

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 – 2003

LIVING OPTIONS	TARGET DATE	BASELINE	CURRENT STATUS
1. Research needs of living options for Vietnamese-speaking consumers. If needs indicate and within budget allocation, issue a Request for Proposal (RFP) to develop a Vietnamese-speaking group home with no start-up money.	12/31/03	Regional Center of Orange County (RCOC) currently has vendored group homes with staff that speak several languages, but none of the homes have predominately Vietnamese-speaking staff.	Objective met. RCOC's Resource Developer met with RCOC Service Coordinators currently serving consumers who speak Vietnamese on June 18, 2003. An RFP was developed and is available on the RCOC website (www.rcocdd.com).
2. Issue an RFP for a Family Home Agency model to serve consumers with families/children of their own.	12/31/03	RCOC currently has one consumer living in a Family Home Agency model.	Objective met. A waiver for the expansion of the Adult Family Home Agency services to allow for profit service providers was completed. RCOC's Resource Developer received notification of AB 637 waiver approval permitting the former AB 637 waiver granted (in January 2002) to RCOC for FHA providers to serve consumers with children to be extended to these new vendors through an addendum to the state. Two vendors working with RCOC's Resource Developer in response to the previous Request for Proposal (RFP) issued in April 2002, completed the required steps and have been vendored.

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 – 2003

FAMILY SUPPORT	TARGET DATE	BASELINE	CURRENT STATUS
1. Identify and publish in the <i>Dialogue</i> a list of resources for families with children who have challenging behaviors.	12/31/03	Currently, resources for families are listed and available in a variety of locations, but not in a central location.	Objective met. A list of resources was compiled and published in <i>Dialogue</i> (Vol. 17, No. 2, Spring 2003, page 8) which is available on the RCOC website.
2. Identify consumers residing with parents who are aging and/or frail; identify needed in-home support services for these families. Develop policies and/or address identified needs.	12/31/03	RCOC has a newly hired Gerontology coordinator. Currently consumers with parents who are aging and/or frail are part of the caseload of Service Coordinators.	Objective met. RCOC's Gerontology Coordinator has identified 189 consumers currently living at home with parents who are over 70 years of age. On an ongoing basis specific needs are being determined and supports are being developed. A brochure has been developed for Service Coordinators to assist them in obtaining information from older parents. A picture-card was developed to assist non-verbal consumers in calling 911 in an emergency. Two elder parents support groups have been established and meet once a month.
3. Compile a list of materials available to families at the Family Resource Center (FRC). Publish the materials list on Regional Center of Orange County's (RCOC) website and in the <i>Dialogue</i> .	12/31/03	Currently, a list of FRC materials is not published.	Objective met. A listing of FRC materials available to families has been compiled, formatted, and published in the Fall 2003 issue of <i>Dialogue</i> (Vol. 17, No. 4, page 6) which is available on the RCOC website.

<p>4. Survey school districts as to how they address family and relationship training for students with developmental disabilities. Compile information to share with Service Coordinators, families and other interested agencies.</p>	<p>12/31/03</p>	<p>Currently, RCOE has no centralized database on how school districts provide relationship training for consumers with developmental disabilities.</p>	<p>Objective met. High school and unified school districts were identified. All school districts were contacted. A relationship training database on 14 school districts serving high school students was distributed to Area Managers and the Education Coordinator on June 30, 2003. A fifteenth school district has been identified for inclusion.</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 – 2003

