

REGIONAL CENTER OF ORANGE COUNTY

LIVING OPTIONS

PERFORMANCE STANDARDS - DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)

Five Year Goal: RCOC will continue to provide services consistent with the values and philosophy of the Lanterman Developmental Disabilities Services Act.

- People have choices on where and with whom they live.
- Services are provided so that consumers have choices about where and with whom they live, including renting or owning their own home.
- Services and supports are reflective of cultural preferences.
- Children reside with their families whenever possible, and support services are designed to assist families to maintain their children at home.
- Children who cannot live with their families live in homes where they receive love and nurturing, and where they can form relationships with non-disabled peers.
- Families with children in out-of-home care receive the support necessary to remain involved in their children's lives.

RCOC's Performance Contract Objectives – 2001

LIVING OPTIONS	TARGET DATE	BASELINE	CURRENT STATUS
1. Develop two two-bed adolescent homes to provide stabilization services in crisis situations.	12/31/01	Currently, RCOC has no community residential homes for consumers who require stabilization services in crisis situations.	Objective Met. January 2001 in partnership with E Center and DDS, a vendor, Independence to develop two two-bed crisis residences submitted and a start-up contract signed. Two two-bed adolescent homes to provide stabilization services in crisis situations have been developed.
2. Develop a resource (Request for Proposals) that provides options for adults who need crisis services, which may include peer support.	12/31/01	Currently, RCOC has a mobile crisis team to address immediate concerns. 51/50 placement (this is a maximum of 72 hrs) is available for consumers who are a danger to self or others.	Objective Met. A Task Force recommended creating a new existing crisis service. A "peer support" developed to serve adults who need crisis services. A flyer, including peer support information, developed for individuals needing crisis services.
3. Survey families with children living at home to identify consumers who need an out-of-home respite option.	12/31/01	Currently, RCOC utilizes existing residential beds not specifically designated for respite, when available. Sometimes these beds are not available.	Objective Met. A Family Needs Survey was mailed to families with children living at home. The survey identified families interested in out-of-home respite. In response to this need, RCOC has established two respite beds at a community care facility.
4. In order to determine quality of service, RCOC will conduct at least one review annually for each vendor serving consumers living independently in the community.	12/31/01	RCOC currently provides quality assurance activities on an as-needed basis and reviews vendors' annual self-evaluations.	Objective Met. All active ILS and SL vendors have completed a Quality Assurance Review.
5. In order to provide families with information about living arrangements for children and adults with developmental disabilities, the Living Options Guide will be updated and posted on RCOC's website. The Living Options Guide will be published in English, Spanish and Vietnamese	12/31/01	RCOC has a Living Options Guide that requires some revision.	Objective Met. The Living Options Guide has been updated, translated and published in Spanish and Vietnamese. The Living Options Guide has also been posted on the RCOC website.

FAMILY SUPPORT

PERFORMANCE STANDARDS – DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)

Five Year Goal: RCOC will continue to provide services consistent with the values and philosophy of the Lanterman Developmental Disabilities Services Act.

- Families are empowered to be the primary decision-makers for their minor children.
- Family support services are flexible and innovative in meeting 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.
- Family members of adult children are supported when their ongoing involvement is preferred by the consumer.

