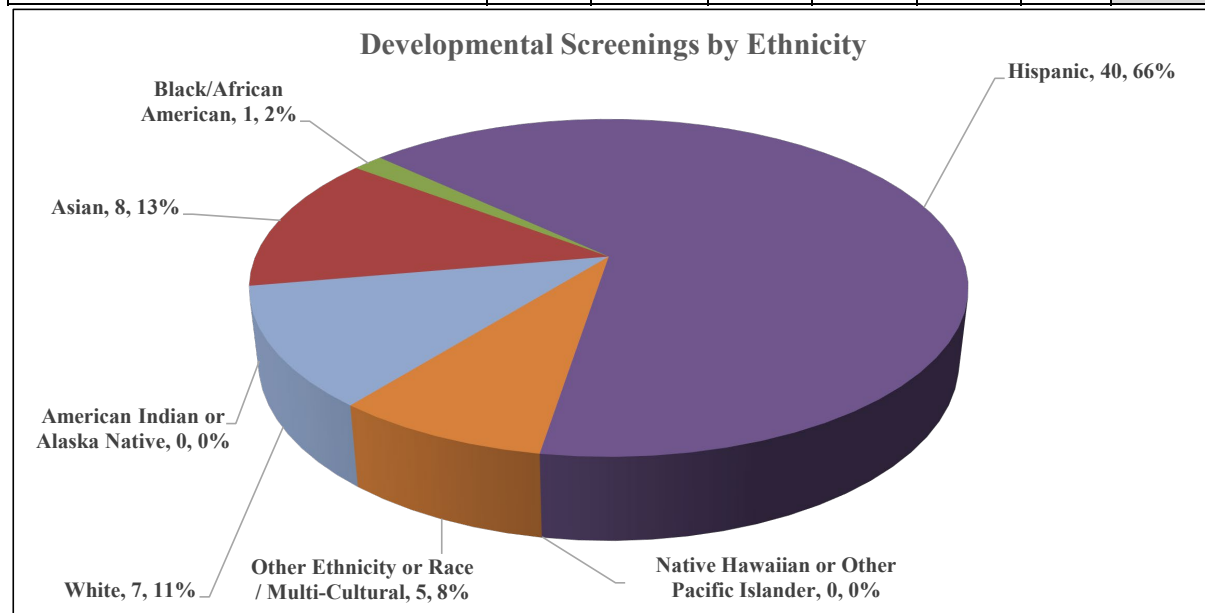
Related Guiding Principles

- 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 2024-25

Developmental Screenings by Ethnicity	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
American Indian or Alaska Native	0	0				
Asian	0	8				
Black/African American	0	1				
Hispanic	0	40				
Native Hawaiian or Other Pacific Islander	0	0				
Other Ethnicity or Race / Multi-Cultural	0	5				
White	0	7				
Total Number Screened	0	61				
Total Number Referred to RCOC	0	31				

Developmental Screenings by Ethnicity	Jan.	Feb.	Mar.	Apr.	May	June	Total
American Indian or Alaska Native							0
Asian							8
Black/African American							1
Hispanic							40
Native Hawaiian or Other Pacific Islander							0
Other Ethnicity or Race / Multi-Cultural							5
White							7
Total Number Screened							61
Total Number Referred to RCOC							31



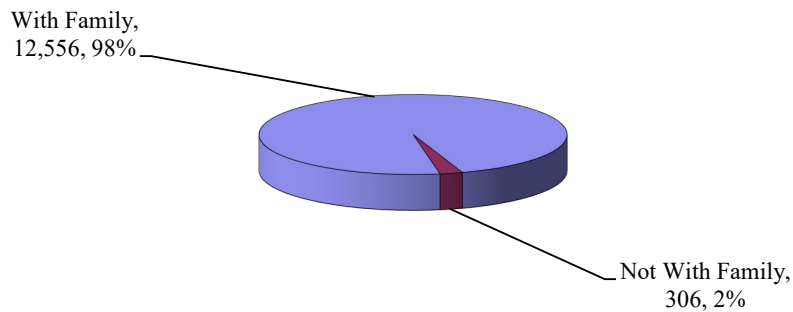
LIVING OPTIONS

Related Guiding Principles

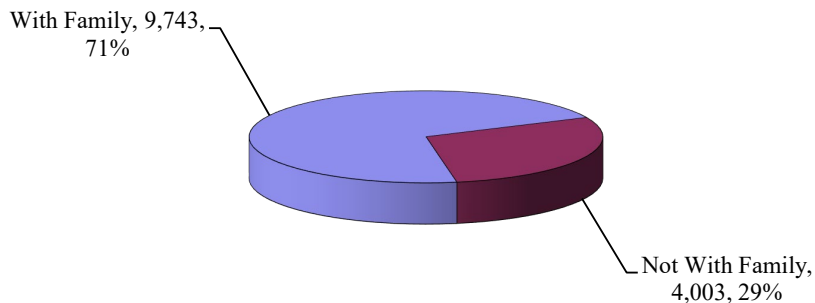
- *Culturally-sensitive services and supports are provided so that persons served can make informed choices on where and with whom they live, including owning or renting their own homes.*
- *Families whose minor or adult children choose to remain in the family home are supported through available resources.*
- *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	22,299	12,556	9,743
Not With Family	4,309	306	4,003
Totals	26,608	12,862	13,746

Where Persons Served Under 18 Live



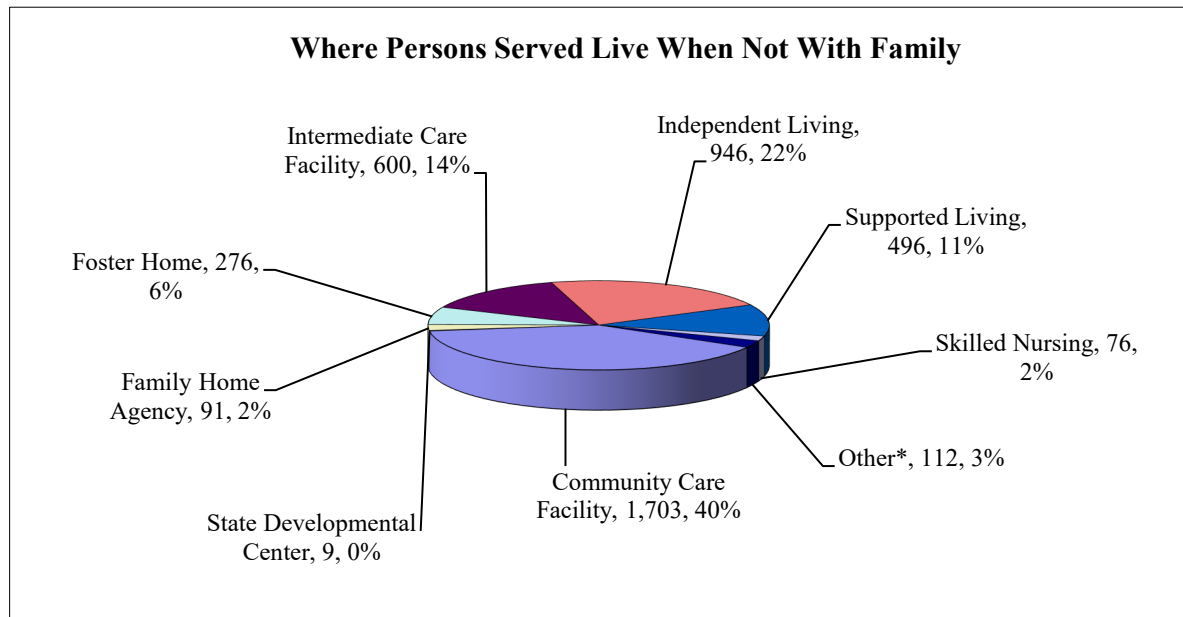
Where Persons Served Over 18 Live



LIVING OPTIONS, continued

Where Persons Served Live	All Persons Served	Persons Served Under 18	Persons Served Over 18
Family Home	22,299	12,556	9,743
Community Care Facility	1,703	17	1,686
State Developmental Center	9	0	9
Family Home Agency	91	0	91
Foster Home	276	267	9
Intermediate Care Facility	600	1	599
Independent Living	946	0	946
Supported Living	496	0	496
Skilled Nursing	76	0	76
Other*	112	21	91
Total	26,608	12,862	13,746

Other*			
Acute General Hospital	5	0	5
California Youth Authority	1	0	1
Community Treatment	5	0	5
Correctional Institution	1	0	1
County Jail	1	0	1
Other	0	0	0
Out of State	6	4	2
Psychiatric Treatment	25	4	21
Rehabilitation Center	4	1	3
SDC / State Hospital	5	0	5
Sub-Acute	39	11	28
Transient / Homeless	13	1	12
Total, Other*	105	21	84



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.

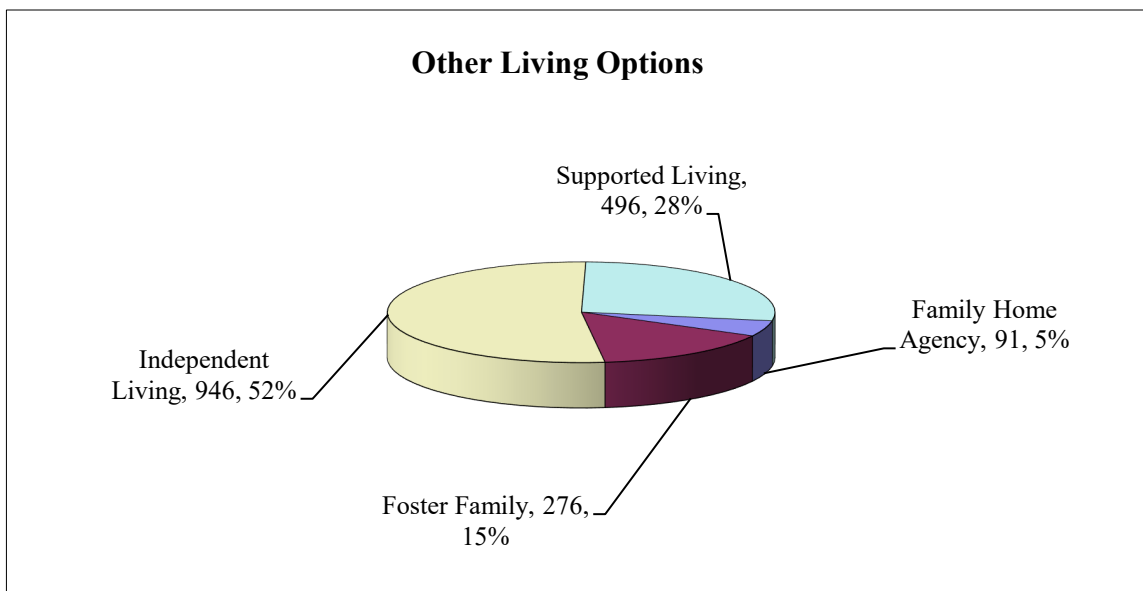
Independent Living

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	91	0	91
Foster Family	276	267	9
Independent Living	946	0	946
Supported Living	496	0	496
Total	1,809	267	1,542



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 RCOC *Fiscal Year 2024-25*

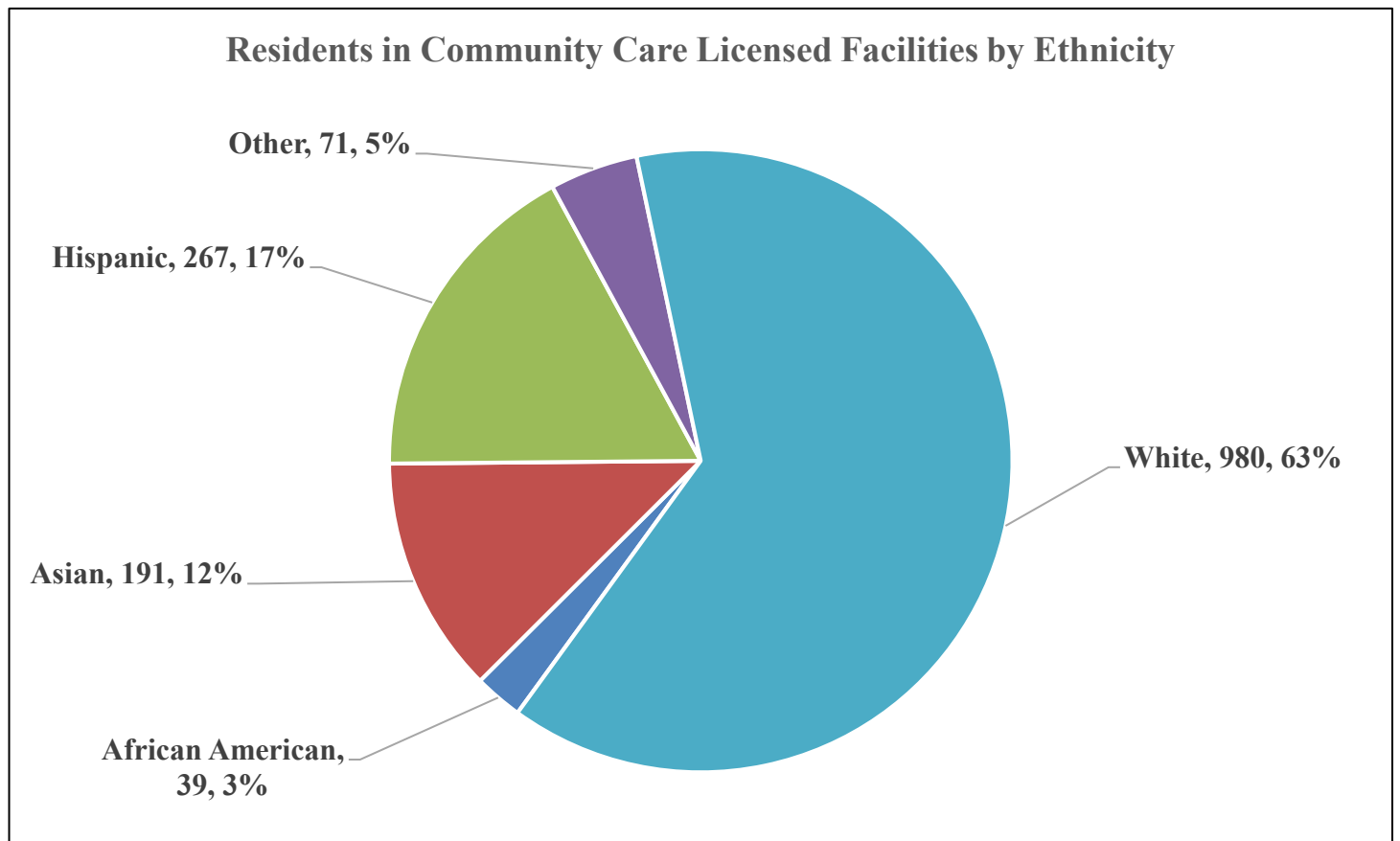
Licensed Facilities	Total	Over 18	Under 18
Level 2	158	158	0
Level 3	240	240	0
Level 4A	26	26	0
Level 4B	5	5	0
Level 4C	47	47	0
Level 4D	36	36	0
Level 4E	14	14	0
Level 4F	48	48	0
Level 4G	32	32	0
Level 4H	1	1	0
Level 4I	331	331	0
Elderly	7	7	0
ICF/DD-H	1	1	0
ICF/DD-N	1	1	0
ICF/DD	0	0	0
Skilled Nursing	0	0	0
Total	947	947	0

Licensed Facilities Summary	Total	Over 18	Under 18
Level 2	158	158	0
Level 3	240	240	0
Level 4	540	540	0
ICF/DD-H	1	1	0
ICF/DD-N	1	1	0
Elderly	7	7	0
Skilled Nursing	0	0	0
Total	947	947	0

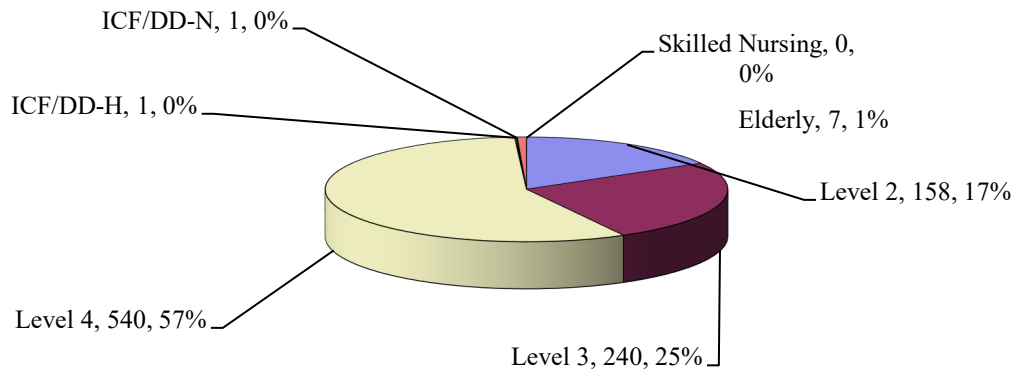
LIVING OPTIONS, continued

Persons Served Who Reside in Licensed Facilities Funded by RCOC by Ethnicity Fiscal Year 2024-25

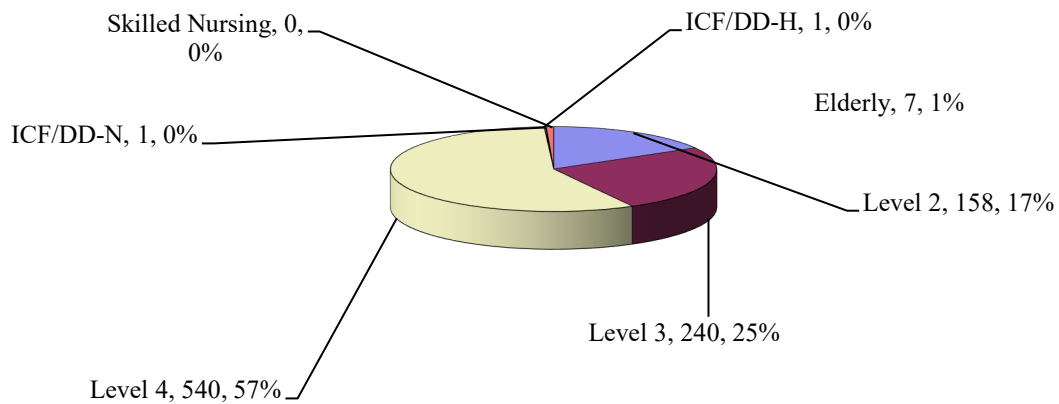
Licensed Facilities	African American	Asian	Hispanic	Other	White	Total
Level 2	7	23	58	11	198	297
Level 3	11	34	65	22	215	347
Level 4A	0	5	5	2	19	31
Level 4B	0	1	0	0	6	7
Level 4C	6	16	12	1	60	95
Level 4D	1	9	6	2	26	44
Level 4E	0	3	7	2	18	30
Level 4F	1	10	9	3	31	54
Level 4G	0	9	2	3	45	59
Level 4H	0	0	2	0	1	3
Level 4I	13	81	101	25	361	581
Total	39	191	267	71	980	1,548



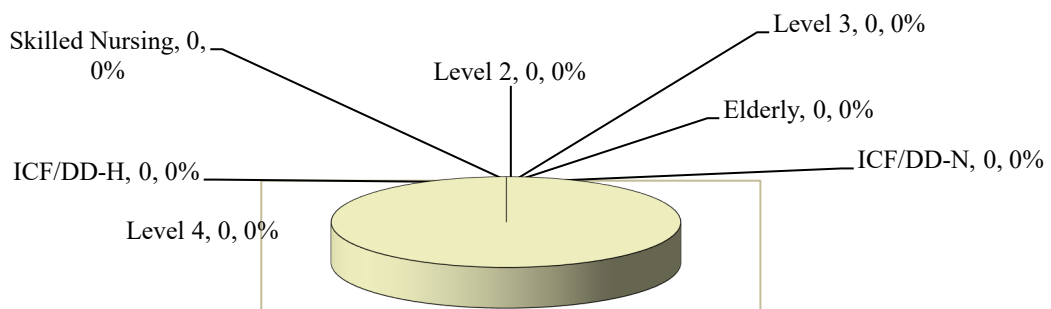
**Persons Served Who Reside in Licensed Facilities
Services Funded by RCOC**



**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**

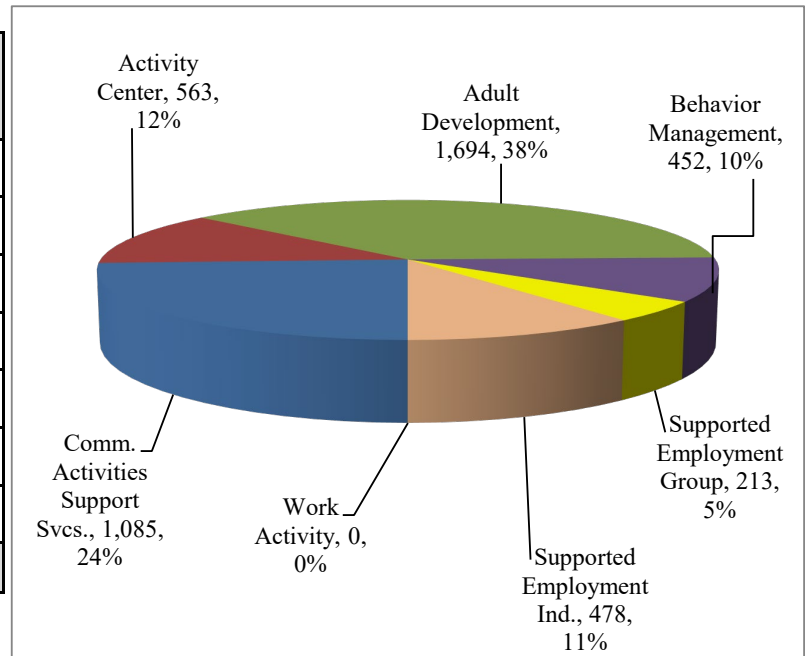


WORK

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.	1,085
Activity Center	563
Adult Development	1,694
Behavior Management	452
Supported Employment Group	213
Supported Employment Ind.	478
Work Activity	0
Total	4,485



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 2024-25

Service Coordination:	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Number of Service Coordinators (SC)	400.3	399.3				
Number of Case-Carrying SCs	367.1	366.2				
Number of Intake SCs	33.3	33.3				
Number of Active Persons Served	26,489	26,579				
Caseload Ratio, # of Active Persons Served/SCs	72.1	72.6				

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

SERVICE PLANNING AND COORDINATION continued

Fair Hearings

Fiscal Year 2024-25

	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
Number of Unsettled Hearing Requests*	23	20										
Eligibility - Lanterman	9	7										
Behavioral services	2											
Respite	1											
Day Care												
Self Determination Budget												
Personal Assistance	2	2										
Other**	15	18										

* 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*	30	9										
Eligibility - Lanterman	6	3										
Eligibility - Early Start												
Behavioral services	1											
Respite												
Day Care												
Social/Recreational	2											
Social Skills Training												
SDP												
Personal Assistance	1	1										
Other**	10	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 All Meetings Held	9	12										
Number of Informal Meetings Held	9	5										
Number of Mediations Held		6										
Number of SLFHs Held		1										

Number of Requests in Scheduling*	5	3										
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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	0										
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* State Level Fair Hearing (SLFH) held but awaiting decision.