EDUCATION/LIFE LONG LEARNING	TARGET DATE	BASELINE	CURRENT STATUS
1. RCOC's Education Coordinator will identify the school districts that provide disability awareness programs. Information on programs will be shared with districts that do not have such programs so that parents, children and teachers can increase sensitivity to people with developmental disabilities.	12/31/03	Currently, RCOC has no database on how school districts provide disability-awareness training to help typically developing students better understand students with developmental disabilities.	Objective met. RCOC staff contacted the school districts in Orange County and determined that Westminster School District is the only district currently providing a disability awareness program. All of the districts were advised that disability awareness information is provided at www.nichey.org .
2. Publish in RCOC's <i>Dialogue</i> a list of available national disability awareness programs.	12/31/03	Information on national disability awareness programs is available in a variety of locations, but not in a central location.	Objective met. Nine national disability programs were identified and researched by RCOC staff. Information was given to the Communication Coordinator and published in the Summer 2003 issue of <i>Dialogue</i> (Vol. 17, No. 3, page 6) available on the RCOC website.
3. In collaboration with Team of Advocates for Special Kids (TASK), conduct Individualized Education Program (IEP) training (in English, Spanish, and Vietnamese) for parents about Individuals with Disabilities Education Act (IDEA).	12/31/03	On May 22, 1999, TASK and RCOC co-sponsored an IEP/IDEA training.	Objective met. On October 11, 2003, TASK and RCOC co-sponsored an IEP/IDEA training in RCOC's East/Central Area. Eighteen parents attended the training. Translation was available for Spanish and Vietnamese-speaking persons.

<p>4. In collaboration with Comfort Connection/FRC, publish and include in <i>Dialogue</i> a recreation resource flyer for the early childhood years. Include in the flyer Americans with Disabilities Act requirements.</p>	<p>12/31/03</p>	<p>RCOC has a recreation resource guide for school-age children and adults.</p>	<p>Objective met. The Family Resource Center and RCOC staff developed a Recreation Resources for Young Children flyer published in the Fall 2003 issue of the <i>Dialogue</i> (Vol. 17, No. 4, page 10) which is available on the RCOC website.</p>
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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 – 2003

WORK OBJECTIVES	TARGET DATE	BASELINE	CURRENT STATUS
1. Explore and publicize, on RCOC's website and at Vendor Advisory Committee meetings, tax incentive options for employers who hire people with developmental disabilities.	12/31/03	In the past, tax-incentive options have been shared on an as-needed basis.	Objective met. Information regarding tax incentive options for employers who hire people with developmental disabilities is available on the RCOC website (www.rcocdd.com).
2. In conjunction with school districts, identify a comprehensive vocational assessment tool and provide this tool to parents and Service Coordinators as part of transition education.	12/31/03	RCOC has not identified a comprehensive vocational assessment tool.	Objective met. A comprehensive vocational tool was identified, reviewed by staff and shared with Irvine Unified School District, Newport-Mesa Unified School District, Orange Unified School District, Saddleback Valley Unified School District, and Tustin Unified School District. The tool is available to parents and service coordinators via the RCOC website (www.rcocdd.com).
3. With a community partner, provide a seminar for consumers and families on income/wages reporting so as to provide an understanding on how wages impact consumers' benefits.	12/31/03	RCOC has not conducted a seminar on income/wages reporting for approximately two years.	Objective met. RCOC published the dates and times for three Social Security Seminars in its August 2003 Community Calendar, which is available via internet in addition to being mailed to consumers and families. RCOC's Benefits Advocate and Frank Nostrand, Social Security Administration, presented on August 5, 2003 from 6:00 to 8:00 p.m., to Spanish-speaking families; on August 11, 2003, from 10:00 a.m. to 12:00 p.m., to consumers, families and day program vendors; and on August 12, 2003 from 6:00 to 8:00 p.m., to Vietnamese-speaking families.

