

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 – 2002

LIVING OPTIONS	TARGET DATE	BASELINE	CURRENT STATUS
1. Provide two community presentations for consumers and families regarding Community Housing Resources, Inc. (CHRI) and its availability to assist consumers and families with home purchase, housing vouchers, and home loan counseling.	12/31/02	RCOC's Housing Consultant provides one-on-one training, consultation, and assistance with housing purchase, loans and vouchers for consumers and families.	Objective Met. A community presentation for consumers and families regarding Community Housing Resources, Inc. was presented on April 10, 2002 at Saddleback Valley Unified School District. A second presentation to the community was held on May 13, 2002 at Irvine and Newport Mesa Unified School District.
2. Develop a resource for residential support that has the capability to serve an adult with a developmental disability and his/her child.	12/31/02	Currently, RCOC serves a number of consumers who are raising children using a variety of services.	The RFP soliciting the development of a Family Home Agency (FHA) with a Foster Family component was released in April 2002. Program Designs have been received and are currently being reviewed. The goal is to have a FHA serve expectant mothers or mothers who desire to raise their child. RCOC is currently coordinating an Assembly Bill (AB) 637 waiver for an Adult Family Home Agency (AFHA). The AFHA regulations do not allow an adult consumer with a child. A public meeting, per the AB 637 waiver process, was held at RCOC, at 10:30 a.m., November 13, 2002, in Board Room A, located at 801 Civic Center Drive West, Santa Ana.

<p>3. Recruit, train and support consumers and family members who are interested in assisting RCOC in quality assurance activities.</p>	<p>12/31/02</p>	<p>RCOC has utilized parents and consumers for quality assurance reviews and there is a need to develop a plan for maintenance of the volunteer pool.</p>	<p>Objective Met. Eleven family members, consumers, and vendors interested in assisting RCOC in quality assurance activities were identified using the following resources:</p> <ol style="list-style-type: none"> 1. <i>Dialogue</i> 2. Day Programs 3. Residential Providers 4. Parent Service Coordination (PSC) Pool <p>Quality Assurance staff developed a training curriculum, held on September 17, 2002, for consumers and family members to assist RCOC in quality assurance activities. Trained volunteers have been scheduled to accompany staff during quality assurance visits.</p>
<p>5. In collaboration with community agencies, provide at least one vendor training session on the elements of abuse, and the requirements and process for abuse reporting.</p>	<p>12/31/02</p>	<p>RCOC provides ongoing training for vendors. Since 7-1-00, RCOC has offered 21 vendor training sessions on a variety of topics, including abuse reporting and medication handling.</p>	<p>Objective Met. Abuse reporting training was held on July 24, 2002, with John Aliberti, Senior Social Services Supervisor/Adult Protective Services, at RCOC Santa Ana office.</p>

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 – 2002

FAMILY SUPPORT	TARGET DATE	BASELINE	CURRENT STATUS
1. Develop and implement a plan to ensure that parents are offered the opportunity for parent-to-parent outreach at Intake.	12/31/02	Currently, RCOC collaborates with community partners to provide parent-to-parent outreach. Some parents have indicated that they were not aware of this resource.	Objective Met. As part of the intake eligibility process, families are offered a referral to Comfort Connection/Family Resource Center. Comfort Connection/Family Resource Center picks up information daily from the Intake Area for follow-up with families.
2. Develop at least one additional resource to provide respite services for families of consumers with significant behavioral challenges.	12/31/02	Currently, there are two vendors providing respite services for families of children with significant behavioral challenges.	Objective Met. Elwyn, Inc. was vendored May 1, 2002 for respite services for families of consumers with significant behavioral challenges.
3. Develop a "Fact Sheet" for families and adult consumers identifying the resources/staff available to support adult consumers in the community. This fact sheet will be distributed via the Community Calendar.	12/31/02	Currently, RCOC produces a number of publications, including a parent handbook, living options guide, <i>Dialogue</i> newsletter, and parent brochure. The <i>Dialogue</i> includes the R.A.D.D. Review, a resource for adult consumers.	Objective Met. A list of available resources was compiled and a "Fact Sheet" of the resources prepared. The "Fact Sheet" is complete and scheduled to be distributed via the November mailing of the RCOC Community Calendar.