Number of Requests Settled	9	5										
Withdrawn by Person Served/Family	1											
Settled in Informal	8	5										
Settled after further follow-up by RCOC												
Settled in Mediation												
SLFH Decision												

State Level Fair Hearing Decisions

Prevailing Party												
Person Served/Family												
RCOC												
Split												

ADMINISTRATION AND GOVERNANCE

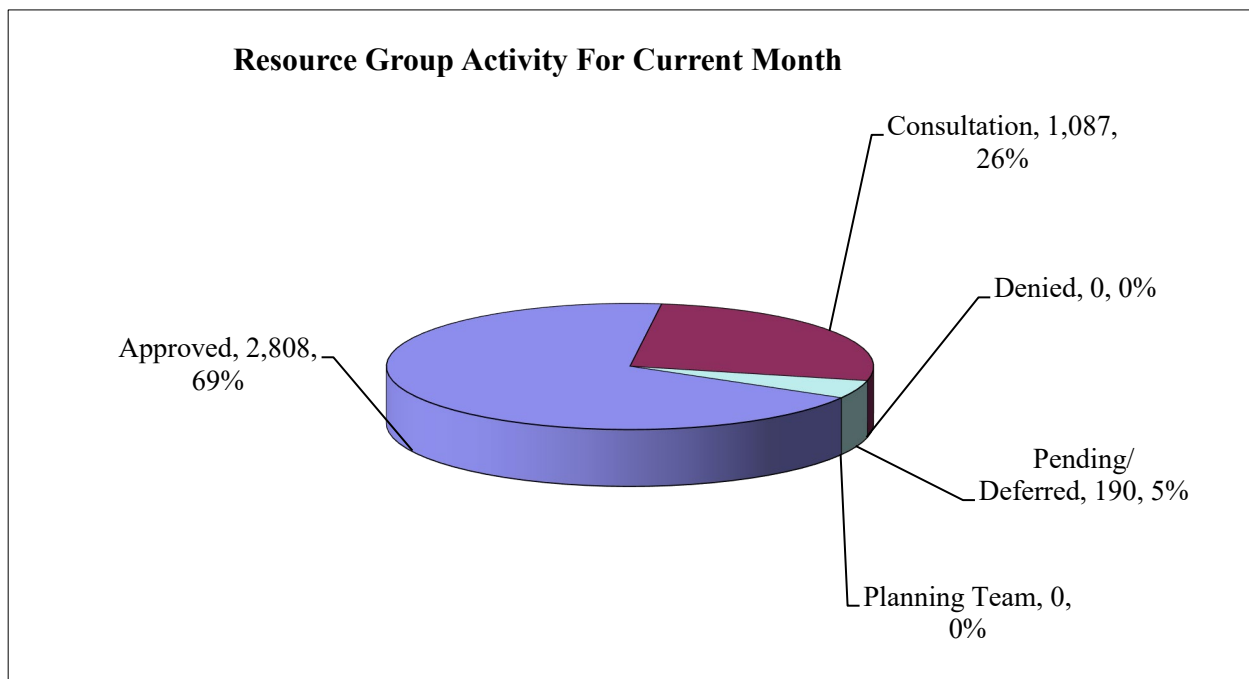
Guiding Principle

- *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 2024 and Fiscal Year to Date

Disposition	Approved	Consultation	Denied	Pending/Deferred	Planning Team	Total
Adult Day	560	372	0	62	0	994
Behavioral	96	68	0	15	0	179
Education	0	0	0	0	0	0
Eligibility/Health	70	6	0	6	0	82
Early Start	550	151	0	30	0	731
Living Options	254	107	0	3	0	364
Supported/Ind.	258	163	0	29	0	450
All Others	1020	220	0	45	0	1,285
Monthly Total	2,808	1,087	0	190	0	4,085

FY 2024-25 Total to Date	30,158	12,755	0	1,099	0	44,012
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Operations Report Summary - August 2024

About Persons Served	Early Start	Medicaid Waiver	All Other	SDC	Total	Under 18	Over 18
Number of Persons Served	3,514	8,675	11,790	9	23,988	12,862	13,746
<i>Percentage of Total</i>	<i>15%</i>	<i>36%</i>	<i>49%</i>	<i>0%</i>	<i>100%</i>	<i>54%</i>	<i>57%</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	22,299	12,556	9,743
Community Care Facility	1,703	17	1,686
State Developmental Center	9	0	9
Family Home Agency	91	0	91
Foster Home	276	267	9
Intermediate Care Facility	600	1	599
Independent Living	946	0	946
Supported Living	496	0	496
Skilled Nursing	76	0	76
Other	112	21	91
Total	26,608	12,862	13,746

Special Incident Investigations	Year to Date
AWOL	15
Abuse	21
Neglect	51
Injury	51
Hospitalizations - Total	78
Death	28
Victim of crime	1
Arrest	4
Rights	82
Total	331

Number of Licensed Facilities

Community Care Facilities	Total	Under 18	Over 18
Level 2	71	0	71
Level 3	85	0	85
Level 4	219	10	209
Total Community Care Facilities	375	10	365

Licensed Facility Monitoring	Year to Date
Annual Review	94
Unannounced	160
Total Number of Reviews	254
Provider Trainings	0
Technical Support	554
Corrective Action Plans	12

Intermediate Care Facilities (ICF)	
ICF-DD	0
ICF-DD/Habilitation	70
ICF-DD/Nursing	43
Total ICF Facilities	113

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

Total Licensed Facilities	488
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Summary of Information About Persons Served - September 2024

NUMBER OF PERSONS SERVED	26,677	100%
Children - Birth to Age Three Receiving Early Start Services	3,489	13%
Children - Ages Three to Five Receiving Provisional Services	460	2%
Children - Ages Three to 17 Receiving Lanterman Services	8,950	34%
Adults - Ages 18 and Older Receiving Lanterman Services	13,778	52%

Children - Birth to Age Three Receiving Prevention Resource and Referral Services	434
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Children and Adults - Ages Three and Older Receiving Lanterman Services with the Following Diagnoses:

Intellectual Disability	11,446	60%
Epilepsy	2,865	14%
Cerebral Palsy	2,537	13%
Autism	11,031	44%
Fifth Category*	2,048	9%

* 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	361
Early Start / Under Age Three / 45 days to complete determination	277
Lanterman / Over Age Three / 120 days to complete determination	84
Provisional / Up to Age Five / 90 days to complete determination	0

NUMBER OF PERSONS DETERMINED ELIGIBLE	184
Children - Birth to Age Three Eligible for Early Start Services	0
Children and Adults - Ages Three and Older Eligible for Lanterman Services	95
• Number of children who received Early Start services	48
• Number of children who received Early Start services and had a diagnosis of autism	39
Children - Birth to Age Three Eligible for Prevention Resource and Referral Services	2

NUMBER OF CHILDREN NO LONGER ELIGIBLE FOR EARLY START OR PREVENTION RESOURCE AND REFERRAL SERVICES	140
Children - Age Three No Longer Eligible for Early Start Services	139
Children - Age Three No Longer Eligible for Prevention Resource and Referral Services	1

REGIONAL CENTER OF ORANGE COUNTY



OPERATIONS REPORT

SEPTEMBER 2024 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 2024-25

Type and Number of Reviews	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Annual Review	46	48	33			
Unannounced	74	86	55			
Total Number of Reviews	120	134	88			

Provider Trainings	0	0	0			
Technical Support	303	251	298			
Corrective Action Plans	0	12	2			
Special Incident Investigations*	88	51	47			
COVID-19 Checklist	0	0	0			

Type and Number of Reviews	Jan.	Feb.	Mar.	Apr.	May	June	Total
Annual Review							127
Unannounced							215
Total Number of Reviews							342

Provider Trainings							0
Technical Support							852
Corrective Action Plans							14
Special Incident Investigations*							186

* 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)

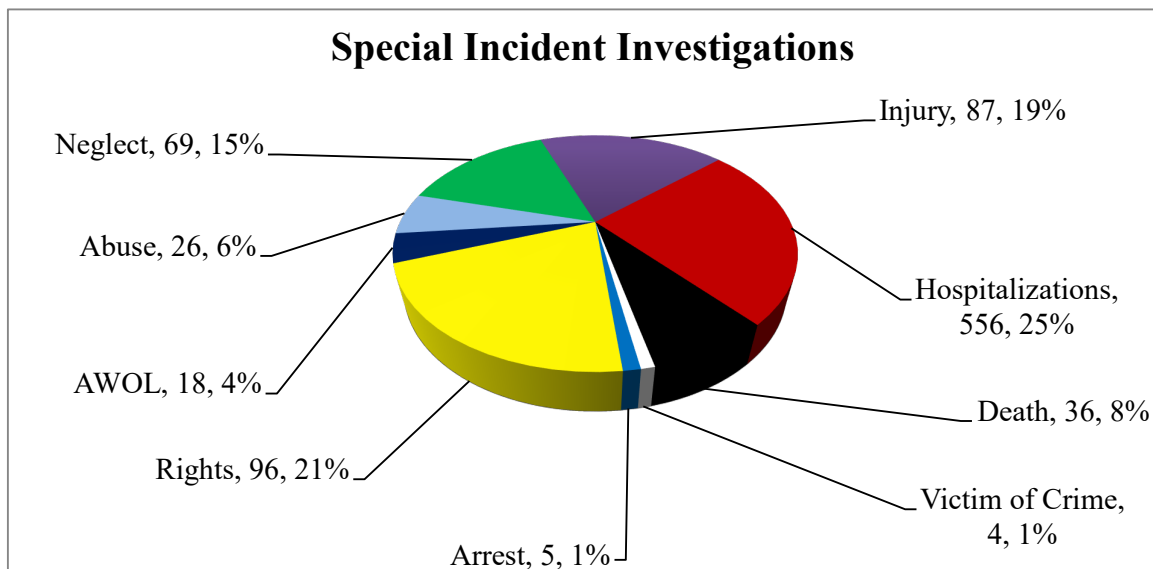
- (A) The consumer is missing and the vendor or long-term health care facility has filed a missing persons report with a law enforcement agency;
- (B) Reasonably suspected abuse/exploitation including:
 - 1. Physical;
 - 2. Sexual;
 - 3. Fiduciary;
 - 4. Emotional/mental; or
 - 5. Physical and/or chemical 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 2024-25

Type of Incident	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
AWOL	4	11	3			
Abuse	9	12	5			
Neglect	44	7	18			
Injury	16	35	36			
Hospitalizations - Total	28	50	36			
<i>Psychiatric</i>	7	8	6			
<i>Medical</i>	21	42	30			
Death	17	11	8			
Victim of crime	1	1	2			
Arrest	1	3	1			
Rights	69	13	14			
Total	189	143	123	0	0	0

Type of Incident	Jan.	Feb.	Mar.	Apr.	May	June	Total
AWOL							18
Abuse							26
Neglect							69
Injury							87
Hospitalizations - Total							114
<i>Psychiatric</i>							21
<i>Medical</i>							93
Death							36
Victim of Crime							4
Arrest							5
Rights							96
Total	0	0	0	0	0	0	455



COMMUNITY LIFE continued

Provider Audits
Fiscal Year 2024-25

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	\$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	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$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 2024-25

Number of Authorizations for Voucher Services

Type of Service	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Day Care - Family Member	93	81	83			
Diapers - Family Member	3	3	3			
Nursing Service - Family Member	55	42	47			
Respite Service - Family Member	697	693	697			
Transportation - Family Member	222	251	238			
Total Number of Voucher Authorizations	1,070	1,070	1,068	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 2024-25

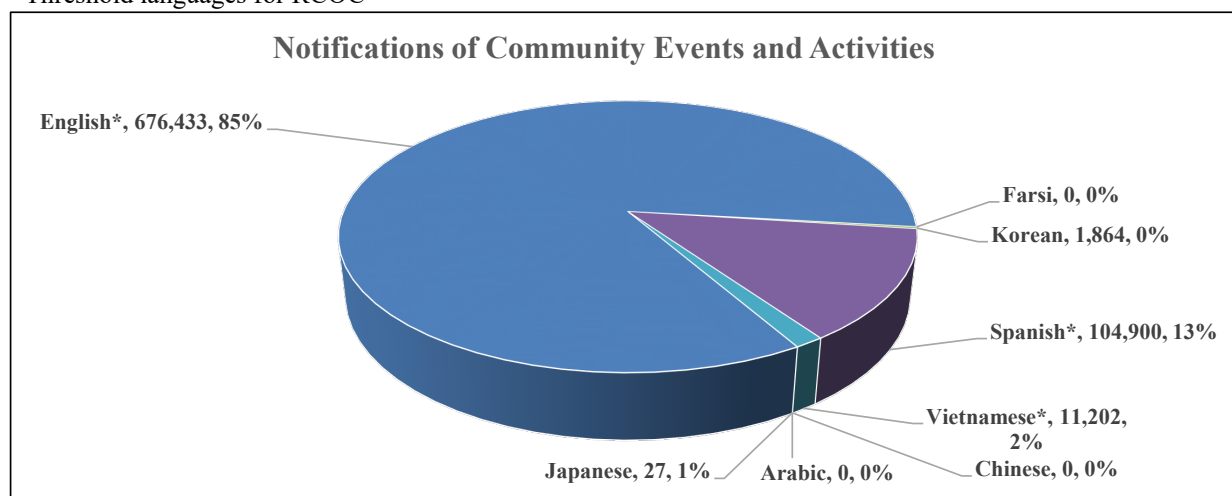
Number of Notifications

Language	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
English*	221,726	234,714	219,993			
Farsi	0	0	0			
Korean	165	1,027	672			
Spanish*	39,805	38,663	26,432			
Vietnamese*	4,559	3,220	3,423			
Chinese	0	0	0			
Japanese						
Arabic						
Total Number of Notifications	266,255	277,624	250,520	0	0	0

Number of Notifications

Language	Jan.	Feb.	Mar.	Apr.	May	June	Total
English*							676,433
Farsi							0
Korean							1,864
Spanish*							104,900
Vietnamese*							11,202
Chinese							0
Japanese							0
Arabic							0
Total Number of Notifications	0	0	0	0	0	0	794,399

* Threshold languages for RCOG



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 2024-25

Number of Outreach Events

Type of Outreach / Language	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
In Person/Zoom						
English	9	13	7			
Spanish			3			
Vietnamese	1		1			
Other Languages**		1				
In Print						
English	1	1	2			
Spanish						
Vietnamese						
Other Languages						
TV / Radio						
English		1				
Spanish						
Vietnamese	4	4	5			
Other Languages						
Total Number of Outreach Events	15	20	18	0	0	0

**

Number of Outreach Events

Language	Jan.	Feb.	Mar.	Apr.*	May*	June*	Total
In Person							
English							29
Spanish							3
Vietnamese							2
Other Languages							2
In Print							
English							4
Spanish							0
Vietnamese							0
Other Languages							0
TV / Radio							
English							1
Spanish							0
Vietnamese							13
Other Languages							0
Total Number of Outreach Events	0	0	0	0	0	0	53

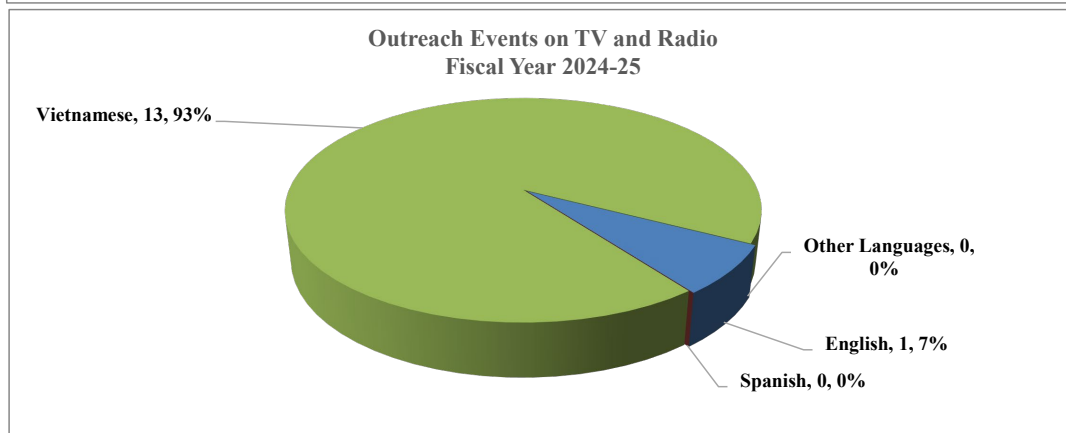
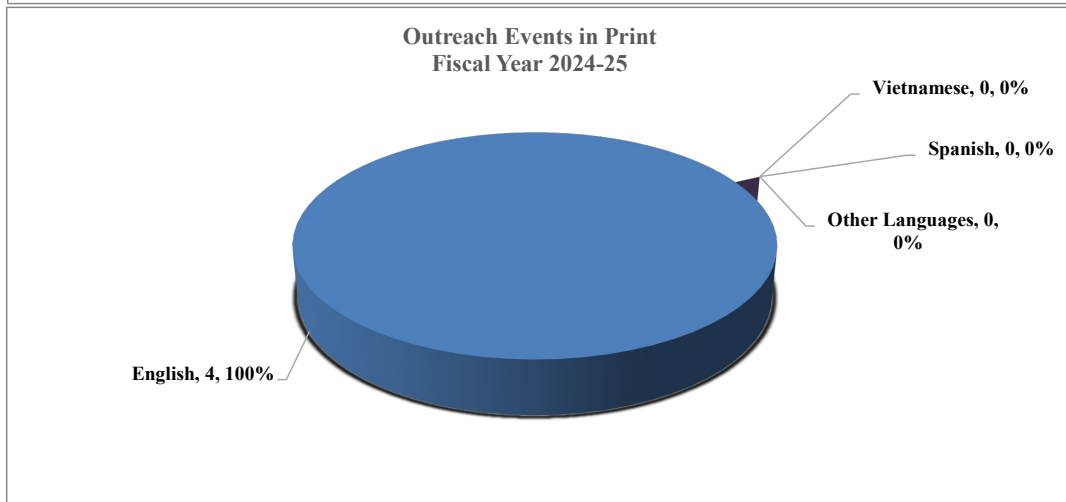
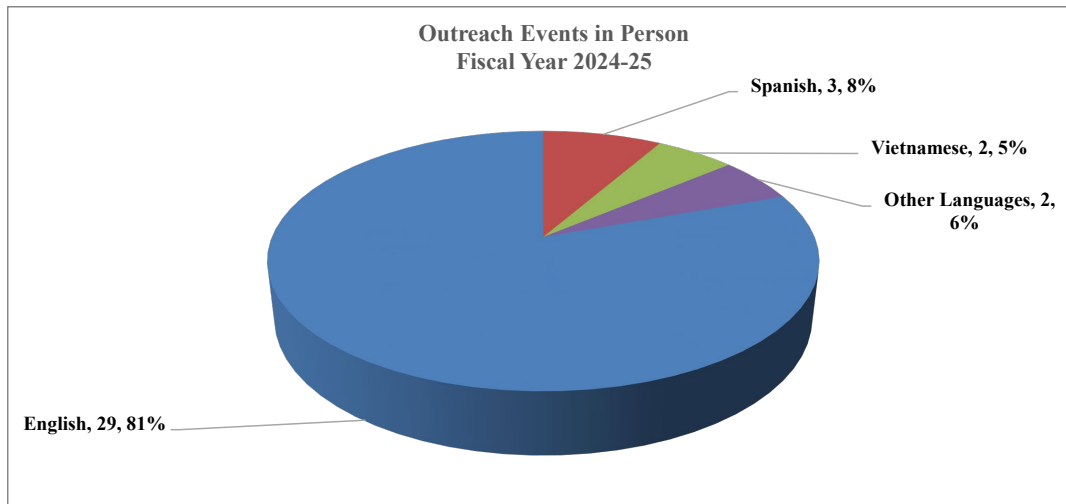
* Virtual Meetings