<p>4. Evaluate the need for a day program in South Orange County that serves consumers with a tracheostomy and/or a G-Tube. If needs are identified, develop an RFP for a program.</p>	<p>12/31/03</p>	<p>RCOC currently has one day-program, Rehabilitation Institute of Southern California (RIO) in San Clemente, that serves consumers with tracheostomy and/or G-tube.</p>	<p>Objective met.</p> <p>The data gathered by RCOC indicates approximately 17 individuals residing in south Orange County will need Adult Day Health Care (ADHC) services within the next two years. The two ADHC programs in south county, Vocational Visions and Rehabilitation Institute of Orange, are currently below capacity and indicate they are capable of serving more than 30 individuals collectively. Due to the availability of programs, no RFP will be issued for this type of development.</p>
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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 – 2003

PREVENTION/EARLY INTERVENTION	TARGET DATE	BASELINE	CURRENT STATUS
1. Collect and analyze data to identify roadblocks in the transition from Early Start to school programs. Develop and distribute to Service Coordinators a list of strategies to address problematic issues.	12/31/03	Although, RCOC is adhering to Early Start regulations, no study has been conducted to identify possible roadblocks in the transition from Early Start to school programs.	Objective met. RCOC staff developed a survey for parents, to be completed at the final IFSP, after the initial transition process. Families of consumers ages 3 ½ to 4 ½ were identified. The survey was mailed to identified families. Data from the survey was analyzed and a list of strategies to address problematic issues and suggestions for supporting families was e-mailed to staff.
2. Review and update RCOC's list of support groups in Orange County (including school districts) to assure only those groups that provide accurate information to families are included on the list published in the <i>Dialogue</i> . RCOC/mental health staff to provide additional information and support to identified groups.	12/31/03	There are currently 38 support groups listed in the <i>Dialogue</i> and the entire list has not been reviewed in the last few years.	Objective met. The Family Resource Center staff updated the current support group list which was published in each issue of <i>Dialogue</i> . It was removed as of the Spring 2003 issue and notice given that the complete list is available on RCOC website or from Comfort Connection, Family Resource Center.
3. Initiate a support group for parents of children who have a recent diagnosis of autism.	12/31/03	There is no RCOC-led support group for families of consumers who have a recent diagnosis of autism.	Objective met. Four support groups (three specifically for autism and one for children three to five years of age) are held at Interagency Assessment Center/South, Interagency Assessment Center/North, 4OCKIDS in Santa Ana, and in Irvine. In addition coffees with the RCOC Family Support Coordinator and Psychologist are held monthly at various RCOC area offices.

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 – 2003

SELF-DETERMINATION SUPPORTS	TARGET DATE	BASELINE	CURRENT STATUS
1. Provide two workshops for consumers/families related to relationships and legal rights and responsibilities (Lanterman Act).	12/31/03	RCOC has not held a workshop on relationships and legal rights for several years.	Objective met. Trainings on relationships and legal rights were conducted at RCOC's Santa Ana office on June 7, 2003 for parents and on June 11, 2003 for consumers.
2. Working in conjunction with the Consumer Advisory Team, identify and develop a list of camping experiences available for adult consumers.	12/31/03	The Recreation Resource Guide was updated in 2001, but no camping opportunities were listed for adult consumers.	Objective met. Adult camp opportunities were identified and a list was given to the Consumer Advisory Team on June 11, 2003.
3. In conjunction with a community partner (peer support, day program), identify at least ten consumers currently not on public transportation to be part of a Travel Host Program or a less restrictive mode of transportation than the consumer currently is receiving.	12/31/03	Currently there are approximately 400 consumers receiving door-to-door transportation from Western Transit.	Objective met. In conjunction with Orange County Association of Retarded Citizens (OCARC), twelve consumers are able to receive a less restrictive mode of transportation other than Western Transportation.
4. Host a workshop for adult consumers on employment options/issues, employment training, and work-ready and interview skills. Include a peer support model.	12/31/03	RCOC has never hosted a hands-on employment training workshop for consumers.	Objective met. RCOC's Human Resources Department developed a hands-on employment training workshop for consumers. The training was presented November 12, 2003 at the Consumer Advisory Team meeting.