RCOC's Performance Contract Objectives – 2001

FAMILY SUPPORT	TARGET DATE	BASELINE	CURRENT STATUS
<p>1. RCOC will sponsor one "Open House" per area office for all interested families regarding Regional Center services and address strategies for effective partnership with Service Coordinators. Topics to be presented:</p> <ul style="list-style-type: none"> • Medications and medication monitoring • Living options • Issues facing siblings • Transportation resources • School-to-Work transition (available resources for adults with a focus on cultural competency). 	12/31/01	Currently, RCOC provides two Parent/Partner Service Coordinator training courses per year. In the year 2000, quarterly "Welcome Orientations" were provided for families interested in learning more about the Regional Center system.	<p>Objective Met.</p> <p>All Open Houses have been held: 2000; South Area on October 25, 2000; Intake Areas on October 16, 2001; November 17, 2001.</p>
<p>2. RCOC will sponsor one estate planning seminar (including information about wills, trusts and conservatorships) for families.</p>	12/31/01	RCOC has not recently conducted an estate planning seminar.	<p>Objective Met.</p> <p>A seminar, "Conservatorship and Estate Planning," was held on November 17, 2001, at the Regional Center office. Approximately seventy-five families attended.</p>
<p>3. RCOC will survey families to identify after-school child care options. Information will be posted on RCOC's website.</p>	12/31/01	Currently, RCOC does not maintain a published list of after-school child care options for families.	<p>Objective Met.</p> <p>A survey tool was developed. The survey was mailed as part of the Spring/Summer 2001 <i>Dialogue</i>, Volume 15, No. 2. Ninety families received identifying five after-school care options. In addition, we have listed eleven RCOC approved child care providers. The information has been posted on the RCOC website.</p>
<p>4. RCOC will develop an option for provision of services to Spanish and Vietnamese-speaking families needing in-home parent training on behavior intervention.</p>	12/31/01	Currently, there is a shortage of vendored Spanish and Vietnamese-speaking in-home parent trainers for behavior intervention in Orange County.	<p>Objective Met.</p> <p>A Family Needs Survey was developed and administered. The results were tabulated and analyzed. Based on the results, current parent training programs are being reviewed to provide services to meet this need.</p>

EDUCATION/LIFE LONG LEARNING
PERFORMANCE STANDARDS – DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)

Five Year Goal: RCOC will continue to provide services consistent with the values and philosophy of the Lanterman Developmental Disabilities Services Act.

- Children and young adults with developmental disabilities have the opportunity to be educated with their non-disabled peers in classrooms at their neighborhood schools.
- Regional centers serve as advocates for obtaining appropriate opportunities for those children and young adults in the school systems.
- Adults with developmental disabilities have lifelong learning opportunities to enhance and ensure full participation in community life.

RCOC's Performance Contract Objectives – 2001

EDUCATION/LIFE LONG LEARNING	TARGET DATE	BASELINE	CURRENT STATUS
1. RCOC will enhance opportunities for consumers in educational settings by sponsoring cross trainings (i.e., transition and inclusion) with 10 out of 12 Special Education Local Plan Areas (SELPAs).	12/31/01	During 2000, RCOC conducted five trainings with school districts. South Orange County and West Orange County SELPAs conducted trainings for the South and West Areas.	Objective Met. Cross training have been conducted with OCDE Program Specialists 2/2/01 North Orange County SELPA 2/2/01 Garden Grove SELPA 3/13/01 Irvine SELPA 3/19/01 Greater Anaheim SELPA 3/27/01 Santa Ana SELPA 3/30/01 West Orange County SELPA 4/3/01 Northeast Orange County SELPA 4/3/01 All SELPA Directors 6/14/01 Anaheim City SELPA 9/28/01 Orange SELPA 10/2/01 South Orange County SELPA 10/2/01 Newport-Mesa SELPA 11/1/01 Tustin SELPA 11/27/01
2. RCOC will survey adult consumers to determine the need for evening/weekend educational opportunities.	12/31/01	RCOC currently collaborates with community colleges in establishing daytime classes for consumers.	Objective Met. One hundred thirty-two (132) adults were surveyed to determine the need for evening/weekend educational opportunities. Results reflected that 75% of consumers were satisfied with current educational opportunities currently exist. This group conveyed that they were currently occupied with activities of their own volition, such as friends, jobs, church, etc. Twenty percent of consumers indicated a need for additional opportunities for training, increased money management, and general education in general.
3. RCOC will expand its website and Community Resource Center to include a listing of educational resources, including contact person and phone number.	12/31/01	Educational resources are not currently available on RCOC's website.	Objective Met. RCOC's website (www.rcocdd.com) and Orange County Department of Developmental Services offers a listing of educational resources, including names, phone numbers, and addresses.

WORK/LEISURE

PERFORMANCE STANDARDS – DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)

Five Year Goal: RCOC will continue to provide services consistent with the values and philosophy of the Lanterman Developmental Disabilities Services Act.