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 2024-25



EARLY INTERVENTION / PREVENTION

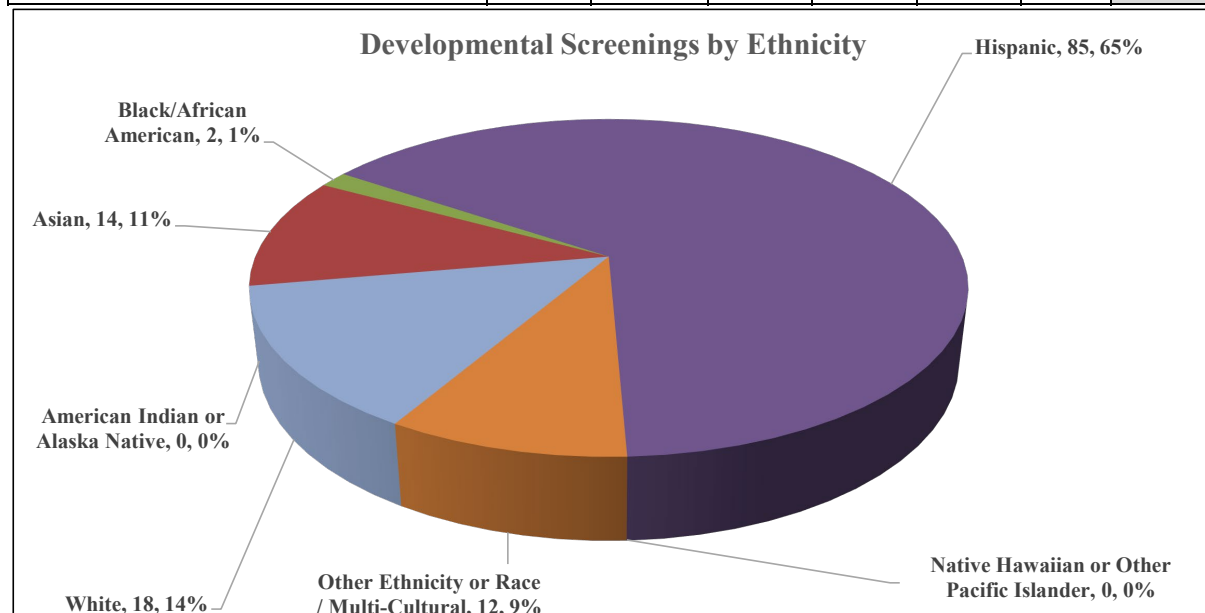
Related Guiding Principles

- 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 2024-25

Developmental Screenings by Ethnicity	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
American Indian or Alaska Native	0	0	0			
Asian	0	8	6			
Black/African American	0	1	1			
Hispanic	0	40	45			
Native Hawaiian or Other Pacific Islander	0	0	0			
Other Ethnicity or Race / Multi-Cultural	0	5	7			
White	0	7	11			
Total Number Screened	0	61	70			
Total Number Referred to RCOC	0	31	19			

Developmental Screenings by Ethnicity	Jan.	Feb.	Mar.	Apr.	May	June	Total
American Indian or Alaska Native							0
Asian							14
Black/African American							2
Hispanic							85
Native Hawaiian or Other Pacific Islander							0
Other Ethnicity or Race / Multi-Cultural							12
White							18
Total Number Screened							131
Total Number Referred to RCOC							50



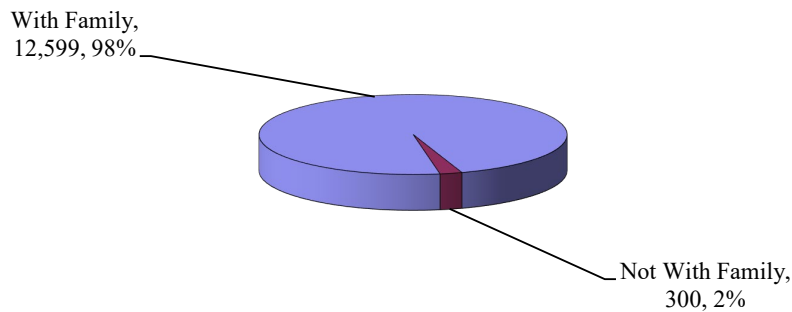
LIVING OPTIONS

Related Guiding Principles

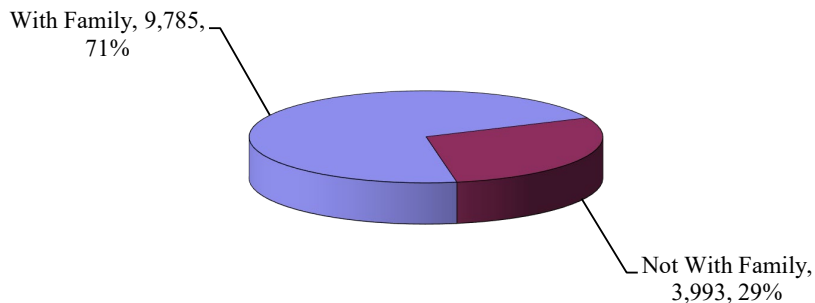
- *Culturally-sensitive services and supports are provided so that persons served can make informed choices on where and with whom they live, including owning or renting their own homes.*
- *Families whose minor or adult children choose to remain in the family home are supported through available resources.*
- *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	22,384	12,599	9,785
Not With Family	4,293	300	3,993
Totals	26,677	12,899	13,778

Where Persons Served Under 18 Live



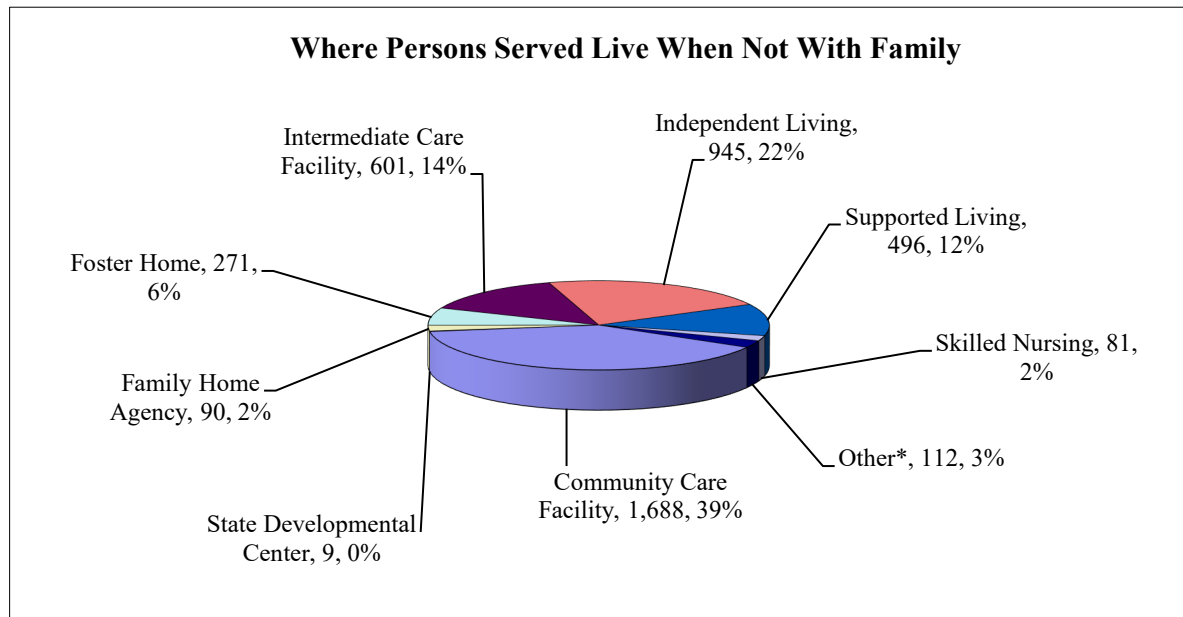
Where Persons Served Over 18 Live



LIVING OPTIONS, continued

Where Persons Served Live	All Persons Served	Persons Served Under 18	Persons Served Over 18
Family Home	22,384	12,599	9,785
Community Care Facility	1,688	17	1,671
State Developmental Center	9	0	9
Family Home Agency	90	0	90
Foster Home	271	262	9
Intermediate Care Facility	601	0	601
Independent Living	945	0	945
Supported Living	496	0	496
Skilled Nursing	81	0	81
Other*	112	21	91
Total	26,677	12,899	13,778

Other*			
Acute General Hospital	5	0	5
California Youth Authority	1	1	0
Community Treatment	5	1	4
Correctional Institution	1	0	1
County Jail	1	0	1
Other	0	0	0
Out of State	4	3	1
Psychiatric Treatment	23	3	20
Rehabilitation Center	4	0	4
SDC / State Hospital	5	0	5
Sub-Acute	39	12	27
Transient / Homeless	15	1	14
Total, Other*	103	21	82



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.

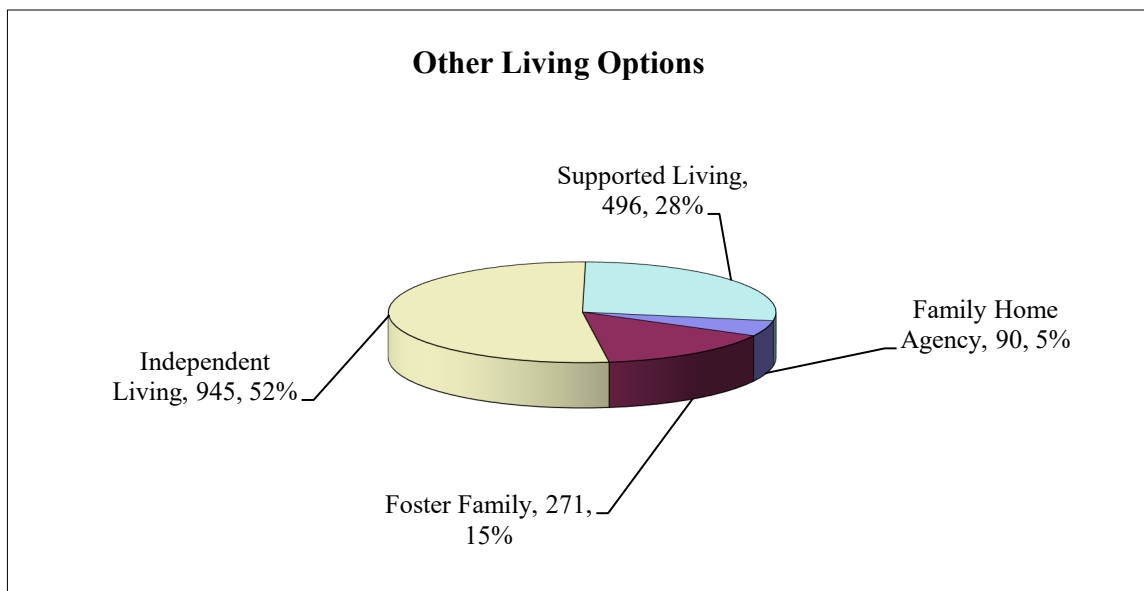
Independent Living

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	90	0	90
Foster Family	271	262	9
Independent Living	945	0	945
Supported Living	496	0	496
Total	1,802	262	1,540



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 RCOC *Fiscal Year 2024-25*

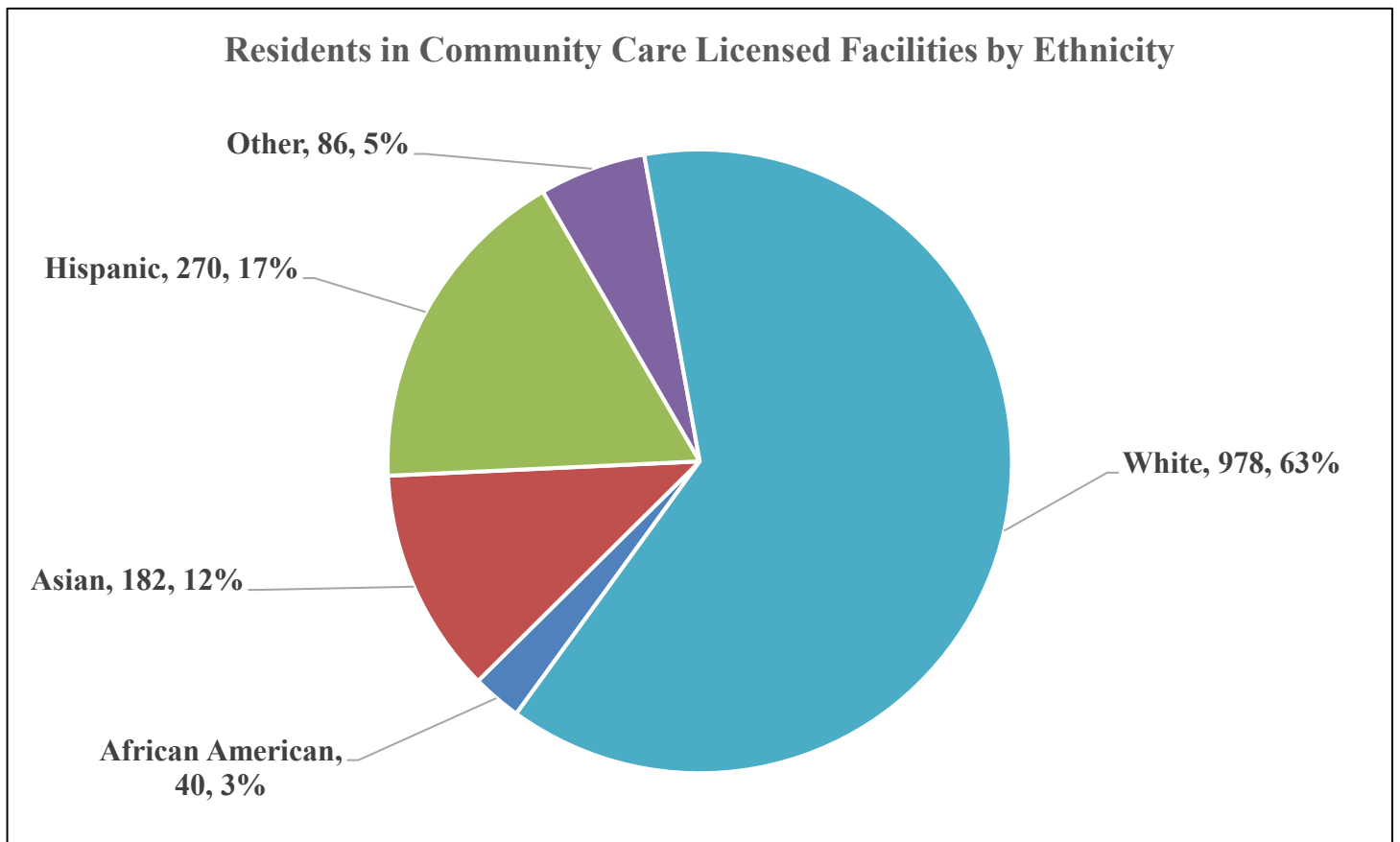
Licensed Facilities	Total	Over 18	Under 18
Level 2	159	159	0
Level 3	243	243	0
Level 4A	26	26	0
Level 4B	5	5	0
Level 4C	49	49	0
Level 4D	35	35	0
Level 4E	13	13	0
Level 4F	42	42	0
Level 4G	32	32	0
Level 4H	1	1	0
Level 4I	319	319	0
Elderly	10	10	0
ICF/DD-H	0	0	0
ICF/DD-N	1	1	0
ICF/DD	0	0	0
Skilled Nursing	0	0	0
Total	935	935	0

Licensed Facilities Summary	Total	Over 18	Under 18
Level 2	159	159	0
Level 3	243	243	0
Level 4	522	522	0
ICF/DD-H	0	0	0
ICF/DD-N	1	1	0
Elderly	10	10	0
Skilled Nursing	0	0	0
Total	935	935	0

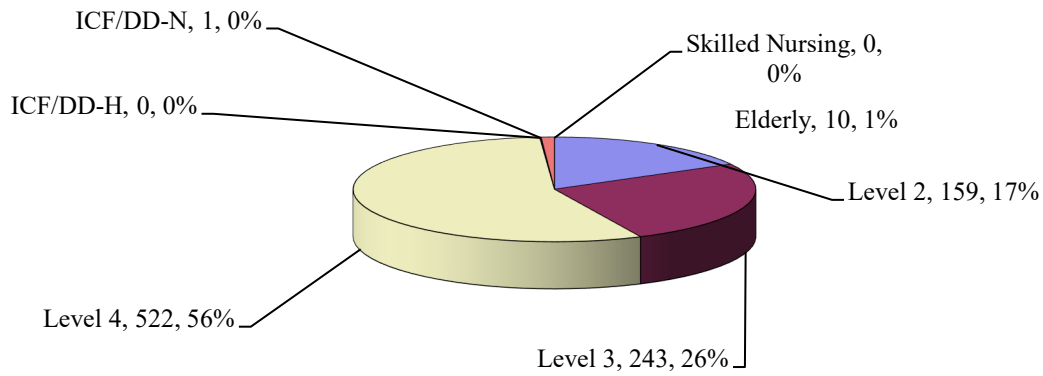
LIVING OPTIONS, continued

Persons Served Who Reside in Licensed Facilities Funded by RCOC by Ethnicity Fiscal Year 2024-25

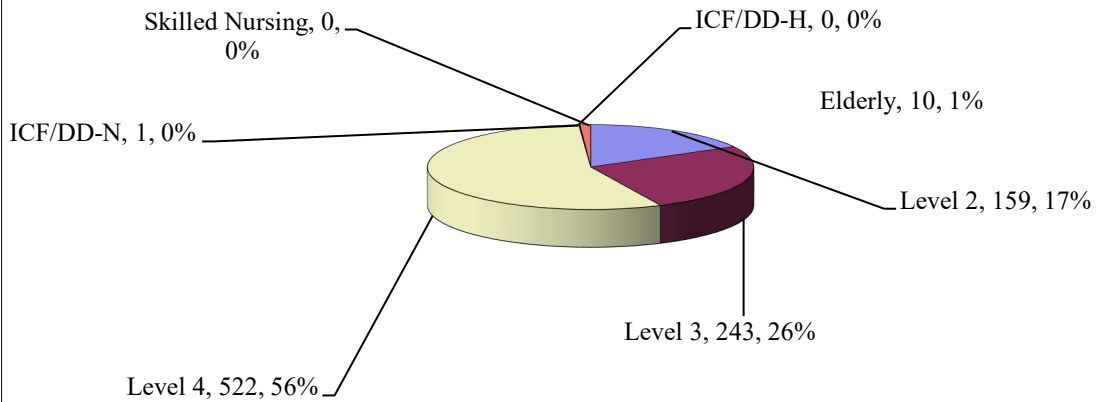
Licensed Facilities	African American	Asian	Hispanic	Other	White	Total
Level 2	7	24	57	11	197	296
Level 3	12	26	69	23	214	344
Level 4A	0	5	5	2	20	32
Level 4B	0	1	0	0	5	6
Level 4C	6	15	13	1	61	96
Level 4D	1	9	6	2	25	43
Level 4E	0	3	7	2	17	29
Level 4F	1	10	9	3	30	53
Level 4G	0	9	2	3	46	60
Level 4H	0	0	2	0	1	3
Level 4I	13	80	100	39	362	594
Total	40	182	270	86	978	1,556