<p>5. In conjunction with the Consumer Advisory Team, develop a peer living options support group</p>	<p>12/31/03</p>	<p>RCOC currently provides a roommate list, but no peer support group for consumers to meet with one another to discuss living options.</p>	<p>Objective met. RCOC's Independent Living and Supported Living Coordinator working with Consumer Advisory Team developed a peer living options support group.</p>
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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 – 2003

SERVICE PLANNING & COORDINATION	TARGET DATE	BASELINE	CURRENT STATUS
1. In conjunction with the Family Resource Center and Area Board XI, develop a visual tool to educate families on RCOC's services and supports available at significant milestones in the life of a consumer.	12/31/03	A variety of services are available, however, they are currently not organized around consumer milestones (i.e., starting school, exiting school, job opportunities, senior citizen).	Objective met. A meeting was held with Area Board XI, and input to develop a matrix of services and supports available was gathered. Representatives from identified agencies met; a list of services and supports was compiled and is available in the Resource Center.
2. Review and revise, as necessary, RCOC's Parent Handbook.	12/31/03	Parent Handbook was last revised December 1999.	Objective met. Information in the Parent Handbook has been updated, translated and printed.
3. Conduct an in-service for Service Coordinators to assure that Individual Service Plans and Individual or Person-Centered Program Plans are consistent with one another.	12/31/03	Service Coordinators currently are inviting day programs to Individual Program Plan (IPP) meetings to share information.	Objective met. RCOC Training Administrator developed a draft presentation and training materials. The materials were reviewed by the Training and Standards Coordinators and modifications were incorporated. The Service Coordinators in the South Area office received training on October 1, 2003. Training was provided to the West and North Areas on October 28, 2003. Training was provided to the East Area on December 10, 2003.

<p>4. Survey Parent Service Coordinators (PSC) to determine their training needs and interests. Schedule trainings for the year.</p>	<p>12/31/03</p>	<p>Training occurs for new PSCs that mirrors the initial training received by new Service Coordinators.</p>	<p>Objective met. A survey was developed and included in the February "PSC News" mailing. Surveys were returned, training topics determined and prioritized for 2003 and 2004. Trainings began in May 2003 and are provided monthly.</p>
<p>5. Provide sensitivity training for Service Coordinators on the parent perspective in regard to the IEP process and the parent's role in the process.</p>	<p>12/31/03</p>	<p>Service Coordinators are trained on IEP process but not on the parent perspective.</p>	<p>Objective met. Five parents provided sensitivity training to all RCOC staff at the General Staff Meeting on May 20, 2003.</p>

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 – 2003

HEALTH AND WELL-BEING	TARGET DATE	BASELINE	CURRENT STATUS
1. Track unmet needs in the area of consumer dental care. Collaborate with Area Board XI in reporting all unmet needs to DDS.	12/31/03	Unmet needs are identified on an individual basis but no data is being compiled based on all consumers.	<p>Objective met.</p> <p>RCOC Registered Nurse Dental Coordinator developed and put in place a system for tracking consumers' dental issues and unmet needs. Dental offices were contacted to ensure that they will inform RCOC of any concerns or problems. SC trainings were conducted in each area regarding dental services, resources, and RCOC tracking system.</p> <p>RCOC staff met on September 24, 2003 with members of Area Board XI, a consumer advocate, and a SC representative. Tracking information was reviewed and recommendations made. Tracking system continues to be used.</p> <p>RCOC's Health Resources Group facilitated a wellness training, "Dental Issues and Accessing Treatment." Speakers included a registered dental hygienist, representatives from California Children's Services, CalOPTIMA, and a local dental clinic. There were approximately 50 attendees.</p>