<p>4. Develop and implement a plan to provide at least three community trainings for families on the topics of estate planning, nutrition, and specific disabilities, including Autism. Information will include resources to assist families and consumers.</p>	<p>12/31/02</p>	<p>During 2001, RCOC offered a variety of community trainings on topics such as autism, fiduciary abuse, basic education rights, conservatorship, accessing health benefits, and self-determination. A plan for coordination of training does not exist.</p>	<p>Objective Met. On January 17, 2002, RCOC co-sponsored a seminar for the community, "How Children with Autism Learn," presented by Dr. Bryna Siegel. Approximately 240 people were in attendance.</p> <p>RCOC's physician, Dr. Arleen Downing, presented information on nutrition at the "Ain't Misbehavin" meeting on March 7, 2002.</p> <p>On May 21, 2002, RCOC co-sponsored a seminar, "Understanding Autism," presented by Dr. Gail Richard. Over 230 persons attended.</p> <p>A community training on estate planning was held on November 2, 2002. Forty-five families were in attendance.</p>
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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 – 2002

EDUCATION/LIFE LONG LEARNING	TARGET DATE	BASELINE	CURRENT STATUS
1. In collaboration with Independent Living Skills and Supported Living vendors, provide two training opportunities for consumers in the areas of sexuality/ pregnancy prevention/health maintenance, substance abuse, and personal safety in the community.	12/31/02	In 2000-2001, RCOC provided consumer training in self-advocacy.	Objective Met. A training was held for consumers on 3-13-02 at RCOC in the Boardroom. Training areas were: HIV and sexually transmitted disease prevention; pregnancy prevention; health maintenance; substance abuse; relationship education; sexual abuse awareness; and personal safety in the community. A second training was conducted with the Irvine Unified School District on May 24, 2002.
2. Include information on education advocacy support available through RCOC in the <i>Dialogue</i> newsletter.	12/31/02	Currently, information on educational advocacy is provided through the Service Coordinator.	Objective Met. The first article was published in the Spring, 2002 issue of <i>Dialogue</i> . The education article is a regular feature.
3. RCOC will provide outreach to at least four high school programs serving students with developmental disabilities to encourage “safety in the community” training for students.	12/31/02	Currently, RCOC provides outreach and education to schools in Orange County regarding services and resources available to consumers.	Objective Met. “Project Get Safe” trainings were held on: 3-25-02 - Newport Mesa Unified School District. 4-29-02 – Irvine USD 5-6-02 – Fullerton JUHSD 5-20-02 – Saddleback USD

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 – 2002

WORK OBJECTIVES	TARGET DATE	BASELINE	CURRENT STATUS
1. Develop and implement a plan to collaborate with at least two city's Parks and Recreation departments to initiate/expand options for consumers.	12/31/02	Currently, RCOC collaborates with a variety of community partners. City Parks and Recreation Departments have not received targeted outreach.	Objective Met. RCOC's Education Training and Standards Coordinator conducted a full inclusion training on June 26, 2002, with the City of Cypress Parks and Recreation Department. A second training was held on October 8, 2002 with the City of Orange Parks and Recreation Department
2. In collaboration with high schools serving students with developmental disabilities, RCOC will participate in at least 4 events/presentations to provide information to students and their families to assist in school-to-work transition.	12/31/02	In 2000-2001, RCOC completed outreach to 10 out of 12 SELPAs in the areas of transition and inclusion.	Objective Met. The Adult Resource Coordinator met with parents and staff from Valencia High School for a "Transition Information" evening on 2-21-02 at the Wilshire Education Center in Fullerton. The Education Training & Standards Coordinator participated in two transition trainings: 3-4-02 at Irvine Unified School District, at which approximately 50 parents participated; 3-21-02 at South Orange County SELPA Community Advisory Committee ("Transitions for Students in Special Education"), at which approximately 55 parents participated. The Education Training and Standards Coordinator presented on Transition Services at Irvine Unified School District on April 15, 2002. The Adult Resource Coordinator participated in the Huntington Beach Union High School District's Transition Information Night on April 18, 2002.