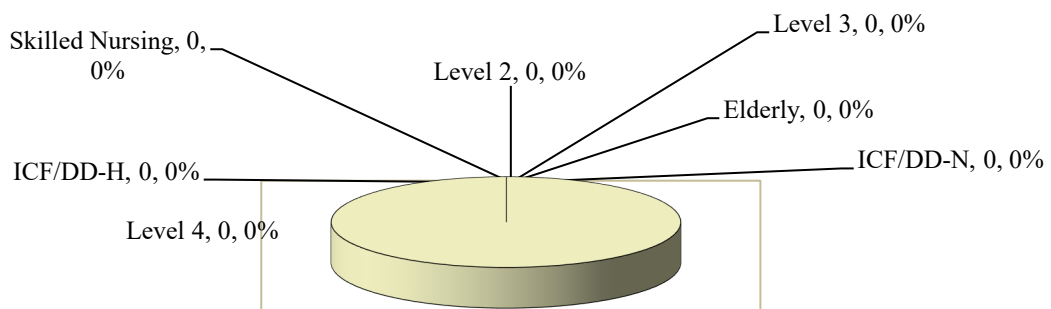
**Persons Served Who Reside in Licensed Facilities
Services Funded by RCOC**



**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**

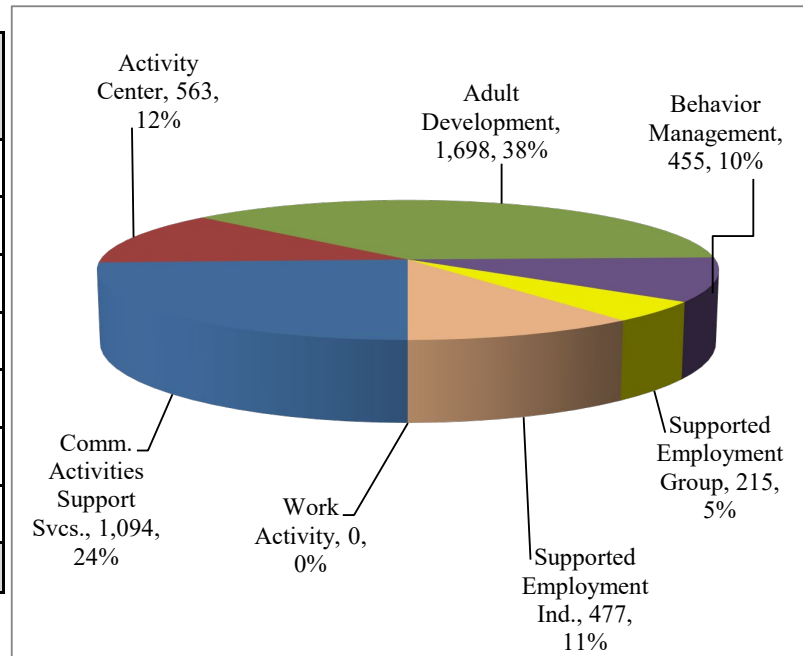


WORK

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.	1,094
Activity Center	563
Adult Development	1,698
Behavior Management	455
Supported Employment Group	215
Supported Employment Ind.	477
Work Activity	0
Total	4,502



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 2024-25

Service Coordination:	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Number of Service Coordinators (SC)	400.3	399.3	415.3			
Number of Case-Carrying SCs	367.1	366.2	382.2			
Number of Intake SCs	33.3	33.3	33.3			
Number of Active Persons Served	26,489	26,579	26,604			
Caseload Ratio, # of Active Persons Served/SCs	72.1	72.6	69.6			

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

SERVICE PLANNING AND COORDINATION continued

Fair Hearings
Fiscal Year 2024-25

	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
Number of Unsettled Hearing Requests*	23	20	21									
Eligibility - Lanterman	9	7	6									
Behavioral services	2		1									
Respite	1											
Day Care												
Self Determination Budget			1									
Personal Assistance	2	2	2									
Other**	15	18	18									

* 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*	30	9	6									
Eligibility - Lanterman	6	3	3									
Eligibility - Early Start												
Behavioral services	1		1									
Respite												
Day Care												
Social/Recreational	2											
Social Skills Training												
SDP			1									
Personal Assistance	1	1	1									
Other**	10	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 All Meetings Held	9	12	7									
Number of Informal Meetings Held	9	5	5									
Number of Mediations Held		6	1									
Number of SLFHs Held		1	1									

Number of Requests in Scheduling*	5	3	1									
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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	0	0									
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* State Level Fair Hearing (SLFH) held but awaiting decision.

Number of Requests Settled	9	5	13									
Withdrawn by Person Served/Family	1											
Settled in Informal	8	5	4									
Settled after further follow-up by RCOC												
Settled in Mediation			7									
SLFH Decision			2									

State Level Fair Hearing Decisions

Prevailing Party												
Person Served/Family												
RCOC			2									
Split												

ADMINISTRATION AND GOVERNANCE

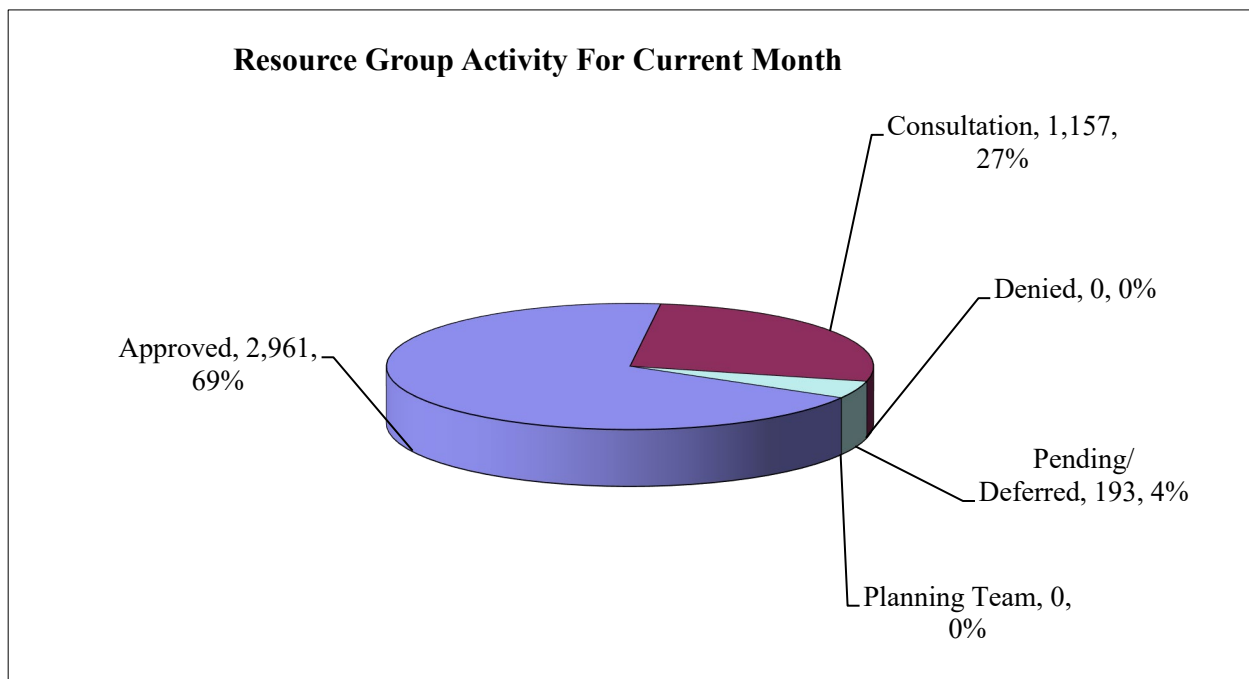
Guiding Principle

- *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 2024 and Fiscal Year to Date

Disposition	Approved	Consultation	Denied	Pending/Deferred	Planning Team	Total
Adult Day	692	374	0	65	0	1,131
Behavioral	96	68	0	18	0	182
Education	0	0	0	0	0	0
Eligibility/Health	74	6	0	6	0	86
Early Start	562	156	0	27	0	745
Living Options	254	180	0	4	0	438
Supported/Ind.	257	163	0	29	0	449
All Others	1026	210	0	44	0	1,280
Monthly Total	2,961	1,157	0	193	0	4,311

FY 2024-25 Total to Date	31,845	13,985	0	2,063	0	47,893
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Operations Report Summary - September 2024

About Persons Served	Early Start	Medicaid Waiver	All Other	SDC	Total	Under 18	Over 18
Number of Persons Served	3,489	8,674	11,816	9	23,988	12,899	13,778
<i>Percentage of Total</i>	<i>15%</i>	<i>36%</i>	<i>49%</i>	<i>0%</i>	<i>100%</i>	<i>54%</i>	<i>57%</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	22,384	12,599	9,785
Community Care Facility	1,688	17	1,671
State Developmental Center	9	0	9
Family Home Agency	90	0	90
Foster Home	271	262	9
Intermediate Care Facility	601	0	601
Independent Living	945	0	945
Supported Living	496	0	496
Skilled Nursing	81	0	81
Other	112	21	91
Total	26,677	12,899	13,778

Special Incident Investigations	Year to Date
AWOL	18
Abuse	26
Neglect	69
Injury	87
Hospitalizations - Total	114
Death	36
Victim of crime	4
Arrest	5
Rights	96
Total	455

Number of Licensed Facilities

Community Care Facilities	Total	Under 18	Over 18
Level 2	71	0	71
Level 3	87	0	87
Level 4	219	10	209
Total Community Care Facilities	377	10	367

Licensed Facility Monitoring	Year to Date
Annual Review	127
Unannounced	215
Total Number of Reviews	342
Provider Trainings	0
Technical Support	852
Corrective Action Plans	14

Intermediate Care Facilities (ICF)	
ICF-DD	0
ICF-DD/Habilitation	70
ICF-DD/Nursing	43
Total ICF Facilities	113

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

Total Licensed Facilities	490
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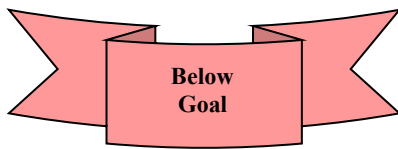
Performance Contract Summary

RCOC as of 9/01/2024	All	RCOC #	Goal	Percentage	# Attained
Developmental Center (DC)	26,547	9	0	0.03%	-9
Children in Foster Homes (FH)	12,828	265	318	2.07%	-53
Children Own Home Parent/Guardian	12,828	12,528	12,530	97.66%	-2
Total # Children (FH,Parent/Guardian)	12,828	12,793	11,615	99.73%	-55
Adult FHA	13,710	91	98	0.66%	-7
Independent Living (IL)	13,710	936	937	6.83%	-1
Adults Residing Own Home - Parent	13,710	9,743	9,872	71.06%	-129
Supported Living (SL)	13,710	492	510	3.59%	-18
Total # Adults (FHA, IL,Parent/Guardian, SL)	13,710	11,262	11,417	82.14%	-155
Children Residing in a CCF (7+ beds)	12,828	0	0	0%	0
Children Residing in a ICF (7+ beds)	12,828	0	0	0%	0
Children Residing in a Nursing Facility (7+ beds)	12,828	0	0	0%	0
Total Children Residing in 7+ bed facilities	12,828	0	0	0%	0
Adults Residing in a CCF (7+ beds)	13,710	113	112	0.82%	-1
Adults Residing in a ICF (7+ beds)	13,710	14	7	0.10%	-7
Adults Residing in a Nursing Facility (7+ beds)	13,710	76	75	0.55%	-1
Total Adults Residing in 7+ bed facilities	13,710	203	194	1.48%	-9
Total Individuals Over Age 3 with <=120 days	326	319	100%	100%	100%
Total Individuals Over Age 3 with 121-240 days	326	0	0%	0%	0%
Total Individuals Over Age 3 Over 240 days	326	0	0%	0%	0%
Adults with Integrated Employment Goal	13,710	48%	65%		
Total Number of Incentive Payments Made	13,710	69			
Avg. Wage per Hour After Incentive Payment	13,710	\$14.40			
Number of Persons Served with Earned Income	13,710	1,965			
Percentage of 16-64 Earned Income	13,710	14.5%			
Annual Earnings of 16-64	13,710	\$13,564			
Number of Adults in CIE After Paid Intern	13,710	0			
Percentage Adults Transitioned Internship to CIE	13,710	0%			
Total Annual Expenditures Race/Ethnicity	26,547				

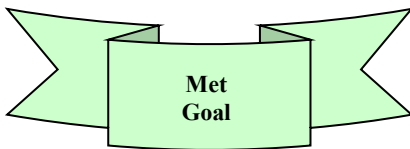
Performance Contract 2024-2025



= 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 2024-2025

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
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	96.41
Intake/Assessment and IFSP (0-2)	99.52
IPP development biennial	Annual, 99.46
IFSP development	69.28

Performance Contract 2024-2025

I. Developmental Center

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.

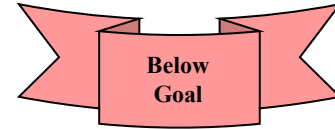
- Implementation of Community Placement Plan/Resource Development Plan for FYs 2022-2023 and 2023-2024.

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 April 2024, RCOC had 8 persons served, or 0.03%, in Developmental Centers.

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

	Percentage	All Consumers	Consumers in DC			
Statewide Average	0.05%	423,241	224			
RCOC Public Hearing 4/24/24	0.03%	24,845	8	Goal	%	# Attained
RCOC 9/01/24	0.03%	26,547	9	0	0.03%	-9
Analysis as of Public Hearing	RCOC % of DD pop		5.87%	RCOC % of DC pop		3.57%

Number of Persons Served Residing DC's



	Total Active Caseload	Goal	DC	%	Number Attained
Jul-24	26,460	0	9	0.03%	-9
Aug-24	26,547	0	9	0.03%	-9
Sep-24		0			
Oct-24		0			
Nov-24		0			
Dec-24		0			
Jan-25		0			
Feb-25		0			
Mar-25		0			
Apr-25		0			
May-25		0			
Jun-25		0			



Performance Contract 2024-2025

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

Planned Activities

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

- Continue to assess current supports and services.
- RCOC will work with the Orange County community in an 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 placements).
- RCOC will insure 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 insure 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 thier caregivers.

Progress: A. During public meetings, RCOC had 296, or 2.59%, of children in foster homes.

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

	Percentage	All Children	Children in FH			
Statewide Average	2.56%	226,163	5,780	Goal	%	# Attained
RCOC Public Hearing 4/24/24	2.59%	11,421	296			
RCOC 9/01/24	2.07%	12,828	265	318	2.07%	-53
Analysis as of Public Hearing	RCOC % of DD pop.		5.05%	RCOC % of FH pop.		5.12%



	Total Children Status 1&2	Goal	Children in Foster Homes	%	Number Attained
Jul-24	12,779	318	270	2.11%	-48
Aug-24	12,828	318	265	2.07%	-53
Sep-24		318			
Oct-24		318			
Nov-24		318			
Dec-24		318			
Jan-25		318			
Feb-25		318			
Mar-25		318			
Apr-25		318			
May-25		318			
Jun-25		318			

Below Goal

Progress: B. During public meetings, RCOC had 11,086, or 97.07%, of children in own-home-parent/guardian.

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

	%	All Children	Children in own home Parent/Guardian			
Statewide Average	97.11%	226,163	219,630			
RCOC Public Hearing 4/24/24	97.07%	11,421	11,086	Goal	%	# Attained
RCOC 9/01/24	97.66%	12,828	12,528	12,530	97.66%	-2
Analysis as of Public Hearing	RCOC % of DD pop.		5.05%	RCOC % of Home		97.07%



	Total Children	Goal	Children in Own Home Parent/Guardian	%	Number Attained
Jul-24	12,779	12,530	12,473	97.61%	-57
Aug-24	12,828	12,530	12,528	97.66%	-2
Sep-24		12,530			
Oct-24		12,530			
Nov-24		12,530			
Dec-24		12,530			
Jan-25		12,530			
Feb-25		12,530			
Mar-25		12,530			
Apr-25		12,530			
May-25		12,530			
Jun-25		12,530			

Below Goal

Progress: C. During public meetings, RCOC had 10,079, or 99.46%, of children in homes.

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

	%	All Children	Total Number Children in Homes			
Statewide Average	99.67%	226,163	225,410			
RCOC Public Hearing 4/24/24	99.66%	11,421	11,382	Goal	%	# Attained
RCOC 9/01/24	99.73%	12,828	12,793	12,848	99.73%	-55
Analysis of Public Hearing	RCOC % of DD pop		5.05%	RCOC % Homes		88.97%



	Total Children Status 1&2	Goal	Total Number Children in Homes	%	Number Attained
Jul-24	12,779	12,848	12,743	99.72%	-105
Aug-24	12,828	12,848	12,793	99.73%	-55
Sep-24		12,848			
Oct-24		12,848			
Nov-24		12,848			
Dec-24		12,848			
Jan-25		12,848			
Feb-25		12,848			
Mar-25		12,848			
Apr-25		12,848			
May-25		12,848			
Jun-25		12,848			

Below Goal

Performance Contract 2024-2025

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 reside.

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 successionary 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 opportunities 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 87, or 0.65%, 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			
Statewide Average	0.74%	196,854	1,452			
RCOC Public Hearing 4/24/24	0.65%	13,416	87	Goal	%	# Attained
RCOC 9/01/24	0.66%	13,710	91	99	0.66%	-8
Analysis as of Public Hearing	RCOC % of DD pop		6.82%	RCOC % of FHA pop		5.99%

	Total Adults Status 2	Goal	Adults in FHA	%	Number Attained
Jul-24	13,672	99	89	0.65%	-10
Aug-24	13,710	99	91	0.66%	-8
Sep-24		99			
Oct-24		99			
Nov-24		99			
Dec-24		99			
Jan-25		99			
Feb-25		99			
Mar-25		99			
Apr-25		99			
May-25		99			
Jun-25		99			

Below Goal



Progress: B. During public meetings, RCOC had 924, or 6.89%, of adults residing in independent living.

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

	Percentage	Total Adults Status 2	Adults in Independent Living			
Statewide Average	9.09%	196,854	17,896			
RCOC Public Hearing 4/24/24	6.89%	13,416	924	Goal	%	# Attained
RCOC 9/01/24	6.83%	13,710	936	937	6.83%	-1
Analysis of Public Hearing	RCOC % of DD pop		6.82%	RCOC % of IL pop		5.16%



	Total Adults Status 2	Goal	Adults in Independent Living	%	Number Attained
Jul-24	13,672	937	934	6.83%	-3
Aug-24	13,710	937	936	6.83%	-1
Sep-24		937			
Oct-24		937			
Nov-24		937			
Dec-24		937			
Jan-25		937			
Feb-25		937			
Mar-25		937			
Apr-25		937			
May-25		937			
Jun-25		937			

Progress: C. During public meetings, RCOC had 9,477, or 70.64%, 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			
Statewide Average	69.02%	196,854	135,873			
RCOC Public Hearing 4/24/24	70.64%	13,416	9,477	Goal	%	# Attained
RCOC 9/01/24	71.06%	13,710	9,743	9,872	71.06%	-129
Analysis of Public Hearing	RCOC % of DD pop		6.82%	RCOC % of own home		6.97%



	Total Adults Status 2	Goal	Adults Residing Own Home - Parent	%	Number Attained
Jul-24	13,672	9,872	9,708	71.01%	-164
Aug-24	13,710	9,872	9,743	71.06%	-129
Sep-24		9,872			
Oct-24		9,872			
Nov-24		9,872			
Dec-24		9,872			
Jan-25		9,872			
Feb-25		9,872			
Mar-25		9,872			
Apr-25		9,872			
May-25		9,872			
Jun-25		9,872			





Progress: D. During public meetings, RCOC had 491, or 3.66%, 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 in Supported Living			
Statewide Average	5.02%	196,854	9,359			
RCOC Public Hearing 4/24/24	3.66%	13,416	491	Goal	%	# Attained
RCOC 9/01/24	3.59%	13,710	492	510	3.59%	-18
Analysis of Public Hearing	RCOC % of DD pop		6.82%	RCOC % of SL pop		5.25%

	Total Adults Status 2	Goal	Adults Residing Supported Living	%	Number Attained
Jul-24	13,672	510	492	3.60%	-18
Aug-24	13,710	510	492	3.59%	-18
Sep-24		510			
Oct-24		510			
Nov-24		510			
Dec-24		510			
Jan-25		510			
Feb-25		510			
Mar-25		510			
Apr-25		510			
May-25		510			
Jun-25		510			



Progress: E. During public meetings, RCOC had 10,217, or 80.97%, 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			
Statewide Average	83.63%	196,854	164,624			
RCOC Public Hearing 4/24/24	81.84%	13,416	10,979	Goal	%	# Attained
RCOC 9/01/24	82.14%	13,710	11,262	11,418	82.14%	-156
Analysis of Public Hearing	RCOC % of DD pop		6.82%	RCOC % of Home		6.67%

	Total Adults Status 2	Goal	Total Number Adults in Home Settings	%	Number Attained
Jul-24	13,672	11,418	11,223	82.09%	-195
Aug-24	13,710	11,418	11,262	82.14%	-156
Sep-24		11,418			
Oct-24		11,418			
Nov-24		11,418			
Dec-24		11,418			
Jan-25		11,418			
Feb-25		11,418			
Mar-25		11,418			
Apr-25		11,418			
May-25		11,418			
Jun-25		11,418			

Below Goal

Performance Contract 2024-2025

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 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 CCF 7+ Beds			
Statewide Average	0.01%	226,163	14			
RCOC Public Hearing 4/24/24	0.00%	11,421	0	Goal	%	# Attained
RCOC 9/01/24	0.00%	12,828	0	0	0.00%	0
Analysis of Public Hearing	RCOC % of DD pop		5.05%	RCOC % of CCF 7+		0.00%



	Total Children Status 1&2	Goal	Children Residing CCF 7+ Beds	%	Met Number Attained
Jul-24	12,779	0	0	0.00%	0
Aug-24	12,828	0	0	0.00%	0
Sep-24		0			
Oct-24		0			
Nov-24		0			
Dec-24		0			
Jan-25		0			
Feb-25		0			
Mar-25		0			
Apr-25		0			
May-25		0			
Jun-25		0			

Progress: B. During public meetings, RCOC had 0, or 0.00%, of children residing in an Intermediate Care Facility (ICF) 7+ beds.