- Consumers have the choice, opportunity and support to work in settings and jobs of their choice.

RCOC's Performance Contract Objectives – 2001

WORK OBJECTIVES	TARGET DATE	BASELINE	CURRENT S
1. RCOC will conduct at least one review annually for each vendored day program to evaluate quality of service.	12/31/01	Currently, RCOC provides quality assurance to vendored day programs on an as-needed basis.	Objective Met. A Day Services Quality Assurance and developed a quality assurance Adult day vendors reviewed and a assurance system. A quality assur for all adult day programs. A syste program annually has been develop
2. Expand RCOC's website to include performance outcomes and investigation results for vendored adult day services.	12/31/01	Currently, RCOC's website does not include quality assurance and complaint/concern reporting and investigation results for vendored adult day services.	Objective Met. The Board of Directors approved a Dissemination Policy outlining pro publishes vendor performance out results for vendored adult day serv includes a link to the Orange Cour website, which posts day program
3. Update RCOC's Recreation Resource Guide and publish it in English, Spanish and Vietnamese.	12/31/01	The current Recreation Resource Guide, although extensive, needs updated information.	Objective Met. RCOC's Recreation Resource Gui published in English, Spanish and

PREVENTION/EARLY INTERVENTION

PERFORMANCE STANDARDS - DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)

Five Year Goal: RCOC will continue to provide services consistent with the values and philosophy of the Lanterman Developmental Disabilities Services Act.

- Prevention and early intervention services, supports and public awareness activities are designed to prevent the onset of a disability, or to minimize the impact of the disability.
- Consumers are given the proper services and supports in a family-focused and collaborative fashion.
- Individuals and families make different choices based on cultural factors that are considered if services are to be helpful.

RCOC's Performance Contract Objectives – 2001

PREVENTION/EARLY INTERVENTION	TARGET DATE	BASELINE	CURRENT STATUS
1. RCOC will establish criteria and procedures for conducting quality assurance evaluations of Early Intervention Programs.	12/31/01	RCOC currently provides quality assurance evaluations of Early Intervention Programs on an as-needed basis and through a peer review process.	Objective Met. Criteria and procedures for conducting quality assurance evaluations of Early Intervention Programs were established. The screening tool was reviewed by the Quality Assurance Task Force, the Infant/Toddler Quality Assurance Coordinator for
2. RCOC will evaluate the effectiveness of Early Intervention programs for children with autism.	10/31/01	There is no quantitative means of evaluating Early Intervention Programs.	Objective Met. RCOC's new Quality Assurance Coordinator, along with consultant, Dr. John C. ... of the data (Proposition 10 funded ... Early Intervention programs. A project ... compiled and was shared with the ... Committee on September 18, 2001
3. Conduct at least two speech screenings for children three and under in the Vietnamese community via the developmental screening process.	12/31/01	Currently, RCOC sponsors developmental screenings throughout the county. There is a need to enhance specific outreach to the Vietnamese community.	Objective Met. RCOC held two speech screenings in Westminster and the other on ... City. Both screenings were public ... Center.

SELF-DETERMINATION SUPPORTS

PERFORMANCE STANDARDS – DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)

Five Year Goal: RCOC will continue to provide services consistent with the values and philosophy of the Lanterman Developmental Disabilities Services Act.

- Consumers are involved in all decisions that effect their lives.
- Consumers have the opportunity and choice to have relationships, get married and have a family.
- People with developmental disabilities live, work, learn and recreate in settings of their choosing.
- People with disabilities assume leadership roles in the design and maintenance of the service system.