<p>2. Explore and obtain information on diabetes. Provide information in the <i>Dialogue</i> and provide a link on RCOC's website for information on diabetes.</p>	<p>12/31/03</p>	<p>Information on diabetes is available but not published in <i>Dialogue</i> or linked from RCOC's website.</p>	<p>Objective met. RCOC's Health Resources Group reviewed links regarding diabetes. A link to the American Diabetes Association website has been established on the RCOC website. Articles on diabetes were included in Vol. 17, No. 2, pg. 9 of the Spring issue of <i>Dialogue</i> as well as Vol. 17, No. 3, pg. 9 of the Summer issue of <i>Dialogue</i>.</p>
<p>3. Provide, on RCOC's website, a link to CalOPTIMA's list of health care providers who will serve persons with developmental disabilities.</p>	<p>12/31/03</p>	<p>RCOC has a link to CalOPTIMA's site. CalOPTIMA lists its health network providers' addresses and telephone numbers.</p>	<p>Objective met. CalOPTIMA's site includes a list of its health network providers. RCOC added an additional CalOPTIMA link directly to the provider listing.</p>
<p>4. Through RCOC's <i>Dialogue</i>, publish an ongoing column on "success" stories on accessing special services.</p>	<p>12/31/03</p>	<p>From time to time success stories are highlighted in the <i>Dialogue</i>, but not on a regular basis.</p>	<p>Objective met. The first success story was published in Vol. 17, No. 2, page 1 of the Spring, 2003, issue of the <i>Dialogue</i>. Future issues have also included success stories.</p>

<p>5. RCOC's Benefits Advocate will provide two trainings on Social Security issues to various vendor and parent groups, e.g., supported living, independent living, and residential services.</p>	<p>12/31/03</p>	<p>RCOC conducted one training on Social Security this past year.</p>	<p>Objective met.</p> <p>Social Security trainings have been held as follows:</p> <ul style="list-style-type: none"> • 2/19/03 at Rehabilitation Institute of Southern California for its staff; • 2/27/03 at Edison High School for parents; • 3/25/03 at RCOC for Parent Service Coordinators (PSCs); • 4/10/03 at Area Board XI for Orange County Employment Advocacy Network (OCEAN); • 4/24/03 at RCOC for PSCs; • 5/7/03 at RCOC for Independent Living and Supported Living agencies; • a training was publicized and offered on 5/21/03 at RCOC for parents (no parents attended); • 7/9/03 at RCOC West Area office for senior parents group; • 8/5/03 at RCOC for Spanish-speaking parents; • 8/12/03 at RCOC for Vietnamese-speaking parents; • 8/14/03 at RCOC South Area office for senior parents group; • 8/26/03 for a parent group in Fullerton; • 9/23/03 ICEC parent group in Santa Ana.
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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 – 2003

ADMINISTRATION AND GOVERNANCE	TARGET DATE	BASELINE	CURRENT STATUS
1. RCOC's Mission Statement will be rewritten in more consumer-friendly language.	12/31/03	RCOC's Mission Statement is written for the typical adult population.	Objective met. A consumer-friendly version of the Mission Statement was developed. It was approved by the Consumer Advisory Team at its July 9, 2003 meeting.
2. Provide links on RCOC's website to generic agencies that provide cardiopulmonary resuscitation (CPR) training.	12/31/03	Currently no specific links for CPR opportunities are on RCOC's website.	Objective met. Information was gathered regarding generic resources for CPR training and is available on RCOC's website.
3. Provide developmental norms on RCOC's website to educate consumers and families regarding child growth, daily care, and needs for young children.	12/31/03	Information is provided on RCOC's website on disability-specific issues, but not on developmental norms.	Objective met. Website links to generic sites for developmental information were identified. A link has been established

<p>4. Provide one Service-Coordinator training on issues identified by the Criminal Justice Issues Committee (CJIC).</p>	<p>12/31/03</p>	<p>The CJIC meets bimonthly and identifies current criminal justice needs; no formal training has been provided to Service Coordinators.</p>	<p>Objective met.</p> <p>Topic material was identified and “Fourth Amendment Rights: Legal Issues for Consumers” training for Service Coordinators (SC) was held on October 7, 2003. The training was videotaped for future use. Additionally, renewed training for SCs on Emergency Cards for consumers was conducted as follows: 2/19/03 in East and South; 2/25/03 in West and North.</p>
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