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%	226,163	42			
RCOC Public Hearing 4/24/24	0.00%	11,421	0	Goal	%	# Attained
RCOC 9/01/24	0.00%	12,828	0	0	0.00%	0
Analysis of Public Hearing	RCOC % of DD pop		5.05%	RCOC % of ICF 7+		0.00%



	Total Children Status 1&2	Goal	Children Residing ICF 7+ Beds	%	Number Attained
Jul-24	12,779	0	0	0.00%	0
Aug-24	12,828	0	0	0.00%	0
Sep-24		0			
Oct-24		0			
Nov-24		0			
Dec-24		0			
Jan-25		0			
Feb-25		0			
Mar-25		0			
Apr-25		0			
May-25		0			
Jun-25		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			
Statewide Average	0.00%	226,163	4			
RCOC Public Hearing 4/24/24	0.00%	11,421	0	Goal	%	# Attained
RCOC 9/01/24	0.00%	12,828	0	0	0.00%	0
Analysis of Public Hearing	RCOC % of DD pop		5.05%	RCOC % of NF		0.00%



	Total Children Status 1&2	Goal	Children Residing in a Nursing Facility (NF)	%	Number Attained
Jul-24	12,779	0	0	0.00%	0
Aug-24	12,828	0	0	0.00%	0
Sep-24		0			
Oct-24		0			
Nov-24		0			
Dec-24		0			
Jan-25		0			
Feb-25		0			
Mar-25		0			
Apr-25		0			
May-25		0			
Jun-25		0			



Progress: D. During public meetings, RCOC had 0, or 0.00%, 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 a 7+ Bed Facility			
Statewide Average	0.03%	226,163	60			
RCOC Public Hearing 4/24/24	0.00%	11,421	0	Goal	%	# Attained
RCOC 9/01/24	0.00%	12,828	0	0	0.00%	0
Analysis of Public Hearing	RCOC % of DD pop	5.05%		RCOC % 7+ Bed		0.00%



	Total Children Status 1&2	Goal	Total Children Residing in 7+ Bed	%	Number Attained
Jul-24	12,779	0	0	0.00%	0
Aug-24	12,828	0	0	0.00%	0
Sep-24		0			
Oct-24		0			
Nov-24		0			
Dec-24		0			
Jan-25		0			
Feb-25		0			
Mar-25		0			
Apr-25		0			
May-25		0			
Jun-25		0			

Met Goal

Performance Contract 2024-2025

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 bed or greater 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 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 119, or 0.89%, of adults residing in a CCF 7+ bed. Placements to 7+ CCF are at family request and/or due to specialized services. RCOC has several long term vendors with 7+ bed homes, and will continue to work together to implement Trailer Bill Language regarding the use of these homes.

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

	Percentage	Total Adults Status 2	Adults in CCF 7+ Beds			
Statewide Average	0.67%	196,854	1,324			
RCOC Public Hearing 4/24/24	0.89%	13,416	119	Goal	%	# Attained
RCOC 9/01/24	0.82%	13,710	113	112	0.82%	-1
Analysis of Public Hearing	RCOC % of DD pop		6.82%	RCOC % Adult 7+ CCF		8.99%

	Total Adults Status 2	Goal	Adults Residing in CCF 7+ Beds	%	Number Attained
Jul-24	13,672	112	111	0.81%	1
Aug-24	13,710	112	113	0.82%	-1
Sep-24		112			
Oct-24		112			
Nov-24		112			
Dec-24		112			
Jan-25		112			
Feb-25		112			
Mar-25		112			
Apr-25		112			
May-25		112			
Jun-25		112			

Below Goal

Progress: B. During public meetings, RCOC had 15, or 0.11%, 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 ICF 7+ Beds			
Statewide Average	0.41%	196,854	755			
RCOC Public Hearing 4/24/24	0.11%	13,416	15	Goal	%	# Attained
RCOC 9/01/24	0.10%	13,710	14	7	0.10%	-7
Analysis of Public Hearing	RCOC % of DD pop		6.82%	RCOC % ICF 7+		1.99%



	Total Adults Status 2	Goal	Adults Residing ICF 7+ Beds	%	Number Attained
Jul-24	13,672	7	14	0.10%	-7
Aug-24	13,710	7	14	0.10%	-7
Sep-24		7			
Oct-24		7			
Nov-24		7			
Dec-24		7			
Jan-25		7			
Feb-25		7			
Mar-25		7			
Apr-25		7			
May-25		7			
Jun-25		7			

Below Goal

Progress: C. During public meetings, RCOC had 75, or 0.56%, of adults residing in a nursing facility (NF). Placements to nursing facilities are at family request and/or due to medical or specialized services.

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

	Percentage	Total Adults Status 2	Adults Residing in NF			
Statewide Average	0.52%	196,854	967			
RCOC Public Hearing 4/24/24	0.56%	13,416	75	Goal	%	# Attained
RCOC 9/01/24	0.55%	13,710	76	75	0.55%	-1
Analysis of Public Hearing	RCOC % DD pop		6.82%	RCOC % NF		7.76%

	Total Adults Status 2	Goal	Adults Residing in NF	%	Number Attained
Jul-24	13,672	75	78	0.57%	-3
Aug-24	13,710	75	76	0.55%	-1
Sep-24		75			
Oct-24		75			
Nov-24		75			
Dec-24		75			
Jan-25		75			
Feb-25		75			
Mar-25		75			
Apr-25		75			
May-25		75			
Jun-25		75			

Below Goal

Progress: D. During public meetings, RCOC had 209, or 1.56%, 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 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			
Statewide Average	1.71%	196,854	3,188			
RCOC Public Hearing 4/24/24	1.56%	13,416	209	Goal	%	# Attained
RCOC 9/01/24	1.48%	13,710	203	194	1.48%	-9
Analysis of Public Meeting	RCOC % of DD pop	6.82%	RCOC % 7+ Bed			6.56%



	Total Adults Status 2	Goal	Total Adults Residing in 7+ Beds	%	Number Attained
Jul-24	13,672	194	203	1.45%	-11
Aug-24	13,710	194	203	1.48%	-9
Sep-24		194			
Oct-24		194			
Nov-24		194			
Dec-24		194			
Jan-25		194			
Feb-25		194			
Mar-25		194			
Apr-25		194			
May-25		194			
Jun-25		194			

Below
Goal

Performance Contract 2024-2025

VI. Intake Duration

Planned Activities

Statement: Management and Service Coordinator staff receive a monthly report on the duration of individuals age 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 257, 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		
Statewide Average	78.33%	14,874	11,651		
RCOC Public Hearing 4/24/24	100%	257	257	Goal	% Attained
RCOC 9/01/24	100%	326	326	100%	100%



	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 with <=120 Days	% Attained
Jul-24	319	100%	319	100%
Aug-24	326	100%	326	100%
Sep-24		100%		
Oct-24		100%		
Nov-24		100%		
Dec-24		100%		
Jan-25		100%		
Feb-25		100%		
Mar-25		100%		
Apr-25		100%		
May-25		100%		
Jun-25		100%		



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

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

	Percentage	Total Number of Individuals Age 3 and Over	Total Number of Individuals Over Age 3 With 121-240 Days		
Statewide Average	14.62%	14,874	2,175		
RCOC Public Hearing 4/24/24	0%	257	0	Goal	% Attained
RCOC 9/01/24	0%	326	0	0%	0%



	Total Number of Individuals Age 3 or Over	Goal	Total Number of Individuals Over Age 3 With 121-240 Days	%
Jul-24	319	0%	0	0%
Aug-24	326	0%	0	0%
Sep-24		0%		
Oct-24		0%		
Nov-24		0%		
Dec-24		0%		
Jan-25		0%		
Feb-25		0%		
Mar-25		0%		
Apr-25		0%		
May-25		0%		
Jun-25		0%		



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

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

	Percentage	Total Number Individuals Age 3 or Over	Total Number Individuals Over Age 3 Over 240 Days		
Statewide Average	7.05%	14,874	1048		
RCOC Public Hearing 4/24/24	0%	257	0	Goal	% Attained
RCOC 9/01/24	0%	326	0	0%	0%



	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 Over 240 Days	% Attained
Jul-24	319	0%	0	0%
Aug-24	326	0%	0	0%
Sep-24		0%		
Oct-24		0%		
Nov-24		0%		
Dec-24		0%		
Jan-25		0%		
Feb-25		0%		
Mar-25		0%		
Apr-25		0%		
May-25		0%		
Jun-25		0%		



Performance Contract 2024-2025

VII. National Core Indicators (NCI) Employment

Planned Activities

Statement: RCOC has adopted an Employment First Policy making competitive integrated employment (CIE) 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 CIE and maintain those positions over time.

Progress: A. Results from the National Core Indicator surveys conducted in FY 2014-15, 47% of those interviewed indicated a desire for work in the community. For FY 2021-22, 48% of those interviewed also expressed a desire for employment in their community.

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

	Percentage	
RCOC FY 2011-12	46%	Goal
RCOC FY 2014-15	47%	50%
RCOC FY 2018-19	57%	65%
RCOC FY 2020-21	48%	60%



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 30 day, 6 month, and 12 month incentive payments made within the fiscal year.

Fiscal Year	30 Day	6 Month	12 Month
2017-18	155	97	78
2018-19	151	128	83
2019-20	131	115	90
2020-21	33	19	17
Goal	110	85	75

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 CIE when incentive payments have been made on their behalf.

Fiscal Year	Hours Week	Wage
2017-18	23.5	\$11.31
2018-19	21	\$12.06
2019-20	22	\$13.06
2020-21	13	\$13.98
Goal	24	\$16.00

Performance Contract 2024-2025

VIII. Employment Development Department (EDD) Employment

Planned Activities

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

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

Progress: A. Results from the Employment Development Department (EDD) conducted in 2021 indicate that 1,839 persons served ages 16-64 had earned income. In 2022, 1,965 persons served ages 16-64 had earned income.

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



	RCOC	Statewide Avg.
2018	3,346	1,311
2019	2,335	1,341
2020	1,726	1,082
2021	1,839	1,317
2022	1,965	1,428

Progress: B. Results from the EDD in 2021 indicate that 13.9% of persons served ages 16-64 reported having earned income. In 2022, the percentage of persons served ages 16-64 reporting earned income was 14.5%.

B. Percentage of persons served ages 16-64 reporting earned income.

	RCOC	Statewide Avg.
2019	21%	17.3%
2020	19.5%	15.7%
2021	13.9%	14.2%
2022	14.5%	15.0%

Progress: C. Results from the EDD in 2021 indicate that average annual wages for persons served ages 16-64 was \$10,991. In 2022, the average annual wage for persons served ages 16-64 was \$13,564. 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.
2019	\$7,582	\$8,772
2020	\$6,783	\$8,837
2021	\$10,991	\$11,806
2022	\$13,564	\$13,949

Progress: D. In FY 2016-17, RCOC began working with service providers to place individuals into Paid Internship Program (PIP) opportunities to help develop employment interests and lead into CIE opportunities. In 2020 RCOC had 11 individuals within a PIP that resulted in employment, and for 2021 that number decreased to 0 individuals.

D. Number of adults placed in CIE following participation in a PIP.

	Total
2017-18	1
2018-19	7
2019-20	11
2020-21	0

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 2020-21, 0% of adults transitioned from an Internship to Competitive Employment.

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

	% Adults
2018-19	21%
2019-20	14%
2020-21	0%

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 PIP during the previous fiscal year.

	Hours Week	Wage
2018-19	18	\$12.34
2019-20	13	\$13.43
2020-21	13	\$13.98

Performance Contract 2024-2025

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

Statement: RCOC works to ensure that the 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 groups 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 source. Fiscal year 2022-2023 data reflects either an increase or decrease in services and expenditures related to disparity criteria.

A. Percent of total annual purchase of service (POS) expenditures by individuals ethnicity and age: Birth to age 2; Age 3-21; 22 and older.

Fiscal Year 2022-2023 Birth to 2 Years Ethnicity	Total Persons	Total Authorized Services	Percentage of Total	Utilized
American Indian or Alaska Native	*	\$100,892 ↑	0.08%	48.7% ↑
Asian	1,100	\$12,628,607 ↑	22.86% ↑	60.9% ↑
Black/African American	99	\$1,239,988 ↑	2.24% ↑	50.96% ↑
Hispanic	2,163	\$20,301,915 ↑	36.75% ↑	56.75% ↓
Native Hawaiian or Other Pacific Islander	15	\$217,826 ↑	0.39% ↑	65.64% ↑
Other Ethnicity or Race/Multi-Cultural	1,132	\$10,931,414 ↑	19.79% ↓	56.4% ↓
White	1,253	\$9,820,017 ↑	17.78% ↓	56.32% ↓
Totals	5,769 ↑	\$55,240,659 ↑		57.4% ↑

Fiscal Year 2022-2023 3 Years to 21 Years Ethnicity	Total Persons	Total Authorized Services	Percentage of Total	Utilized
American Indian or Alaska Native	14	\$85,505 ↓	0.09% ↑	43.9% ↓
Asian	2,250	\$17,784,288 ↓	17.97% ↑	53.8% ↓
Black/African American	206	\$2,399,914 ↑	2.42% ↑	
Hispanic	4,261	\$27,741,305 ↓	28.02% ↑	53.8% ↓
Native Hawaiian or Other Pacific Islander	22	\$323,664 ↑	0.33% ↑	43.6% ↓
Other Ethnicity or Race/Multi-Cultural	2,104	\$21,489,996 ↑	21.71% ↑	51.2% ↓
White	2,246	\$29,163,088 ↓	29.46% ↑	61.1% ↓
Totals	11,103 ↑	\$98,987,761 ↓		55.2% ↓

Fiscal Year 2022-2023 22 Years and Older Ethnicity	Total Persons	Total Authorized Services	Percentage of Total	Utilized
American Indian or Alaska Native	21	\$1,607,025 ↑	0.28% ↑	75.4% ↓
Asian	1,631	\$71,685,783 ↑	12.31% ↑	71.1% ↓
Black/African American	280	\$16,459,959 ↑	2.83% ↑	71.9% ↓
Hispanic	3,078	\$110,837,169 ↑	19.03% ↑	72.7% ↓
Native Hawaiian or Other Pacific Islander	13	\$624,327 ↑	0.11% ↑	75.8% ↑
Other Ethnicity or Race/Multi-Cultural	940	\$47,097,098 ↑	8.09% ↑	72.3% ↓
White	4,841	\$333,986,087 ↑	57.36% ↓	76.8% ↓
Totals	10,804 ↑	\$582,297,449 ↑		74.8% ↓

Progress: B. Review of fiscal year 2020-21 POS date 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; Age 22 and older.

Fiscal Year 2022-2023 Birth to 2 Years Ethnicity	Total Persons	Case Management	Percent No Services
American Indian or Alaska Native	7	0	0.0%
Asian	1,100	75	6.8%
Black/African American	99	*	*
Hispanic	2,163	142	6.6%
Native Hawaiian or Other Pacific Islander	15	*	6.7%
Other Ethnicity or Race/Multi-Cultural	1,132	99	8.7%
White	1,253	83	6.6%
Totals	5,769	407	7.1%

Fiscal Year 2022-2023 3 Years to 21 Years Ethnicity	Total Persons	Case Management	Percent No Services
American Indian or Alaska Native	14	*	35.7% ↓
Asian	2,250	895 ↓	39.8% ↓
Black/African American	206	98 ↓	47.6% ↓
Hispanic	4,261	2,039 ↓	47.9% ↓
Native Hawaiian or Other Pacific Islander	22	**	59.1% ↓
Other Ethnicity or Race/Multi-Cultural	2,104	879 ↓	41.8% ↓
White	2,246	866 ↓	38.6% ↓
Totals	11,103 ↑	4,795 ↓	43.2% ↓



Fiscal Year 2022-2023 22 Years and Older Ethnicity	Total Persons	Case Management	Percent No Services
American Indian or Alaska Native	21	*	*
Asian	1,631	385 ↓	23.6% ↓
Black/African American	280	64 ↓	22.9% ↓
Hispanic	3,078	834 ↓	27.1% ↓
Native Hawaiian or Other Pacific Islander	13	*	*
Other Ethnicity or Race/Multi-Cultural	940	208 ↓	22.1% ↓
White	4,841	805 ↓	16.6% ↓
Totals	10,804 ↑	2,301 ↓	21.3% ↓



Progress: C. Review of fiscal year 2020-21 POS and CMF data. Initial data generation will be compared to subsequent FY information.

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

Fiscal Year 2022-2023 Primary Language All Ages	Consumers Count	Per Capita Expenditures	Utilized
All other languages	389	\$25,113	73.5%
Cantonese/Mandarin Chinese	79 ↑	\$11,852 ↑	68.3% ↓
English	21,615 ↑	\$21,240 ↑	71.7% ↓
Spanish	4,492 ↓	\$9,313 ↑	64.8% ↓
Vietnamese	1,101 ↓	\$9,414	64% ↓
Totals	27,676	\$18,862	70.9% ↓



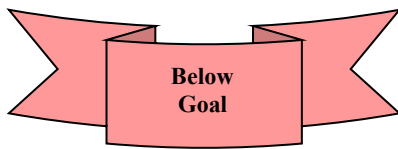
Performance Contract Summary

RCOC as of 10/01/2024	All	RCOC #	Goal	Percentage	# Attained
Developmental Center (DC)	26,650	9	0	0.03%	-9
Children in Foster Homes (FH)	12,893	263	318	2.04%	-55
Children Own Home Parent/Guardian	12,893	12,593	12,530	97.67%	63
Total # Children (FH,Parent/Guardian)	12,893	12,856	11,615	99.71%	8
Adult FHA	13,748	90	98	0.65%	-8
Independent Living (IL)	13,748	937	937	6.82%	0
Adults Residing Own Home - Parent	13,748	9,775	9,872	71.10%	-97
Supported Living (SL)	13,748	488	510	3.55%	-22
Total # Adults (FHA, IL,Parent/Guardian, SL)	13,748	11,290	11,417	82.12%	-127
Children Residing in a CCF (7+ beds)	12,893	0	0	0%	0
Children Residing in a ICF (7+ beds)	12,893	0	0	0%	0
Children Residing in a Nursing Facility (7+ beds)	12,893	0	0	0%	0
Total Children Residing in 7+ bed facilities	12,893	0	0	0%	0
Adults Residing in a CCF (7+ beds)	13,748	114	112	0.83%	-2
Adults Residing in a ICF (7+ beds)	13,748	15	7	0.11%	-8
Adults Residing in a Nursing Facility (7+ beds)	13,748	80	75	0.58%	-5
Total Adults Residing in 7+ bed facilities	13,748	209	194	1.52%	-15
Total Individuals Over Age 3 with <=120 days	321	321	100%	100%	100%
Total Individuals Over Age 3 with 121-240 days	321	0	0%	0%	0%
Total Individuals Over Age 3 Over 240 days	321	0	0%	0%	0%
Adults with Integrated Employment Goal	13,748	48%	65%		
Total Number of Incentive Payments Made	13,748	69			
Avg. Wage per Hour After Incentive Payment	13,748	\$14.40			
Number of Persons Served with Earned Income	13,748	1,965			
Percentage of 16-64 Earned Income	13,748	14.5%			
Annual Earnings of 16-64	13,748	\$13,564			
Number of Adults in CIE After Paid Intern	13,748	0			
Percentage Adults Transitioned Internship to CIE	13,748	0%			
Total Annual Expenditures Race/Ethnicity	26,650				

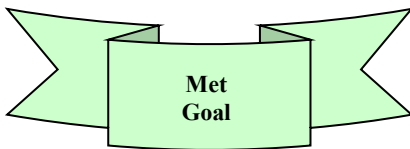
Performance Contract 2024-2025



= 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 2024-2025

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
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	96.4
Intake/Assessment and IFSP (0-2)	99.52
IPP development biennial	Annual, 99.46
IFSP development	69.28



Performance Contract 2024-2025

I. Developmental Center

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.