RCOC's Performance Contract Objectives – 2001

SELF-DETERMINATION SUPPORTS	TARGET DATE	BASELINE	CURRENT STATUS
1. RCOC will assist consumers and families by developing a guide outlining strategies to recruit and hire qualified and reliable staff to provide in-home care, including fingerprinting and other methods to assist in identifying quality applicants.	12/31/01	RCOC currently reviews all Program Designs for standards of hiring, but does not provide a guide to individuals and families outlining strategies for recruiting and hiring.	Objective Met. A guide has been developed outlining hire qualified and reliable staff to p
2. RCOC will provide one training to consumers regarding identifying and obtaining options for congregate living resources.	12/31/01	RCOC has provided multiple trainings and consultations on housing issues, however, training has not specifically focused on congregate living.	Objective Met. On December 7, 2001, a training b Independent Living Coordinator, Vendors was provided to consume obtaining options for congregate li
3. In collaboration with the Consumer Advisory Committee, RCOC will sponsor a presentation on self-determination for consumers.	12/31/01	In 2000, RCOC sponsored five consumers to attend self-determination conferences.	Objective Met. The RCOC Consumer Advisory T Determination presentation at the l from 9:00 a.m. to 3:00 p.m. on De hundred thirty (230) consumers an in attendance.

SERVICE PLANNING AND COORDINATION

PERFORMANCE STANDARDS - DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)

Five Year Goal: RCOC will continue to provide services consistent with the values and philosophy of the Lanterman Developmental Disabilities Services Act.

- Service Coordinators are trained and knowledgeable in service planning, coordination and resources.
- Service planning and coordination is based on the assumption that consumers and families know what services and supports they need.
- Individual planning takes into account the choices and preferences of consumers/families and the identification of generic services and natural supports.
- Services and supports assist individuals with developmental disabilities and their families to develop functional 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 the community.

RCOC's Performance Contract Objectives – 2001

SERVICE PLANNING & COORDINATION	TARGET DATE	BASELINE	CURRENT STATUS
1. Internet access stations will be installed in each branch office for Service Coordinator research.	12/31/01	Currently, internet access stations are not available for Service Coordinator research.	Objective Met. All areas have internet access.
2. RCOC staff e-mail addresses will be made available to the community.	12/31/01	Currently, Service Coordinator e-mail addresses are used internally.	Objective Met. As of December 31, 2001, RCOC business cards with e-mail addresses for Service Coordinators.
3. Increase collaboration with school-to-work transition planning with three additional school districts and provide training to Service Coordinators on procedures and contacts to aid in transition process.	12/31/01	Currently, four school districts have sought RCOC's expertise in school-to-work transition planning.	Objective Met. RCOC has collaborated with three (Placentia-Yorba Linda, Laguna Brea, and San Juan High School) to provide school-to-work transition planning. Ongoing training continues with San Juan High School regarding protocol and procedures for school-to-work transition. RCOC also provides weekly adult resource groups and training to Service Coordinators.
4. Provide inservice/training to all families interested in parent-vendored nursing respite and assist interested families through the vendorization process	12/31/01	RCOC has not provided specific training for families on parent-vendored nursing respite.	Objective Met. Thirty (30) family members attended Parent-Vendored Respite given November 2001. Response was very good, and RCOC provided the same training in Spanish at a future date. A procedure has been developed and implemented by Service Coordinators, who then provide information to families. Meetings/trainings occur on a regular basis as requested by families.

HEALTH AND WELL-BEING

PERFORMANCE STANDARDS - DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)

Five Year Goal: RCOC will continue to provide services consistent with the values and philosophy of the Lanterman Developmental Disabilities Services Act.

- Individuals live in healthy environments and receive prompt medical and dental care and treatment.
- Necessary safeguards are maintained to protect the health and well-being of consumers.
- Community health providers are available to monitor ongoing health conditions, and health care is provided in a manner which is accessible to people with developmental disabilities.
- Individuals receive information and training in methods to increase or maintain their own health and are provided with opportunities to demonstrate their skills in these areas.