<p>3. Recruit and train at least 2 parent/consumer volunteers to assist in quality assurance review of day programs.</p>	<p>12/31/02</p>	<p>In 2000-2001, RCOC determined quality indicators for day programs using a community task force. The task force included parent and consumer volunteers.</p>	<p>Objective Met. The Quality Assurance staff developed a training curriculum. Twelve parent/consumer volunteers were identified through the following resources:</p> <ol style="list-style-type: none"> 1. <u>Dialogue</u> 2. Day Programs 3. Residential Providers 4. Parent Service Coordination (PSC) Pool <p>Twelve parent/consumer volunteers were trained on September 17th to assist in quality assurance reviews of day programs.</p>
<p>4. Provide one vendor training on assessment and behavior analysis to assist vendors with assessing consumer progress in the work environment and identifying areas of concern that may inhibit consumer success.</p>	<p>12/31/02</p>	<p>Since 7-1-00, RCOC has offered 21 vendor training sessions on a variety of topics, including behavior management. Behavior analysis has not been offered.</p>	<p>Objective Met. A vendor training on assessing consumer progress in the work environment was held on June 5, 2002. The presenter was Julia Shaull, LCSW, from the Institute of Applied Behavior Analysis.</p>
<p>5. Provide one training session for vendors regarding the Americans with Disabilities Act regarding accommodations for consumers in the workplace, including consumers who use service animals.</p>	<p>12/31/02</p>	<p>Since 7-1-00, RCOC has offered 21 vendor training sessions on a variety of topics. The Americans with Disabilities Act has not been offered.</p>	<p>Objective Met.</p> <p>RCOC's Education Training and Standards Coordinator conducted a vendor training entitled "Americans with Disabilities Act Rights of Employment Provisions" at 9:30 a.m., August 7, 2002 at RCOC's Santa Ana office. The training covered accommodations for consumers in the workplace, including consumers who use service animals. Sixty-three (63) were in attendance.</p>

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 – 2002

PREVENTION/EARLY INTERVENTION	TARGET DATE	BASELINE	CURRENT STATUS
1. Develop an information sheet on locating additional information regarding disability-specific issues, law and legal issues, services, and service options. This resource will be included in the packet of materials provided to parents at Intake.	12/31/02	RCOC provides a number of materials to families at Intake, including the parent handbook. Resource information is available through the Service Coordinator and in the Family Resource Center.	Objective met. Information sheets for Early Start and for over age three were completed. Intake staff were trained in regard to the information sheets. The information sheet is now included in all Intake Packets.
2. In collaboration with Early Start vendors/schools, provide at least 4 presentations for parents/families regarding transition to school at age 3 years.	12/31/02	RCOC has provided transition training to parents upon request.	Objective Met. Four transition presentations have been held to date: On 2-20-02, a presentation for parents regarding transition was made by John Zeimantz, RCOC's Early Start Training and Standards Coordinator. The presentation was held at Rainbow Kids in Rancho Santa Margarita. "Moving on at 3...Transition," was presented for parents at RCOC's South Area office on 2-15-02. On 4-12-02, a "Moving On at 3 Transition" training was conducted for parents at RCOC's West Area Office. On 5-31-02 transition training was held at RCOC's East/Central Area. On 6-14-02, transition training was held at RCOC's North Area Office.

<p>3. In collaboration with the Family Resource Center, review and revise the packet of materials provided to parents in Intake to ensure that materials are comprehensive and offer sufficient information on advocacy, RCOC resources, Education Specialist, and Family Resource Center.</p>	<p>12/31/02</p>	<p>RCOC provides a packet of materials to families in Intake. Documents have been updated on an as-needed basis.</p>	<p>Objective Met. The current Intake materials were reviewed to identify outdated information and materials that needed to be revised. A meeting between the Family Resource Center's Executive Director and RCOC's Intake Manager took place on 3-19-02. Five Early Start packets and two Lanterman packets were reviewed by Family Resource Center parents to determine if information is comprehensive, current, and informative. The initial review and recommendations were received. Documents have been updated on an as-needed basis.</p>
<p>4. Review and revise the Physician Outreach Plan to ensure that all physicians and clinics operating in Orange County receive information regarding the Regional Center.</p>	<p>12/31/02</p>	<p>RCOC developed and implemented a Physician Outreach Plan in Spring 2000.</p>	<p>Objective Met. An introductory letter, RCOC brochure, RCOC eligibility information, RCOC rolodex card, and RCOC referral form were mailed November 26th to 780 pediatricians, family physicians, and major medical clinics in Orange County. An expanded outreach program has been developed in order to continue to inform Orange County HMOs, clinics, and pediatricians/family physicians about RCOC services on a regular, ongoing basis.</p>