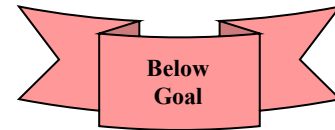
- Implementation of Community Placement Plan/Resource Development Plan for FYs 2022-2023 and 2023-2024.

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 April 2024, RCOC had 8 persons served, or 0.03%, in Developmental Centers.

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

	Percentage	All Consumers	Consumers in DC			
Statewide Average	0.05%	423,241	224			
RCOC Public Hearing 4/24/24	0.03%	24,845	8	Goal	%	# Attained
RCOC 10/01/24	0.03%	26,650	9	0	0.03%	-9
Analysis as of Public Hearing	RCOC % of DD pop		5.87%	RCOC % of DC pop		3.57%

Number of Persons Served Residing DC's



	Total Active Caseload	Goal	DC	%	Number Attained
Jul-24	26,460	0	9	0.03%	-9
Aug-24	26,547	0	9	0.03%	-9
Sep-24	26,250	0	9	0.03%	-9
Oct-24		0			
Nov-24		0			
Dec-24		0			
Jan-25		0			
Feb-25		0			
Mar-25		0			
Apr-25		0			
May-25		0			
Jun-25		0			



Performance Contract 2024-2025

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

Planned Activities

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

- Continue to assess current supports and services.
- RCOC will work with the Orange County community in an 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 placements).
- RCOC will insure 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 insure 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 thier caregivers.

Progress: A. During public meetings, RCOC had 296, or 2.59%, of children in foster homes.

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

	Percentage	All Children	Children in FH	Goal	%	# Attained
Statewide Average	2.56%	226,163	5,780			
RCOC Public Hearing 4/24/24	2.59%	11,421	296			
RCOC 10/01/24	2.04%	12,893	263	318	2.04%	-55
Analysis as of Public Hearing	RCOC % of DD pop.		5.05%	RCOC % of FH pop.		5.12%



	Total Children Status 1&2	Goal	Children in Foster Homes	%	Number Attained
Jul-24	12,779	318	270	2.11%	-48
Aug-24	12,828	318	265	2.07%	-53
Sep-24	12,893	318	263	2.04%	-55
Oct-24		318			
Nov-24		318			
Dec-24		318			
Jan-25		318			
Feb-25		318			
Mar-25		318			
Apr-25		318			
May-25		318			
Jun-25		318			

Below Goal

Progress: B. During public meetings, RCOC had 11,086, or 97.07%, of children in own-home-parent/guardian.

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

	%	All Children	Children in own home Parent/Guardian			
Statewide Average	97.11%	226,163	219,630			
RCOC Public Hearing 4/24/24	97.07%	11,421	11,086	Goal	%	# Attained
RCOC 10/01/24	97.67%	12,893	12,593	12,530	97.67%	63
Analysis as of Public Hearing	RCOC % of DD pop.		5.05%	RCOC % of Home		97.07%



	Total Children	Goal	Children in Own Home Parent/Guardian	%	Number Attained
Jul-24	12,779	12,530	12,473	97.61%	-57
Aug-24	12,828	12,530	12,528	97.66%	-2
Sep-24	12,893	12,530	12,593	97.67%	63
Oct-24		12,530			
Nov-24		12,530			
Dec-24		12,530			
Jan-25		12,530			
Feb-25		12,530			
Mar-25		12,530			
Apr-25		12,530			
May-25		12,530			
Jun-25		12,530			

Met Goal

Progress: C. During public meetings, RCOC had 10,079, or 99.46%, of children in homes.

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

	%	All Children	Total Number Children in Homes			
Statewide Average	99.67%	226,163	225,410			
RCOC Public Hearing 4/24/24	99.66%	11,421	11,382	Goal	%	# Attained
RCOC 10/01/24	99.71%	12,893	12,856	12,848	99.71%	8
Analysis of Public Hearing	RCOC % of DD pop		5.05%	RCOC % Homes		88.53%



	Total Children Status 1&2	Goal	Total Number Children in Homes	%	Number Attained
Jul-24	12,779	12,848	12,743	99.72%	-105
Aug-24	12,828	12,848	12,793	99.73%	-55
Sep-24	12,893	12,848	12,856	99.71%	8
Oct-24		12,848			
Nov-24		12,848			
Dec-24		12,848			
Jan-25		12,848			
Feb-25		12,848			
Mar-25		12,848			
Apr-25		12,848			
May-25		12,848			
Jun-25		12,848			

Met Goal

Performance Contract 2024-2025

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 reside.

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 successionary 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 opportunities 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 87, or 0.65%, 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			
Statewide Average	0.74%	196,854	1,452			
RCOC Public Hearing 4/24/24	0.65%	13,416	87	Goal	%	# Attained
RCOC 10/01/24	0.65%	13,748	90	99	0.65%	-9
Analysis as of Public Hearing	RCOC % of DD pop		6.82%	RCOC % of FHA pop		5.99%

	Total Adults Status 2	Goal	Adults in FHA	%	Number Attained
Jul-24	13,672	99	89	0.65%	-10
Aug-24	13,710	99	91	0.66%	-8
Sep-24	13,748	99	90	0.64%	-9
Oct-24		99			
Nov-24		99			
Dec-24		99			
Jan-25		99			
Feb-25		99			
Mar-25		99			
Apr-25		99			
May-25		99			
Jun-25		99			

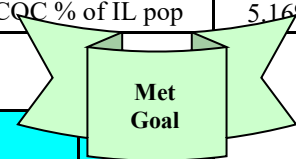
Below Goal



Progress: B. During public meetings, RCOC had 924, or 6.89%, of adults residing in independent living.

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

	Percentage	Total Adults Status 2	Adults in Independent Living			
Statewide Average	9.09%	196,854	17,896			
RCOC Public Hearing 4/24/24	6.89%	13,416	924	Goal	%	# Attained
RCOC 10/01/24	6.82%	13,748	937	937	6.82%	0
Analysis of Public Hearing	RCOC % of DD pop		6.82%	RCOC % of IL pop		5.16%



	Total Adults Status 2	Goal	Adults in Independent Living	%	Number Attained
Jul-24	13,672	937	934	6.83%	-3
Aug-24	13,710	937	936	6.83%	-1
Sep-24	13,748	937	937	6.82%	0
Oct-24		937			
Nov-24		937			
Dec-24		937			
Jan-25		937			
Feb-25		937			
Mar-25		937			
Apr-25		937			
May-25		937			
Jun-25		937			

Progress: C. During public meetings, RCOC had 9,477, or 70.64%, 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			
Statewide Average	69.02%	196,854	135,873			
RCOC Public Hearing 4/24/24	70.64%	13,416	9,477	Goal	%	# Attained
RCOC 10/01/24	71.10%	13,748	9,775	9,872	71.10%	-97
Analysis of Public Hearing	RCOC % of DD pop		6.82%	RCOC % of own home		6.97%



	Total Adults Status 2	Goal	Adults Residing Own Home - Parent	%	Number Attained
Jul-24	13,672	9,872	9,708	71.01%	-164
Aug-24	13,710	9,872	9,743	71.06%	-129
Sep-24	13,748	9,872	9,775	71.01%	-97
Oct-24		9,872			
Nov-24		9,872			
Dec-24		9,872			
Jan-25		9,872			
Feb-25		9,872			
Mar-25		9,872			
Apr-25		9,872			
May-25		9,872			
Jun-25		9,872			

Below Goal



Progress: D. During public meetings, RCOC had 491, or 3.66%, 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 in Supported Living			
Statewide Average	5.02%	196,854	9,359			
RCOC Public Hearing 4/24/24	3.66%	13,416	491	Goal	%	# Attained
RCOC 10/01/24	3.55%	13,748	488	510	3.55%	-22
Analysis of Public Hearing	RCOC % of DD pop		6.82%	RCOC % of SL pop		5.25%

	Total Adults Status 2	Goal	Adults Residing Supported Living	%	Number Attained
Jul-24	13,672	510	492	3.60%	-18
Aug-24	13,710	510	492	3.59%	-18
Sep-24	13,748	510	488	3.55%	-22
Oct-24		510			
Nov-24		510			
Dec-24		510			
Jan-25		510			
Feb-25		510			
Mar-25		510			
Apr-25		510			
May-25		510			
Jun-25		510			

Below Goal



Progress: E. During public meetings, RCOC had 10,217, or 80.97%, 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			
Statewide Average	83.63%	196,854	164,624			
RCOC Public Hearing 4/24/24	81.84%	13,416	10,979	Goal	%	# Attained
RCOC 10/01/24	82.12%	13,748	11,290	11,418	82.12%	-128
Analysis of Public Hearing	RCOC % of DD pop		6.82%	RCOC % of Home		6.67%

	Total Adults Status 2	Goal	Total Number Adults in Home Settings	%	Number Attained
Jul-24	13,672	11,418	11,223	82.09%	-195
Aug-24	13,710	11,418	11,262	82.14%	-156
Sep-24	13,748	11,418	11,290	82.12%	-128
Oct-24		11,418			
Nov-24		11,418			
Dec-24		11,418			
Jan-25		11,418			
Feb-25		11,418			
Mar-25		11,418			
Apr-25		11,418			
May-25		11,418			
Jun-25		11,418			

Below Goal

Performance Contract 2024-2025

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 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 CCF 7+ Beds			
Statewide Average	0.01%	226,163	14			
RCOC Public Hearing 4/24/24	0.00%	11,421	0	Goal	%	# Attained
RCOC 10/01/24	0.00%	12,893	0	0	0.00%	0
Analysis of Public Hearing	RCOC % of DD pop		5.05%	RCOC % of CCF 7+		0.00%



	Total Children Status 1&2	Goal	Children Residing CCF 7+ Beds	%	Met Goal Number Attained
Jul-24	12,779	0	0	0%	0
Aug-24	12,828	0	0	0%	0
Sep-24	12,893	0	0	0%	0
Oct-24		0			
Nov-24		0			
Dec-24		0			
Jan-25		0			
Feb-25		0			
Mar-25		0			
Apr-25		0			
May-25		0			
Jun-25		0			

Progress: B. During public meetings, RCOC had 0, or 0.00%, of children residing in an Intermediate Care Facility (ICF) 7+ beds.

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%	226,163	42			
RCOC Public Hearing 4/24/24	0.00%	11,421	0	Goal	%	# Attained
RCOC 10/01/24	0.00%	12,893	0	0	0.00%	0
Analysis of Public Hearing	RCOC % of DD pop		5.05%	RCOC % of ICF 7+		0.00%



	Total Children Status 1&2	Goal	Children Residing ICF 7+ Beds	%	Number Attained
Jul-24	12,779	0	0	0%	0
Aug-24	12,828	0	0	0%	0
Sep-24	12,893	0	0	0%	0
Oct-24		0			
Nov-24		0			
Dec-24		0			
Jan-25		0			
Feb-25		0			
Mar-25		0			
Apr-25		0			
May-25		0			
Jun-25		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			
Statewide Average	0.00%	226,163	4			
RCOC Public Hearing 4/24/24	0.00%	11,421	0	Goal	%	# Attained
RCOC 10/01/24	0.00%	12,893	0	0	0.00%	0
Analysis of Public Hearing	RCOC % of DD pop		5.05%	RCOC % of NF		0.00%



	Total Children Status 1&2	Goal	Children Residing in a Nursing Facility (NF)	%	Number Attained
Jul-24	12,779	0	0	0.00%	0
Aug-24	12,828	0	0	0.00%	0
Sep-24	12,893	0	0	0.00%	0
Oct-24		0			
Nov-24		0			
Dec-24		0			
Jan-25		0			
Feb-25		0			
Mar-25		0			
Apr-25		0			
May-25		0			
Jun-25		0			



Progress: D. During public meetings, RCOC had 0, or 0.00%, 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 a 7+ Bed Facility			
Statewide Average	0.03%	226,163	60			
RCOC Public Hearing 4/24/24	0.00%	11,421	0	Goal	%	# Attained
RCOC 10/01/24	0.00%	12,893	0	0	0.00%	0
Analysis of Public Hearing	RCOC % of DD pop	5.05%		RCOC % 7+ Bed		0.00%



	Total Children Status 1&2	Goal	Total Children Residing in 7+ Bed	%	Number Attained
Jul-24	12,779	0	0	0.00%	0
Aug-24	12,828	0	0	0.00%	0
Sep-24	12,893	0	0	0.00%	0
Oct-24		0			
Nov-24		0			
Dec-24		0			
Jan-25		0			
Feb-25		0			
Mar-25		0			
Apr-25		0			
May-25		0			
Jun-25		0			



Performance Contract 2024-2025

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 bed or greater 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 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 119, or 0.89%, of adults residing in a CCF 7+ bed. Placements to 7+ CCF are at family request and/or due to specialized services. RCOC has several long term vendors with 7+ bed homes, and will continue to work together to implement Trailer Bill Language regarding the use of these homes.

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

	Percentage	Total Adults Status 2	Adults in CCF 7+ Beds			
Statewide Average	0.67%	196,854	1,324			
RCOC Public Hearing 4/24/24	0.89%	13,416	119	Goal	%	# Attained
RCOC 10/01/24	0.83%	13,748	114	112	0.83%	-2
Analysis of Public Hearing	RCOC % of DD pop		6.82%	RCOC % Adult 7+ CCF		8.99%

	Total Adults Status 2	Goal	Adults Residing in CCF 7+ Beds	%	Number Attained
Jul-24	13,672	112	111	0.81%	1
Aug-24	13,710	112	113	0.82%	-1
Sep-24	13,748	112	114	0.83%	-2
Oct-24		112			
Nov-24		112			
Dec-24		112			
Jan-25		112			
Feb-25		112			
Mar-25		112			
Apr-25		112			
May-25		112			
Jun-25		112			

Below Goal

Progress: B. During public meetings, RCOC had 15, or 0.11%, 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 ICF 7+ Beds			
Statewide Average	0.41%	196,854	755			
RCOC Public Hearing 4/24/24	0.11%	13,416	15	Goal	%	# Attained
RCOC 10/01/24	0.11%	13,748	15	7	0.11%	-8
Analysis of Public Hearing	RCOC % of DD pop		6.82%	RCOC % ICF 7+		1.99%



	Total Adults Status 2	Goal	Adults Residing ICF 7+ Beds	%	Number Attained
Jul-24	13,672	7	14	0.10%	-7
Aug-24	13,710	7	14	0.10%	-7
Sep-24	13,748	7	15	0.11%	-8
Oct-24		7			
Nov-24		7			
Dec-24		7			
Jan-25		7			
Feb-25		7			
Mar-25		7			
Apr-25		7			
May-25		7			
Jun-25		7			

Below Goal

Progress: C. During public meetings, RCOC had 75, or 0.56%, of adults residing in a nursing facility (NF). Placements to nursing facilities are at family request and/or due to medical or specialized services.

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

	Percentage	Total Adults Status 2	Adults Residing in NF			
Statewide Average	0.52%	196,854	967			
RCOC Public Hearing 4/24/24	0.56%	13,416	75	Goal	%	# Attained
RCOC 10/01/24	0.58%	13,748	80	75	0.58%	-5
Analysis of Public Hearing	RCOC % DD pop		6.82%	RCOC % NF		7.76%

	Total Adults Status 2	Goal	Adults Residing in NF	%	Number Attained
Jul-24	13,672	75	78	0.57%	-3
Aug-24	13,710	75	76	0.55%	-1
Sep-24	13,748	75	80	0.58%	-5
Oct-24		75			
Nov-24		75			
Dec-24		75			
Jan-25		75			
Feb-25		75			
Mar-25		75			
Apr-25		75			
May-25		75			
Jun-25		75			

Below Goal

Progress: D. During public meetings, RCOC had 209, or 1.56%, 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 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			
Statewide Average	1.71%	196,854	3,188			
RCOC Public Hearing 4/24/24	1.56%	13,416	209	Goal	%	# Attained
RCOC 10/01/24	1.52%	13,748	209	194	1.52%	-15
Analysis of Public Meeting	RCOC % of DD pop		6.82%	RCOC % 7+ Bed		6.56%



	Total Adults Status 2	Goal	Total Adults Residing in 7+ Beds	%	Number Attained
Jul-24	13,672	194	203	1.45%	-11
Aug-24	13,710	194	203	1.48%	-9
Sep-24	13,748	194	209	1.52%	-15
Oct-24		194			
Nov-24		194			
Dec-24		194			
Jan-25		194			
Feb-25		194			
Mar-25		194			
Apr-25		194			
May-25		194			
Jun-25		194			

Below Goal

Performance Contract 2024-2025

VI. Intake Duration

Planned Activities

Statement: Management and Service Coordinator staff receive a monthly report on the duration of individuals age 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.

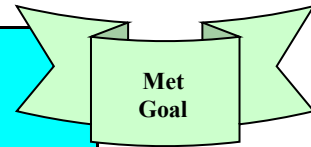
Progress: A. During public meetings, RCOC had 257, or 100%, of regional center individuals over age 3 with <=120 days.

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		
Statewide Average	78.33%	14,874	11,651		
RCOC Public Hearing 4/24/24	100.00%	257	257	Goal	% Attained
RCOC 10/01/24	100.00%	321	321	100.00%	100.00%



	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 with <=120 Days	% Attained
Jul-24	319	100%	319	100.00%
Aug-24	326	100%	326	100.00%
Sep-24	321	100%	321	100%
Oct-24		100%		
Nov-24		100%		
Dec-24		100%		
Jan-25		100%		
Feb-25		100%		
Mar-25		100%		
Apr-25		100%		
May-25		100%		
Jun-25		100%		



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

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

	Percentage	Total Number Individual s Age 3 and Over	Total Number of Individuals Over Age 3 With 121- 240 Days		
Statewide Average	14.62%	14,874	2,175		
RCOC Public Hearing 4/24/24	0.00%	257	0	Goal	% Attained
RCOC 10/01/24	0.00%	321	0	0.00%	0.00%



	Total Number of Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 With 121- 240 Days	%
Jul-24	319	0.00%	0	0.00%
Aug-24	326	0.00%	0	0.00%
Sep-24	321	0.00%	0	0.00%
Oct-24		0.00%		
Nov-24		0.00%		
Dec-24		0.00%		
Jan-25		0.00%		
Feb-25		0.00%		
Mar-25		0.00%		
Apr-25		0.00%		
May-25		0.00%		
Jun-25		0.00%		



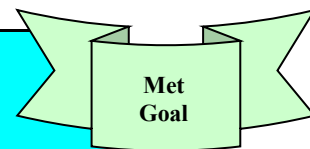
Progress: C. During public meetings, RCOC had 0, or 0.00%, of regional center individuals over age 3 with over 240 days.

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		
Statewide Average	7.05%	14,874	1048		
RCOC Public Hearing 4/24/24	0.00%	257	0	Goal	% Attained
RCOC 10/01/24	0.00%	321	0	0.00%	0.00%



	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 Over 240 Days	% Attained
Jul-24	319	0%	0	0.00%
Aug-24	326	0%	0	0.00%
Sep-24	321	0%	0	0.00%
Oct-24		0%		
Nov-24		0%		
Dec-24		0%		
Jan-25		0%		
Feb-25		0%		
Mar-25		0%		
Apr-25		0%		
May-25		0%		
Jun-25		0%		



Performance Contract 2024-2025

VII. National Core Indicators (NCI) Employment

Planned Activities

Statement: RCOC has adopted an Employment First Policy making competitive integrated employment (CIE) 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 CIE and maintain those positions over time.

Progress: A. Results from the National Core Indicator surveys conducted in FY 2014-15, 47% of those interviewed indicated a desire for work in the community. For FY 2021-22, 48% of those interviewed also expressed a desire for employment in their community.

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

	Percentage	
RCOC FY 2011-12	46%	Goal
RCOC FY 2014-15	47%	50%
RCOC FY 2018-19	57%	65%
RCOC FY 2020-21	48%	60%



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 30 day, 6 month, and 12 month incentive payments made within the fiscal year.

Fiscal Year	30 Day	6 Month	12 Month
2017-18	155	97	78
2018-19	151	128	83
2019-20	131	115	90
2020-21	33	19	17
Goal	110	85	75

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 CIE when incentive payments have been made on their behalf.

Fiscal Year	Hours Week	Wage
2017-18	23.5	\$11.31
2018-19	21	\$12.06
2019-20	22	\$13.06
2020-21	13	\$13.98
Goal	24	\$16.00

Performance Contract 2024-2025

VIII. Employment Development Department (EDD) Employment

Planned Activities

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

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

Progress: A. Results from the Employment Development Department (EDD) conducted in 2021 indicate that 1,839 persons served ages 16-64 had earned income. In 2022, 1,965 persons served ages 16-64 had earned income.