RCOC's Performance Contract Objectives – 2001

HEALTH AND WELL-BEING	TARGET DATE	BASELINE	CURRENT STATUS
1. RCOC will develop a list of community resource options for senior consumers.	12/31/01	RCOC's Community Resource Center maintains information on community resources, not specifically for seniors.	Objective Met. A list of community resource options was developed in May 2001. It is posted on RCOC's intranet.
2. Provide three trainings for the community about preventive dental care and available dental resources.	12/31/01	RCOC has not conducted formalized community trainings for preventive dental care and dental resources.	Objective Met. Four "SoniCare" seminars were presented on October 15, September 17, June 12, and August 14, 2001. One hundred thirty-six (436) parents and consumers were trained. RCOC distributed 2,370 free SoniCare brochures to consumers. One hundred twenty-five (125) providers also attended the September 17 seminar presented by RCOC. Two hundred (200) consumers attended the first "Oral Health Promotion" two workshop classes on June 12 and 13, 2001.
3. Develop a review process of Early Intervention providers' developmental assessments to assure services are appropriate and consistent in relation to consumer needs.	12/31/01	Currently, developmental assessments are reviewed by Service Coordinators and nurses and do not address consistency among Early Intervention providers.	Objective Met. The Autism Services Initiative (ASI) (ASD funded) identified two hundred twenty (220) definite or suspected diagnoses of autism. The first one hundred fifty (150) children were assessed to determine progress being made in the program. The ASI staff gathered data on the program used and quality indicators of each child and developed and distributed to all early intervention providers to assure a consistent initial assessment process consistently by the Health Resources Center. The ASI staff reviewed the program to child and family needs and conducted assessments for children with autism. The ASI staff provided training and follow-up to providers. They have received the ASI staff training and follow-up.
4. In collaboration with the UCI Neurodevelopmental Studies Center, RCOC will report the psychopharmacological best practices information and findings to the community using the <i>Dialogue</i> newsletter and RCOC's website.	12/31/01	After three years, the UCI Neurodevelopmental Studies Center has established a database of information obtained from medication review of approximately 350 consumers.	Objective Met. Dr. Lott presented the preliminary findings of the UCI Neurodevelopmental Studies Center to the community on August 24, 2001 and to the RCOC staff on September 12, 2001. A yearly update report has been published in <i>Dialogue</i> and posted on the RCOC website.

ADMINISTRATION AND GOVERNANCE

PERFORMANCE STANDARDS - DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)

Five Year Goal: RCOC will continue to provide services consistent with the values and philosophy of the Lanterman Developmental Disabilities Services Act.

- The regional center provides services in accordance with applicable statutes and regulations.
- The regional center will maximize all alternative sources of funding for necessary services and supports, including federal and generic funding.
- The regional center staffing pattern reflects and is sensitive to cultural and ethnic characteristics of our service area.
- The governing Board of the regional center is representative of, and accountable to, the community served by the Center.
- The Board fosters the participation of individuals with developmental disabilities and their families and supports all of its members through a variety of means.
- Community ownership of the regional center requires participation at all levels.

RCOC's Performance Contract Objectives – 2001

ADMINISTRATION AND GOVERNANCE	TARGET DATE	BASELINE	CURRENT STATUS
1. RCOC will develop a system to make available to the community information for selecting appropriate service providers who meet the highest standards of service delivery to consumers.	12/31/01	Currently, RCOC has no formalized procedure for conveying this information to the community.	Objective Met. The Board of Directors approved a Dissemination Policy outlining procedure and publishes vendor performance outcomes and results for vendored service providers on its website, which posts day program information.
2. RCOC will initiate inclusion of its website address on RCOC letterhead and brochures. (Changes will be made as new supplies are ordered.)	12/31/01	Currently, RCOC's website address is published in the Dialogue newsletter.	Objective Met. RCOC's new stock of letterhead and brochures has been distributed and is currently in use.
3. RCOC will enhance availability of resource information for staff by including the POS Guidelines and Service Coordination Manual on the intranet.	12/31/01	Currently, these documents are available in print.	Objective Met. The POS Guidelines and Service Coordination Manual are posted on intranet in January 2001.
4. RCOC's Purchase of Service Guidelines will be posted on RCOC's website.	12/31/01	Currently, these documents are available in print.	Objective Met. The Purchase of Service Guidelines are posted on RCOC's website in January 2001.
5. RCOC will provide a consumer advocate presentation for all staff, focusing on suggestions for effective RCOC/consumer/family partnership.	12/31/01	RCOC sponsored a consumer advocate presentation in 1998.	Objective Met. On September 18, 2001 a consumer advocate presentation was given to all RCOC staff from a consumer advocate for an effective partnership.