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 – 2002

SELF-DETERMINATION SUPPORTS	TARGET DATE	BASELINE	CURRENT STATUS
1. In collaboration with local school districts serving students with developmental disabilities, facilitate 2 consumer presentations on the philosophy of self-determination for students and educators.	12/31/02	In 2000-2001, RCOC provided two consumer presentations on self-determination for consumers and families.	Objective Met. The first presentation was held on May 31, 2002 at the Newport Mesa Unified School District Transition Program. The training was conducted by Sam Durbin, a consumer. A second consumer presentation on the philosophy of self-determination for students and educators occurred on October 18, 2002 at Orange County Department of Education, Costa Mesa High School.
2. In collaboration with the Consumer Advisory Team, develop a consumer guidebook to assist consumers in understanding the philosophy of self-determination.	12/31/02	Currently, RCOC does not have a self-determination guidebook for consumers.	Objective Met. A self-determination book " <i>It's My Choice...</i> " was reviewed and approved by the Consumer Advisory Team at its July 10, 2002 meeting. The book is available for consumers at the Family Resource Center and via the RCOC website at www.rcocdd.com .
3. In collaboration with community partners, provide two presentations on safeguarding consumer benefits.	12/31/02	In 2000, RCOC, in collaboration with community partners, provided a community presentation on fiduciary abuse.	A presentation entitled "Safeguarding Consumer Cash" was held August 29, 2002, in Santa Ana office. A second presentation is scheduled for December 4, 2002, at the RCOC Santa Ana office.

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 – 2002

SERVICE PLANNING & COORDINATION	TARGET DATE	BASELINE	CURRENT STATUS
1. Service Coordinators will have internet e-mail access to facilitate e-mail communication with consumers and families.	12/31/02	RCOC Service Coordinators can receive internet e-mail.	RCOC anticipates completion of this objective by the target date. Information technology staff are continuing to work on this objective.
2. Recruit at least two new consumer volunteers who will be available to participate in RCOC internal activities, such as employment interviews.	12/31/02	Currently, consumers participate in employment interviews as their availability allows.	Objective Met. Currently, consumers participate in employment interviews as their availability allows.
3. To increase awareness of the Parent/Partner Service Coordinator program, including an article on the Parent/Partner Service Coordinator program in the RCOC <i>Dialogue</i> , and a "Save the Date" flyer for the training class in the Community Calendar for the month preceding the class.	12/31/02	RCOC maintains a Parent/Partner Service Coordinator Program. The six-week training class is offered two times per year.	Objective Met. An article on the Parent/Partner Service Coordinator program was published in the summer, 2002, <i>Dialogue</i> . A "Save the Date" flyer for the training class was included in the Community Calendar. Twenty-five parents have signed up for the Fall 2002 training.
4. Recruit, train and maintain a "pool" of at least 5 consumers or parents to assist with staff training.	12/31/02	RCOC provides ongoing staff training; one session of new staff training has included a consumer volunteer.	Objective Met. The fifth volunteer has been trained to assist with staff training. They are participating in staff training on a regular basis.