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



	RCOC	Statewide Avg.
2018	3,346	1,311
2019	2,335	1,341
2020	1,726	1,082
2021	1,839	1,317
2022	1,965	1,428

Progress: B. Results from the EDD in 2021 indicate that 13.9% of persons served ages 16-64 reported having earned income. In 2022, the percentage of persons served ages 16-64 reporting earned income was 14.5%.

B. Percentage of persons served ages 16-64 reporting earned income.

	RCOC	Statewide Avg.
2019	21%	17.3%
2020	19.5%	15.7%
2021	13.9%	14.2%
2022	14.5%	15.0%

Progress: C. Results from the EDD in 2021 indicate that average annual wages for persons served ages 16-64 was \$10,991. In 2022, the average annual wage for persons served ages 16-64 was \$13,564. 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.
2019	\$7,582	\$8,772
2020	\$6,783	\$8,837
2021	\$10,991	\$11,806
2022	\$13,564	\$13,949

Progress: D. In FY 2016-17, RCOC began working with service providers to place individuals into Paid Internship Program (PIP) opportunities to help develop employment interests and lead into CIE opportunities. In 2020 RCOC had 11 individuals within a PIP that resulted in employment, and for 2021 that number decreased to 0 individuals.

D. Number of adults placed in CIE following participation in a PIP.

	Total
2017-18	1
2018-19	7
2019-20	11
2020-21	0

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 2020-21, 0% of adults transitioned from an Internship to Competitive Employment.

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

	% Adults
2018-19	21%
2019-20	14%
2020-21	0%

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 PIP during the previous fiscal year.

	Hours Week	Wage
2018-19	18	\$12.34
2019-20	13	\$13.43
2020-21	13	\$13.98

Performance Contract 2024-2025

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

Statement: RCOC works to ensure that the 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 groups 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 source. Fiscal year 2022-2023 data reflects either an increase or decrease in services and expenditures related to disparity criteria.

A. Percent of total annual purchase of service (POS) expenditures by individuals ethnicity and age: Birth to age 2; Age 3-21; 22 and older.

Fiscal Year 2022-2023 Birth to 2 Years Ethnicity	Total Persons	Total Authorized Services	Percentage of Total	Utilized
American Indian or Alaska Native	*	\$100,892 ↑	0.08%	48.7% ↑
Asian	1,100	\$12,628,607 ↑	22.86% ↑	60.9% ↑
Black/African American	99	\$1,239,988 ↑	2.24% ↑	50.96% ↑
Hispanic	2,163	\$20,301,915 ↑	36.75% ↑	56.75% ↓
Native Hawaiian or Other Pacific Islander	15	\$217,826 ↑	0.39% ↑	65.64% ↑
Other Ethnicity or Race/Multi-Cultural	1,132	\$10,931,414 ↑	19.79% ↓	56.4% ↓
White	1,253	\$9,820,017 ↑	17.78% ↓	56.32% ↓
Totals	5,769 ↑	\$55,240,659 ↑		57.4% ↑

Fiscal Year 2022-2023 3 Years to 21 Years Ethnicity	Total Persons	Total Authorized Services	Percentage of Total	Utilized
American Indian or Alaska Native	14	\$85,505 ↓	0.09% ↑	43.9% ↓
Asian	2,250	\$17,784,288 ↓	17.97% ↑	53.8% ↓
Black/African American	206	\$2,399,914 ↑	2.42% ↑	
Hispanic	4,261	\$27,741,305 ↓	28.02% ↑	53.8% ↓
Native Hawaiian or Other Pacific Islander	22	\$323,664 ↑	0.33% ↑	43.6% ↓
Other Ethnicity or Race/Multi-Cultural	2,104	\$21,489,996 ↑	21.71% ↑	51.2% ↓
White	2,246	\$29,163,088 ↓	29.46% ↑	61.1% ↓
Totals	11,103 ↑	\$98,987,761 ↓		55.2% ↓



Fiscal Year 2022-2023 22 Years and Older Ethnicity	Total Persons	Total Authorized Services	Percentage of Total	Utilized
American Indian or Alaska Native	21	\$1,607,025 ↑	0.28% ↑	75.4% ↓
Asian	1,631	\$71,685,783 ↑	12.31% ↑	71.1% ↓
Black/African American	280	\$16,459,959 ↑	2.83% ↑	71.9% ↓
Hispanic	3,078	\$110,837,169 ↑	19.03% ↑	72.7% ↓
Native Hawaiian or Other Pacific Islander	13	\$624,327 ↑	0.11% ↑	75.8% ↑
Other Ethnicity or Race/Multi-Cultural	940	\$47,097,098 ↑	8.09% ↑	72.3% ↓
White	4,841	\$333,986,087 ↑	57.36% ↓	76.8% ↓
Totals	10,804 ↑	\$582,297,449 ↑		74.8% ↓

Progress: B. Review of fiscal year 2020-21 POS date 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; Age 22 and older.

Fiscal Year 2022-2023 Birth to 2 Years Ethnicity	Total Persons	Case Management	Percent No Services
American Indian or Alaska Native	7	0	0.0%
Asian	1,100	75	6.8%
Black/African American	99	*	*
Hispanic	2,163	142	6.6%
Native Hawaiian or Other Pacific Islander	15	*	6.7%
Other Ethnicity or Race/Multi-Cultural	1,132	99	8.7%
White	1,253	83	6.6%
Totals	5,769	407	7.1%

Fiscal Year 2022-2023 3 Years to 21 Years Ethnicity	Total Persons	Case Management	Percent No Services
American Indian or Alaska Native	14	*	35.7% ↓
Asian	2,250	895 ↓	39.8% ↓
Black/African American	206	98 ↓	47.6% ↓
Hispanic	4,261	2,039 ↓	47.9% ↓
Native Hawaiian or Other Pacific Islander	22	**	59.1% ↓
Other Ethnicity or Race/Multi-Cultural	2,104	879 ↓	41.8% ↓
White	2,246	866 ↓	38.6% ↓
Totals	11,103 ↑	4,795 ↓	43.2% ↓

Fiscal Year 2022-2023 22 Years and Older Ethnicity	Total Persons	Case Management	Percent No Services
American Indian or Alaska Native	21	*	*
Asian	1,631	385 ↓	23.6% ↓
Black/African American	280	64 ↓	22.9% ↓
Hispanic	3,078	834 ↓	27.1% ↓
Native Hawaiian or Other Pacific Islander	13	*	*
Other Ethnicity or Race/Multi-Cultural	940	208 ↓	22.1% ↓
White	4,841	805 ↓	16.6% ↓
Totals	10,804 ↑	2,301 ↓	21.3% ↓



Progress: C. Review of fiscal year 2020-21 POS and CMF data. Initial data generation will be compared to subsequent FY information.

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

Fiscal Year 2022-2023 Primary Language All Ages	Consumers Count	Per Capita Expenditures	Utilized
All other languages	389	\$25,113	73.5%
Cantonese/Mandarin Chinese	79 ↑	\$11,852 ↑	68.3% ↓
English	21,615 ↑	\$21,240 ↑	71.7% ↓
Spanish	4,492 ↓	\$9,313 ↑	64.8% ↓
Vietnamese	1,101 ↓	\$9,414	64% ↓
Totals	27,676	\$18,862	70.9% ↓

**Regional Center of Orange County
Board Recruitment and Training Committee
September 9, 2024
Videoconference Minutes**

Committee Members Present: Sandy Martin, Chair
Frances Hernandez (*joined at 5:05 p.m.*)
Bruce Hall
Hilda Mendez
Chinh Nguyen
Fernando Peña

RCOC Staff Present: Larry Landauer, Executive Director
Jerrod Bonner, Director of Information Technology
Arturo Cazares, Director of Community Services
Bonnie Ivers, Director of Clinical Services
Jennifer Montanez, Director of Case Management
Christy Petteruto, General Counsel
Marta Vasquez, Chief Financial Officer

Ms. Sandy Martin called the videoconference meeting to order at 5:01 p.m.

I. Board Recruitment

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

Ms. Martin reviewed the current Terms of Office and the Committee discussed upcoming term end dates.

B. Discuss Recruitment Needs

The Committee discussed recruitment efforts and the need to recruit new members to ensure compliance with the composition requirements of the Lanterman Act. Much discussion ensued about recruitment efforts and Committee members following up with potential Board applicants.

The Committee also reviewed and discussed a new Board member application and decided to schedule an interview with the applicant for October 2024, based on the current composition and needs of the Board.

II. Board Development and Training

A. Discuss Board Training Schedule and Topics

The Committee reviewed and discussed potential training topics for the training plan for calendar year 2025 that is due to the Department of Developmental Services on December 15, 2024.

***Board Recruitment and Training Committee Minutes
September 9, 2024***

The Committee also reviewed the agenda for the upcoming Board of Directors' training on Generic Resources scheduled for October 3, 2024.

III. Community Forum

No community members were present at the meeting.

Ms. Martin adjourned the meeting at 5:29 p.m.

Recorder: Sandra Lomeli

**Regional Center of Orange County
Policies and Outcomes Committee
October 21, 2024
Videoconference Minutes**

Committee Members Present: Meena Chockalingam, Chairperson
Jacqueline Nguyen
Sandy Martin

RCOC Staff Members Present: Larry Landauer, Executive Director
Jerrod Bonner, Director of Information Technology
Arturo Cazares, Director of Community Services
Bonnie Ivers, Director of Clinical Services
Jennifer Montanez, Director of Case Management
Christy Petteruto, General Counsel
Jack Stanton, Associate Director of Housing
Marta Vasquez, Chief Financial Officer
Stacy Wong, Director of Human Resources

Corporate Counsel Present: Greg Simonian, Esq.

Ms. Meena Chockalingam called the videoconference meeting to order at 6:27 p.m.

I. Governance Policies

A. Review of the Conflict of Interest Policy

The Committee reviewed and did not propose any revisions to the policy.

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

The Committee reviewed and did not propose any revisions to the policy.

C. Review of the Proposed Policy to Mitigate Conflicts for Delegated Conservatorships

Ms. Christy Petteruto, RCOC's General Counsel, reported that California Health and Safety (H&S) Code Section 416.19 authorizes delegated conservatorships, which occur when the Director of the Department of Developmental Services (DDS) is appointed as an individual's conservator and the day-to-day conservatorship authority is delegated to the regional center serving the conservatee. Consistent with H&S Code Section 416.19, DDS issued guidelines to mitigate conflicts that may arise when a regional center is the delegated conservator (Guidelines). The Guidelines require that each regional center

adopt a board-approved policy specifying how the regional center will carry out its delegated conservatorship responsibilities consistent with the Guidelines.

The Committee reviewed the proposed policy and did not recommend any revisions.

M/S/C to recommend that the Board approve the proposed Policy to Mitigate Conflicts for Delegated Conservatorships as proposed.

II. Outcomes

A. Person Centered Thinking (PCT) Update

Ms. Jennifer Montanez, RCOC's Director of Case Management, reported that one of the priorities for the upcoming 2025 new year is that RCOC will commence its parent PCT training workshops. In November 2024, RCOC will pilot an in-person workshop in English and Spanish to obtain feedback from parents. Ms. Montanez stated that they are also considering hosting some of the parent workshops in other languages such as Vietnamese and Korean.

B. Health and Wellness Project Update

Dr. Bonnie Ivers, RCOC's Clinical Director reported that *Healthy Life, Happy Life* (HLHL) is in the second half of the program. Dr. Ivers also reported that she and Dr. Sam Ho, RCOC's Clinical Pharmacist, will review the program to determine if there is a need for enhancements in the upcoming year.

C. Employment Update

Mr. Arturo Cazares, RCOC's Director of Community Services, reported that under the DDS' Coordinated Career Pathways (CCP) Services, RCOC has secured three vendors to provide services. RCOC may possibly have a fourth vendor that needs to complete the vendorization process. The next step is to create awareness regarding the service.

Mr. Cazares also reported that the Project Search program at Kaiser Permanente in Irvine is going through the selection process for program participants for the cohort that will commence in January 2025.

D. Housing Update

Mr. Jack Stanton reported that there are two new Enhanced Behavioral Support Homes (EBSHs) that are close to completion. The two specialized facilities should be available within the next couple of months.

E. National Core Indicators (NCI) Update

Mr. Landauer reported that due to the low survey return rate, the State Council on Developmental Disabilities (SCDD) is working with NCI and DDS on ways to increase the survey return rate.

III. Community Forum

No community members were present.

Ms. Chockalingam adjourned the meeting at 6:58 p.m.

Recorder: Sandra Lomeli

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

DATE: November 7, 2024

TO: Board of Directors

FROM: Meena Chockalingam, Chair
Policies and Outcomes Committee

ACTION	
ACTION/CONSENT	
DISCUSSION	
INFO ONLY	X

SUBJECT: **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 21, 2024, the Policies and Outcomes Committee reviewed the Conflict of Interest Policy.

REASON FOR CURRENT ITEM:

The Policies and Outcomes Committee did not recommend any revisions to the Conflict of Interest Policy.

FISCAL IMPACT:

None.

RECOMMENDATIONS:

This is an information item; no action is required.

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.

The 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 are found at Title 17 California Code of Regulations, Sections 54500 through 54535.

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 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 54530. 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 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

Each regional center was required to submit a COI policy to DDS by July 1, 2011, and 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

When 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 a 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 Conflict Resolution 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 Conflict Resolution 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 of Conflict on Website

Under Title 17, Section 54533(f), the regional center shall post on its website 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

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.”

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

DATE: November 7, 2024

TO: Board of Directors

FROM: Meena Chockalingam, Chair
Policies and Outcomes Committee

ACTION	
ACTION/CONSENT	
DISCUSSION	
INFO ONLY	X

SUBJECT: **Zero Tolerance Policy Regarding Abuse and Neglect of Those We Serve**

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 21, 2024, the Policies and Outcomes Committee reviewed the Zero Tolerance Policy Regarding Abuse and Neglect of Those We Serve.

REASON FOR CURRENT ITEM:

The Policies and Outcomes Committee did not recommend any revisions to the Zero Tolerance Policy Regarding Abuse and Neglect of Those We Serve.

FISCAL IMPACT:

None.

RECOMMENDATIONS:

This is an information item; no action is required.

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. 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, as well as RCOC's contract with the California Department of Developmental Services. This includes annually notifying all its employees, its vendors and licensees of long-term health care facilities* that are serving RCOC 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 of 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 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.

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

DATE: November 7, 2024

TO: Board of Directors

FROM: Meena Chockalingam, Chair
Policies and Outcomes Committee

ACTION	X
ACTION/CONSENT	
DISCUSSION	
INFO ONLY	

SUBJECT: **Approval of Proposed Policy to Mitigate Conflicts for Delegated Conservatorships**

BACKGROUND:

The Policies and Outcomes Committee is charged with reviewing and/or drafting policies that are necessary to meet the organization's Mission. At its meeting on October 21, 2024, the Policies and Outcomes Committee considered the proposed Policy to Mitigate Conflicts for Delegated Conservatorships.

Delegated conservatorships are authorized by California Health and Safety (H&S) Code Section 416.19. They occur when the Director of the Department of Developmental Services (DDS) is appointed as an individual's conservator and the day-to-day conservatorship authority is delegated to the regional center serving the conservatee. Effective January 1, 2023, H&S Code Section 416.19 was amended to require that DDS issue guidelines to mitigate conflicts that may arise when a regional center is the delegated conservator, while at the same time is responsible for providing service coordination for the conservatee. DDS issued Guidelines to Mitigate Conflicts for Delegated Conservatorships on July 31, 2024 (Guidelines), a copy of which is attached for reference. The Guidelines require that each regional center adopt a board-approved policy specifying how the regional center will carry out its delegated conservatorship responsibilities consistent with the Guidelines.

REASON FOR CURRENT ITEM:

The Policies and Outcomes Committee considered and approved the proposed Policy to Mitigate Conflicts for Delegated Conservatorships. The proposed policy provides that delegated conservatorship functions shall be separated from regional center service coordination functions, and that a Conservatorship Monitor shall be assigned to carry out the delegated conservatorship responsibilities. The proposed policy includes qualifications, responsibilities, and training requirements for Conservatorship Monitors.

FISCAL IMPACT:

None.

RECOMMENDATION:

That the Board approve the proposed Policy to Mitigate Conflicts for Delegated Conservatorships as presented.

XXIV. POLICY TO MITIGATE CONFLICTS FOR DELEGATED CONSERVATORSHIPS

BACKGROUND

California Health and Safety (H&S) Code Section 416.19 authorizes delegated conservatorships, which occur when the Director of the Department of Developmental Services (DDS) is appointed as an individual's conservator and the day-to-day conservatorship authority is delegated to the regional center serving the conservatee. Consistent with H&S Code Section 416.19, DDS issued guidelines to mitigate conflicts that may arise when a regional center is the delegated conservator (Guidelines). The Guidelines require that each regional center adopt a board-approved policy specifying how the regional center will carry out its delegated conservatorship responsibilities consistent with the Guidelines.

POLICY

It is the policy of the Regional Center of Orange County (RCOC) that delegated conservatorship functions shall be separated from regional center service coordination functions in order to mitigate potential conflicts of interest. For every individual for whom DDS has been appointed conservator and RCOC has day-to-day conservatorship authority, a Conservatorship Monitor shall be assigned to carry out the delegated conservatorship responsibilities.

Qualifications

RCOC employees serving as Conservatorship Monitors shall meet the following minimum qualifications:

1. A Master's degree from an accredited school in Social Work, Human Services, Drug and Alcohol, Education, Counseling, Psychology, or Criminal Justice, or a Bachelor's degree from an accredited school in Human Behavioral Science; and
2. At least 2 years of experience in case management at RCOC.

An RCOC employee shall not be assigned to serve as Conservatorship Monitor for a conservatorship where any of the following is true:

1. The employee serves as the conservatee's service coordinator;
2. The employee shares a supervisor with the conservatee's service coordinator; or
3. The employee is the supervisor to the conservatee's service coordinator.

Responsibilities

The Conservatorship Monitor shall:

1. Meet with the conservatee in person at least quarterly.
2. Timely inform the conservatee about all decisions made by RCOC on their behalf.
3. Work with the appropriate RCOC staff or external consultants to timely address any concerns about the conservatee's health, safety and well-being, violations of their rights, their satisfaction with their current services and living arrangement, and the need for additional or different services, and support the conservatee in raising any concerns they may have.
4. Contribute to the comprehensive person-centered biennial assessment by providing information about the conservatee's preferences and needs and making recommendations about the need for conservatorship, alternatives to conservatorship, changes to the conservator's powers, and the availability of others who may be able to serve as conservator.
5. Support the conservatee's participation in the Individual Program Plan (IPP) meeting and other meetings, as requested by the conservatee.
6. Assist the conservatee in resolving any concerns they may have about the conservatorship or their regional center services by informing them of the process to request assistance from DDS and/or referring them to other resources to assist them.

Training

All RCOC staff serving as Conservatorship Monitors shall receive training on conservatorships and their responsibilities pursuant to this policy prior to being assigned to a delegated conservatorship and annually thereafter.

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.
- 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.

**Regional Center of Orange County
Vendor Advisory Committee
September 10, 2024
Videoconference Minutes**

Members:

Adult Behavior Management Programs

Chair, Atrem Behmanesh, present
Co-Chair, Ryan Perez, absent

Adult Day Programs

Chair, Rick Perez, present
Co-Chair, *Member Pending*

Adult Family Home/Foster Family Agency

Chair, Shari Panganiban, present
Co-Chair, *Member Pending*

Behavior Services

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

Community Care Facilities

Chair, *Member Pending*
Co-Chair, *Member Pending*

Early Intervention

Chair, Junie Lazo-Pearson, present
Co-Chair, Pam Alexander, absent

Habilitation

Chair, Marina Margaryan, present
Co-Chair, Jodean Hudson, absent

Independent/Supported Living

Chair, Christine Molina, present (*joined at 2:04 p.m.*)
Co-Chair, Ana Sandoval, present

Intermediate Care Facilities

Chair, Rich Mraule, absent
Co-Chair, *Member Pending*

Support Services/Allied Health

Chair, Kelly Araujo, present
Co-Chair, Michael Toliver, present (*joined at 2:08 p.m.*)

Liaisons:

CalOptima

Liaison Pending

Orange County Transit Authority

Melissa Mungia, absent
Christina Blanco, absent

RCOC Staff Present:

Larry Landauer, Executive Director (*departed at 3:07 p.m.*)
Arturo Cazares, Director of Community Services
Wayed Kabir, Peer Advocate

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Bonnie Ivers, Clinical Director (*departed at 2:53 p.m.*)
Jennifer Montanez, Director of Case Management
Jack Stanton, Associate Director of Housing
Marta Vasquez, Chief Financial Officer
Laurel Warren, Quality Assurance Coordinator
Sean Watson, Associate Director of Risk Management

Guest(s): Pat Del Monico, Executive Coaches of Orange County
Mary Beth Lepkowsky, Helen Sanderson Associates

Call to Order

Mr. Rick Perez welcomed all attendees and called the videoconference meeting to order at 2:01 p.m.

I. RCOC Update

Mr. Larry Landauer provided the following updates:

- *Master Plan for Developmental Services.* The California Health and Human Services Agency (CHHSA) will host their next workgroup meeting for the Master Plan for Developmental Disabilities on September 18, 2024 and October 9, 2024. For more information, visit: [www.chhs.ca.gov/home/master-plan-for-developmental –services/](http://www.chhs.ca.gov/home/master-plan-for-developmental-services/).
- *Service Provider Directory.* The Provider Directory will compile and provide accurate statewide information for the first time about service providers. Participation in the Provider Directory is the only Quality Incentive Program (QIP) measure that will be used in 2024-25 and 2025-26 for establishing whether a provider will receive the 10 percent quality incentive portion of the rate model for their service(s).
- *Quality Incentive Program (QIP).* The QIP is designed to improve individuals served outcomes, service provider performance, and the quality of services. Participating service providers that meet or exceed quality measures developed by the Developmental Department of Services (DDS) with input from stakeholders, are eligible for incentive payments. The QIP Stakeholder Workgroup helped determine six areas of focus for the QIP, those six areas are (1) Prevention and Wellness (2) Employment (3) Early Intervention (4) Workforce Capacity (5) Service Access (6) Informed Choice and Satisfaction. Each focus area has one or more quality measure(s) tied to specific desired outcomes.
- *Statewide News.* The implementation of the final phase of the Rate Models (rates calculated by Burns and Associates) will be on January 1, 2025.

Ms. Nancy Bargmann, DDS' Executive Director retired on September 5, 2024, and Mr. Pete Cervinka was named as Acting Director. In addition, Dr. Mark Ghaly,

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Secretary of California Health and Human Services (CHHS) is stepping down and Governor Newsom is appointing California Department of Social Service Director, Ms. Kim Johnson as the new CHHS Secretary in October 2024.

Mr. Landauer also reported that there is a projected statewide surplus for fiscal year 2023-2024.

A. Executive Coaches of Orange County (ECOC)

Ms. Pat Del Monico, Executive Coach, Executive Coaches of Orange County (ECOC), shared information on the services provided by ECOC available to the vendor community free of charge. Ms. Del Monico stated that ECOC is a nonprofit organization with over 60 experienced Executive Coaches. Their mission is to help nonprofit leaders improve their organizations and achieve their goals. Their agency has coached and mentored over 600 nonprofit leaders since 2002. Their services include; one on one coaching, Executive Director Forums, Board Retreat Facilitation and Strategic Planning for Nonprofits. For more information, visit their website at www.ecofoc.org.

B. Vendorization Update

In Ms. Liliana Castillo's absence, Ms. Marta Vasquez, RCOC's Chief Financial Officer, reported that the notice for the Independent Audit or Independent Reviews for the fiscal year including March 2023, was mailed on July 26, 2024.

Ms. Vasquez also reported that the final notices for the Applicant/Vendor Disclosure Statement (DS 1891) Form that must be completed every two years, was sent via DocuSign on August 21, 2024.

Ms. Vasquez stated that RCOC is awaiting on DDS to provide more information on how the vendor rate increase will be implemented effective January 1, 2025.

C. HCBS Monitoring

Mr. Arturo Cazares, RCOC's Director of Community Services, reported that under the federal Home and Community Based Services (HCBS) Final Rule, one of the requirements has been for regional centers to complete monitoring visits of residential facilities, adult day service and employment providers by August 31, 2024. RCOC has completed all for their 454 required monitoring visits under this requirement. Now that this requirement has been fulfilled, RCOC will continue working with its vendor community to continue complying with the HCBS service requirements.

D. Helen Sanderson Associates' (HSA) Vendor Trainings

Ms. Mary Beth Lepkowsky, Lead, Helen Sanderson Associates shared information on vendor training services provided in partnership with RCOC. Some of the trainings available through HSA are:

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- *Moving From Paper to Practice* - using person-centered practices to turn HCBS requirements into action.
- *Person-Centered Thinking* - certification program for providers to become trainers in PCT.
- *Community Connecting* - training for service providers to be able to provide support to an individual with disabilities become a vibrant participant within their community.

II. Board Report

Mr. Landauer reported that the Board of Directors held a Board meeting on September 5, 2024.

III. Peer Advisory Committee (PAC) Report

Mr. Wayed Kabir, RCOC's Peer Advocate, reported that the next PAC meeting is scheduled for September 18, 2024.

IV. 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)

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

V. Member Reports

A. Adult Behavior Management – Atrem Behmanesh (present)

B. Adult Day Programs – Rick Perez (present)

Ms. Atrem Behmanesh reported that the two subcommittees met today and discussed having Mr. Sean Watson, RCOC's Associate Director of Risk Management, provide the subcommittee with a training on the risks of pulmonary aspiration in November 2024. The subcommittee also discussed issues related to costs incurred by direct service providers when using personal vehicles and attending events (i.e. ticket and parking prices). The next subcommittee meeting is scheduled for October 2024.

C. Adult Family Home Agency/Foster Family Agency (AFHA/FFA) – Shari Panganiban (present)

Ms. Shari Panganiban reported that the subcommittee met on July 25, 2024 and discussed FHA audit updates including DDS' streamlining of the audit process and conducting in-person audits. Ms. Panganiban also shared that FHA staff attended a Residential Services Orientation in July and that the subcommittee will be presenting an overview of AFHA

services to RCOC's staff later this month. The next subcommittee meeting is scheduled for the end of September 2024.

D. Behavior Services – Cindy Hebert (present)

Ms. Cindy Hebert reported that the subcommittee met earlier this month and discussed ways to assist families in obtaining behavior services when they transition out of early start. The committee also discussed referrals and vendor availability. The next subcommittee meeting is scheduled for December 2024, which will be a joint meeting with early start providers.

E. Community Care Facilities (CCF) – Member Pending

Mr. Jack Stanton reported that the subcommittee did not meet.

F. Early Intervention – Junie Lazo-Pearson (present)

Ms. Junie Lazo-Pearson reported that the subcommittee discussed the Quality Incentive Program (QIP) measures as many vendors have questions and concerns about the tier system and timelines. DDS will host an informational webinar next week for early start providers on the QIP measures.

G. Habilitation – Marina Margaryan (present)

Ms. Marina Margaryan reported that the subcommittee is scheduled to meet in October 2024.

H. Independent Living/Supported Living (IL/SL) – Christine Molina (present)

Ms. Christine Molina reported that the California Community Living Network presented on self-audits and best practices, Mr. Watson presented on the risk of pulmonary aspiration and Mr. Stanton shared changes to the IPP template. The subcommittee also held discussions regarding PCT vendor trainings, DDS's Service Provider Directory, the sick pay worksheet and the vendor rate increases effective January 1, 2025.

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 – Kelly Araujo (present)

Ms. Kelly Araujo reported that the subcommittee met and discussed safety measures during the current heat waves Orange County is experiencing and the QIP measure timelines. They also discussed the increase in referrals for Licensed Vocational Nurse (LVN) respite services and the shortage of LVN's to fulfill requests.

VI. Community Forum

Mr. Rick Adams from Goodwill of Orange County shared concerns with regard to employee insurance coverage. Mr. Adams shared that most insurance companies will not cover damages if an insured is involved in an accident when transporting an individual as part of their employment; and, insurance companies are now requiring drivers to obtain commercial liability coverage under their personal policy if the vehicle is used to transport individuals as part of their employment. Goodwill is working with an insurance consultant to assist with these new insurance requirements.

VII. Adjournment

Mr. Landauer adjourned the meeting at 3:11 p.m.

The next VAC meeting is scheduled for October 8, 2024.

Recorder: Sandra Lomeli

**Regional Center of Orange County
Vendor Advisory Committee
October 8, 2024
Videoconference Minutes**

Members:

Adult Behavior Management Programs

Chair, Atrem Behmanesh, present
Co-Chair, Ryan Perez, absent

Adult Day Programs

Chair, Rick Perez, present
Co-Chair, *Member Pending*

Adult Family Home/Foster Family Agency

Chair, Shari Panganiban, absent
Co-Chair, *Member Pending*

Behavior Services

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

Community Care Facilities

Chair, *Member Pending*
Co-Chair, *Member Pending*

Early Intervention

Chair, Junie Lazo-Pearson, present
Co-Chair, Pam Alexander, present (*joined at 2:03 p.m.*)

Habilitation

Chair, Marina Margaryan, present
Co-Chair, Jodean Hudson, present

Independent/Supported Living

Chair, Christine Molina, present
Co-Chair, Ana Sandoval, present

Intermediate Care Facilities

Chair, Rich Mraule, absent
Co-Chair, *Member Pending*

Support Services/Allied Health

Chair, Kelly Araujo, present
Co-Chair, Michael Toliver, present

Liaisons:

CalOptima

Liaison Pending

Orange County Transit Authority

Melissa Mungia, absent
Christina Blanco, absent

RCOC Staff Present:

Larry Landauer, Executive Director
Liliana Castillo, Accounting Manager
Arturo Cazares, Director of Community Service

Vendor Advisory Committee Minutes
October 8, 2024

Wayed Kabir, Peer Advocate
Bonnie Ivers, Clinical Director
Jennifer Montanez, Director of Case Management
Marta Vasquez, Chief Financial Officer
Laurel Warren, Quality Assurance Coordinator
Sean Watson, Associate Director of Risk Management

Guest(s) Aaron Christian, Department of Developmental Services
Dana Simon, Department of Developmental Services

Call to Order

Mr. Rick Perez welcomed all attendees and called the videoconference meeting to order at 2:01 p.m.

I. RCOC Update

Mr. Landauer reported that there is a projected statewide surplus for fiscal year 2023-2024.

A. Vendorization Update

Ms. Liliana Castillo, RCOC's Accounting Manager, reported that the final notice for the Independent Audit or Review for the fiscal year including March 2023 was mailed on October 7, 2024.

B. DDS' Provider Directory and Associated Incentive Payments

Mr. Aaron Christian, Deputy Director, DDS' Division of Community Assistance and Resolutions and Ms. Dana Simon, DDS' Deputy Director, Waiver and Rates Division, provided an overview of the Provider Directory Project including the data collection phase, outreach process, regional center roles and responsibilities, data collection phase timelines and the Quality Incentive Program (QIP) measures. For more information about DDS' Provider Director Project, visit the DDS website at www.dds.ca.gov.

II. Board Report

Mr. Perez reported that the Board of Directors held a Board training on October 3, 2024.

III. Peer Advisory Committee (PAC) Report

Mr. Wayed Kabir, RCOC's Peer Advocate, reported that the PAC met on September 18, 2024, and had a presentation from Get Safe. The next PAC meeting is scheduled for October 16, 2024.

IV. 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)

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

V. Member Reports

A. Adult Behavior Management – Atrem Behmanesh (present)

B. Adult Day Programs – Rick Perez (present)

Ms. Atrem Behmanesh reported that the two subcommittees met today and discussed the Direct Service Provider (DSP) internship program, Financial Management Services for paid internships of persons served, DSP Training Stipend Program, Person-Centered Thinking (PCT) vendor trainings and changes to the Individual Program Plan (IPP). One of the changes in the IPP includes highlighting high risk factors of persons served such as choking. Ms. Behamensh also reported that the next subcommittee meeting is scheduled for November 2024.

C. Adult Family Home Agency/Foster Family Agency (AFHA/FFA) – Shari Panganiban (absent)

In Ms. Shari Panganiban's absence, Mr. Jack Stanton, RCOC's Associate Director of Housing, reported that the subcommittee met on September 26, 2024, and will be presenting at RCOC's Central and West regarding AFHA/FFA services.

D. Behavior Services – Cindy Hebert (present)

Ms. Cindy Hebert reported that the subcommittee did not meet.

E. Community Care Facilities (CCF) – Member Pending

Mr. Stanton reported that the subcommittee did not meet.

F. Early Intervention – Junie Lazo-Pearson (present)

Ms. Junie Lazo-Pearson reported that the subcommittee has been working with Dr. Bonnie Ivers, RCOC's Clinical Director, and her team to host an Early Intervention Vendor Fair for RCOC staff.

G. Habilitation – Marina Margaryan (present)

Ms. Marina Margaryan reported that the subcommittee met and discussed the challenges providers encounter placing supported employment groups in the current job market. The subcommittee also discussed the DSP Training Stipend Program, PCT vendor trainings and DDS' Provider Directory.

H. Independent Living/Supported Living (IL/SL) – Christine Molina (present)

Ms. Christine Molina reported that their subcommittee met today and discussed the DSP Training Stipend Program, QIP, DDS' Provider Directory and Assembly Bill (AB) 2423 that requires the state to update the rate models every other year, subject to appropriation.

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 – Kelly Araujo (present)

Ms. Kelly Araujo reported that the subcommittee met and discussed the rate increases effective January 2025, DDS directives and the DSP internship program.

VI. Community Forum

There were no speakers for community forum.

VII. Adjournment

Mr. Perez adjourned the meeting at 2:50 p.m.

The next VAC meeting is scheduled for November 12, 2024.

Recorder: Sandra Lomeli

**Regional Center of Orange County
Peer Advisory Committee
September 18, 2024
Videoconference Minutes**

Committee Members Present: Amy Jessee, Co-Chair
Sylvia Delgado
Kerri Adamic
Wayed Kabir
Peter Kuo
Fernando Peña

Committee Members Absent: Yvonne Kluttz, Chairperson
Marcell Bassett
Cheryl Day
Stephen Gersten

Board Member Present: Chinh Nguyen
Bruce Hall

RCOC Staff Members Present: Larry Landauer, Executive Director
Arturo Cazares, Director of Community Services
Jennifer Montanez, Director of Case Management

Guest(s): Dave Monderine, Get Safe
Mark Hemry
Nina Lover
Rayniqe Minnis

Ms. Amy Jessee called the meeting to order at 3:05 p.m.

I. Welcome and Introductions

Ms. Jessee welcomed everyone to the Peer Advisory Committee (PAC) meeting.

II. RCOC's Peer Advocate Report

Mr. Wayed Kabir, RCOC's Peer Advocate, reported that there were no updates. Committee members and guests then shared their summer experiences.

III. Get Safe®

Mr. Dave Monderine, Get Safe's Director of Training, provided a presentation about Get Safe services and led a discussion on the importance of self-advocacy.

IV. Community Forum

There were no speakers for community forum.

V. Next Scheduled Meeting

The next PAC meeting is scheduled for October 16, 2024.

Ms. Jessee adjourned the meeting at 4:06 p.m.

Recorder: Sandra Lomeli

**Regional Center of Orange County
Peer Advisory Committee
October 16, 2024
Videoconference Minutes**

Committee Members Present: Amy Jessee, Co-Chair
Wayed Kabir
Peter Kuo
Fernando Peña

Committee Members Absent: Yvonne Kluttz, Chairperson
Kerri Adamic
Marcell Bassett
Cheryl Day
Sylvia Delgado
Stephen Gersten

Board Member Present: Chinh Nguyen

RCOC Staff Members Present: Arturo Cazares, Director of Community Services
Jennifer Montanez, Director of Case Management

Guest(s): Dave Monderine, Get Safe
Rayniqe Minnis

Ms. Amy Jessee called the meeting to order at 3:02 p.m.

I. Welcome and Introductions

Ms. Jessee welcomed everyone to the Peer Advisory Committee (PAC) meeting.

II. RCOC's Peer Advocate Report

Mr. Wayed Kabir, RCOC's Peer Advocate, reported that there were no updates.

III. Get Safe®

Mr. Dave Monderine, Get Safe's Director of Training, led a discussion on *Internet and Social Media Safety*.

IV. Community Forum

There were no speakers for community forum.

V. Next Scheduled Meeting

The next PAC meeting is scheduled for January 15, 2025.

Ms. Jessee adjourned the meeting at 3:52 p.m.

Recorder: Sandra Lomeli

**Regional Center of Orange County
Legislative and Community Awareness Committee
October 8, 2024
Videoconference Minutes**

Committee Members Present: Bruce Hall, Chairperson
Meena Chockalingam
Sandy Martin
Chinh Nguyen
John “Chip” Wright

Committee Member Absent: Hilda Mendez

RCOC Staff Members Present: Larry Landauer, Executive Director
Jerrod Bonner, Director of Informational Services
Arturo Cazares, Director of Community Services
Bonnie Ivers, Director of Clinical Services
Jennifer Montanez, Director of Case Management
Kaitlynn Truong, Family Support and Community Outreach Manager

Guests: Linda Blankenship, Consultant
Anh Nguyen, Consultant

Mr. Bruce Hall called the meeting to order at 5:00 p.m.

I. Public Relations

A. News Media Outreach

Ms. Linda Blankenship reported that the July 2024 issue of Exceptional Parent Magazine included RCOC’s bylined article on enhancing the quality of life through social and recreational programs authored by Ms. Jennifer Montanez, RCOC’s Director of Case Management. And the August 2024 issue included an article bylined by Mr. Arturo Cazares, RCOC’s Director of Community Services, on U.S. Department of Housing and Urban Development (HUD) vouchers and how they can assist adults with disabilities secure affordable housing. In addition, the September 2024 issue bylined an article authored by Mr. Landauer that focuses on futures planning, emphasizing the importance of advance support planning for minor and adult children with disabilities in the event of an illness or death of the caregiver(s).

Ms. Blankenship also reported that the Los Angeles Times ran a front page September 2, 2024, profiling a story on an individual served by RCOC and the difficulties families face obtaining services for people with developmental disabilities who also have severe mental health issues. The article included quotes from Mr. Landauer and Dr. Bonnie Ivers, RCOC’s Clinical Director.

B. Dialogue

Ms. Blankenship reported that the summer issue of the *Dialogue* highlighted two families benefitting from programs that meet the Home and Community-Based Services (HCBS) Program Final Rule criteria. The Dialogue also included the Executive Director's report on RCOC's progress in making more programs available and accessible to families, updates on the state budget and everyday wellness.

C. Website Update

Ms. Anh Nguyen reported that RCOC's website continues to be updated to ensure accessibility to pertinent agency information and services. Some updates include incorporating a health, wellness, and safety page, and refreshing the employment section to be front and center of our website.

D. Social Media

Ms. Nguyen shared that RCOC's social media platforms continue to feature information on events, public meetings and trainings.

II. Legislative Outreach

A. ARCA Update

Ms. Sandy Martin reported that the Association of Regional Center Agencies (ARCA) held an Academy training for Board of Directors on Board Development and Leadership on September 7, 2024 at Inland Regional Center. The next Board of Directors' meeting is scheduled for October 17, 2024 in Sacramento.

B. Budget Update and Delegation Relationships

Ms. Nguyen reported that RCOC is organizing informational site visits to local day programs, Fairview, Harbor Village apartments and the future home of Shannon's Mountain for state legislators and their staff. With the upcoming November elections, many legislators and their staff are out campaigning on the federal and local levels. During this time it is more challenging to schedule site tours or phone calls to provide information about regional center services and the overall system.

III. Community Outreach

A. Holiday Events

Ms. Kaitlynn Truong, RCOC's Family Support and Community Outreach Manager, reported that the Wish Tree Program is currently underway with sponsors to fulfill persons served wishes.

***RCOC Legislative and Community Awareness Committee Minutes
October 8, 2024***

Ms. Truong also reported that the Irvine Barclay Theatre show *the Nutcracker* is scheduled for December 6, 2024. Ms. Truong stated that Dr. Bonnie Ivers, RCOC's Clinical Director, and her team are providing an awareness training for theatre staff to assist families with persons served with challenging behaviors, if needed, the day of the event. This year's event will also include American Sign Language (ASL) interpreters and carolers who will perform outside of the venue.

B. Disparity-Focused Activities

Dr. Ivers reported that RCOC's internal Diversity and Inclusion Task Force is scheduled to meet in late October 2024. At the meeting, the Task Force will review the final report from Thompson Policy Institute on Disability at Chapman University on the survey and listening sessions they conducted with various communities and collaborating agencies. The communities surveyed included Spanish, Vietnamese and Korean-speaking families. The survey was funded with Language Access Cultural Competency (LACC) funds.

Mr. Cazares reported that RCOC continues to host evening workshops for families to discuss various service policies and answer questions regarding their individual cases. The last workshop was in Spanish and focused on personal assistance. There was a great turnout and a survey was provided to those in attendance that resulted in good feedback from families.

C. Developmental Services Careers/Vendor Support

Mr. Cazares reported that a planning meeting is scheduled for late October 2024 to review and develop next steps for partnering with community colleges to speak with students about RCOC services and potential career opportunities in the developmental disabilities field.

Mr. Cazares also reported that DDS has developed a new program, the Direct Support Professionals (DSP) Internship Program. This program will be a paid internship funded by DDS for interns to obtain experience while working with service providers. Mr. Cazares stated that there is a lot of interest from the vendor community and will update the committee as the program is rolled out.

IV. Community Forum

No community members were present at the meeting.

Mr. Hall adjourned the meeting at 5:40 p.m.

Recorder: Sandra Lomeli