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 – 2002

HEALTH AND WELL-BEING	TARGET DATE	BASELINE	CURRENT STATUS
1. Develop a fact sheet for families and consumers identifying the resources available through the CalOPTIMA Liaison. This fact sheet will be available in the Family Resource Center, via the Service Coordinator, and noticed in the <i>Dialogue</i> .	12/31/02	The printed resource materials are available from a variety of different sources, and are not available on one sheet.	Objective Met. An article regarding available CalOPTIMA services, written by the CalOPTIMA Liaison, was published in the Spring <i>Dialogue</i> , which is also available on the RCOC website. A link to the CalOPTIMA website is also provided on RCOC's website. RCOC's Communications Coordinator is placing information in the Fall <i>Dialogue</i> regarding information available in the Family Resource Room.
2. Develop and implement a plan to disseminate dental resource information to consumers and families.	12/31/02	A list of dentists is currently available in the Family Resource Center. Families have indicated that they were unaware of this resource.	Objective Met. A Task Subcommittee (with Family Resource Center) and RCOC's Nurse Consultant for dental services has reviewed available resource information. The April 2002 issue of <i>Dialogue</i> explained in the "Important Things to Know" column how families can access the dental resource list from the Family Resource Center. Between January 2002 and June 2002, 500-plus Dental Resource Guides have been distributed to families by request. Announcements about the availability of the guide in the Family Resource Center have been made in the <i>Dialogue</i> and on the RCOC website.
3. Provide training to Regional Center staff regarding the emotional/psychological support resources available to families.	12/31/02	Currently, Service Coordinators consult RCOC health resources staff for information to assist families.	Objective Met. Effective 8/23/01, RCOC contracted with Mental Health for a licensed psychologist to work with families providing parent support. In addition, Dr. Nancy McGovern attended area meetings to introduce herself and to train RCOC staff on emotional/psychological resources available to families.

<p>4. In collaboration with community partners, offer one presentation on grief and loss for parents of special needs children, with translation for Spanish and Vietnamese speaking families.</p>	<p>12/31/02</p>	<p>In collaboration with a number of community partners, one presentation was provided in 2001 which targeted Early Start families.</p>	<p>Objective Met. RCOC's Education Training and Standards Coordinator and Family Support Coordinator have completed two presentations entitled "Unplanned Journey" with parents in the Irvine Unified School District. The first presentation was held on July 11, 2002 and the second on October 16, 2002. This was a collaborative effort with Irvine Unified and Newport Mesa Unified School Districts. Spanish and Vietnamese translation was available.</p>
<p>5. In collaboration with community agencies, provide at least one training for consumers, families and service providers on Emergency Preparedness.</p>	<p>12/31/02</p>	<p>RCOC provides ongoing training for vendors and Emergency Preparedness training is part of the ongoing curriculum. RCOC has not held an Emergency Preparedness training for consumers and parents.</p>	<p>Objective Met. On May 29, 2002, RCOC and Area Board XI co-sponsored a Disaster Preparedness Training for persons who work with persons with developmental disabilities.</p>

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 – 2002

ADMINISTRATION AND GOVERNANCE	TARGET DATE	BASELINE	CURRENT STATUS
1. In collaboration with the Human Services Research Institute, analyze results of consumer and family surveys to establish a baseline and plan for enhancement of service quality.	12/31/02	The current satisfaction survey in use at RCOC is not linked to quality indicators.	Objective Met. A baseline was established for services enhancement. Human Services Research Institute (HSRI) staff met with RCOC internal staff on November 18, 2002 to develop a plan for enhancement of ongoing service quality. Approximately 2,790 surveys have been returned (2,300 family surveys, 460 consumer interviews, and 30 vendor surveys). All vendor surveys, family surveys, and consumer surveys have been input. The data was sent to HSRI by June 28, 2002. HSRI distributed a Provider Survey Report in July 2002, which includes RCOC data and is available on the HSRI web site at www.hsri.org . Preliminary analysis of selected core indicators has been conducted. In addition, RCOC has begun preparing for the second wave of CIP surveys for the 2002-2003 part of the project. An internal analysis of consumer and family surveys was used to establish the baseline plan for enhancement of service quality.
2. To increase awareness of the RCOC Community Calendar, information will be included in the <i>Dialogue</i> and Service Coordinators will receive training on providing this information at initial meetings with families.	12/31/02	RCOC produces a Community Calendar with information regarding upcoming activities, which is sent to all families. Some families have indicated that they were not aware of this resource.	Objective Met. RCOC's Intake Manager and Training and Standards Coordinators have received training on providing information on the RCOC Community Calendar to families at initial meetings and have provided training for Service Coordinators in their areas.

<p>3. To enhance the information available to families using the RCOC website, RCOC will include the current support group list and three links to community resources.</p>	<p>12/31/02</p>	<p>Currently, the RCOC website includes links to the Orange County Department of Education and other regional centers.</p>	<p>Objective Met. RCOC provided its list of current support groups to its webmaster for posting in November 2002. There are links to health, community, governmental sites, other regional centers, DDS and ARCA. RCOC's site has always included a number of health-related links. RCOC has posted more than three links to community resources on its website..</p>
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