

Regional Center of Orange County Fiscal Year 2026 - 2027 Performance Contract Proposal



REGIONAL CENTER
OF ORANGE COUNTY



Performance Contract is an outcome-based performance plan that must be developed through meaningful participation with each regional center's local community.

In order to ensure involvement, regional centers must conduct at least one public meeting, collect information from the community through focus groups or surveys, and solicit feedback whenever possible on the services and supports available.

Updated for 2026-27 Fiscal Year, the Performance Contract is organized under specific focus areas combining Compliance, Policy, and Incentive measures.

Evaluation Criteria for Regional Center Performance

The Department reviews baseline and year-end information to evaluate performance.

Success is demonstrated when:

- 1. The outcome has improved over the prior year's baseline, or**
- 2. The performance exceeds the statewide average, or**
- 3. The performance equals a standard that has been defined by the Department.**

Incentive Measures: comparison of all regional centers exceeding the median standard

RCOC Fiscal Year 2026-27

Performance Contract Measures

Focus Areas



- **Community Integration**
- **Early Start**
- **Employment**
- **Equity and Cultural Competency**
- **Innovation in Service Accountability, Delivery, and Technology**
- **Individual Family Experience and Satisfaction**
- **Person Centered Services Planning**
- **Service Coordination and Regional Center Operations**



RCOC Today



- **763 employees (551 Service Coordinators (SCs and 35 Lead SC positions)**

- **28,892 persons served**



- **Over 1,700 service providers**

- **14 member public Board of Directors made up of persons served and family members**

Community Integration

Policy Measures:

- **Number and percent of adults living independently with or without supports**
- **Number and percent of adults residing in adult Family Home Agency homes (FHA)**
- **Number and percent of adults residing in family homes (parent or guardian): 18-35 years; 36-50 years; 51+ years**
- **Number and percent of adults residing in home settings (Independent Living, Supported Living, AFHA, Family Homes)**
- **Number and percent of children and adults living in large facilities, 6 beds or more**

Planned Activities:

- **Providing training for service coordination to assist individuals select from appropriate options**
- **Review and revise services on an ongoing basis to ensure needs are met during IPP and planning meetings**
- **Ensure that individuals have opportunities to provide feedback (IPP, NCI Survey, planning meetings)**
- **Continue to develop new resources in the community**
- **Adhere to regulations regarding the use of larger residential facilities to ensure least restrictive environment is supported**

Early Start

Policy Measures

- **Timely access to Early Start services: 45 day completion of Individualized Family Service Plans (IFSPs)**
- **Provisional eligibility: number of children who turn age 5 and continue regional center services through provisional eligibility**
- **Submission of completed Early Start Report (ESR)**

Planned Activities

- **Ensure that Early Start service coordinators meet with all families to develop a transition Individualized Family Service Plan (IFSP) prior to 90 days of the child's 3rd birthday**
- **Ensure that service coordinators meet with families to develop the initial IFSP within 45 days of the initial referral date**
- **RCOC will determine Lanterman eligibility for provisionally eligible children prior to the 5th birthday**
- **Ensure that Early Start service coordinators submit a completed Early Start Report (ESR) for all children exiting Early Start**

Employment

Policy Measures

- **Number and percentage of individuals 16-64 with earned income**
- **Average annual wages for individuals 16-64**
- **Number of adults in Competitive Integrated Employment (CIE) following participation in a Paid Internship Program (PIP)**
- **Average hourly or salaried wages and hours worked per week for adults who participated in a PIP during the prior fiscal year**
- **Average wages and hours worked for adults engaged in CIE on behalf of whom incentive payments have been made**
- **Total number of 30 day, 6 month, and 12 month incentive payments made for the fiscal year**

Planned Activities

- **Implement RCOC's Employment First policy, encouraging Competitive Integrated Employment as the first option to be considered by all adults served**
- **Provide training and printed material for persons served, families, and service coordinators about employment services and resources**
- **Partner with local businesses, service providers, and education agencies to develop paid internship and employment opportunities**
- **Develop employment service providers to meet the needs of persons served**
- **Gather and analyze employment related data for persons served**

Equity and Cultural Competency

Policy Measures

- **Expenditures: In-Home Purchase of Services (POSs)**
 - Comparison of POS expenditure amounts for individuals living at home across race, ethnicity, and/or language
- **Expenditures: In-Home Respite POS**
 - Comparison of POS expenditure amounts for all respite services to people living in family homes across race, ethnicity, and/or language
- **Service utilization: Early Start**
 - Per capita Early Start expenditures separated and compared by race, ethnicity and language preference

Planned Activities

- **Continue to expand and simplify translation services and documents into multiple languages to ensure that all families can access information on services and supports**
- **Engage in community outreach to connect with families**
- **Conduct community surveys to understand family needs and gaps in services.**
- **Provide ongoing training for service coordinators**
- **Implementation of the Standardized Respite Tool when available**
- **Collaborate with Community Based Organizations (CBOs) to provide information on educational events for families and increase awareness of regional center services**

Individual/Family Experience and Satisfaction

Policy Measures

- **Number and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member**
- **Number and percent of individuals, by race/ethnicity, whose IPP/IFSP includes all of the services and supports needed**
- **Number and percent of individuals who feel that services have made a positive difference in the life of their family member**

Planned Activities

- **Provide the Individual Program Plan (IPP) survey QR code at all IPP meetings, and encourage families to share feedback on experiences**
- **Ensure that service coordinators continue to discuss satisfaction with all families during IPP meetings**
- **Distribute information and encourage families to participate in National Core Indicators (NCI) survey when circulated within the community**

Service Coordination and Regional Center Operations

Compliance Measures

- **RCOC achieves an unqualified independent audit with no material findings**
- **RCOC achieves substantial compliance with the Department fiscal audit**
- **RCOC operates within operations budget**
- **RCOC complies with vendor audit requirements per contract**
 - Number of vendor audits completed compared to required
- **Percentage of status 2 and U individuals who have a Client Development Evaluation Report (CDER) within the past 365 days**
- **Intake/assessment timelines for individuals age 3 and over**
 - Percentage completed on time compared to total number
- **Percentage of IPPs for individuals enrolled in a federal waiver that meet requirements outlined in WIC 4646 and 4646.5**
- **Substantial compliance with HCBS Final Settings Rule**
- **Special Incident Reports (SIRs) are submitted within the required timeframes**

Planned Activities

- **Monitor timely completion of Client Development Evaluation Reports (CDERs), and provide ongoing training on completion to service coordinators**
- **Ensure that adequate and timely review of eligibility for individuals over age 3 occurs within 120 calendar days**
- **Provide ongoing training to service coordinators and management staff on Federal Programs to ensure requirements are met**
- **Ensure compliance in all audit areas**
- **Monitor operations on a routine basis to ensure operational costs do not exceed budget**

Service Coordination and Regional Center Operations

Policy Measures

- **Vendorization**

- Percentage of vendorizations that met the regulatory 45-day timeline in the Decision Stage
- Average number of days from application submissions to final decision on approval

- **MediCaid Waiver Enrollment**

- Of the total number of regional center individuals who meet the 1915c eligibility, the percentage of those who are enrolled in a federal waiver, separated by waiver type

Planned Activities

- **Ensure that all vendor application requests are reviewed and processed within required timelines**
- **Develop material to guide vendor applicants**
- **Monitor existing caseloads to ensure specific waiver enrollment is completed**
- **Monitor existing caseloads to verify eligibility criteria**

Regional Center Incentives

- **Regional Centers will meet established incentive goal areas established by the Department in the following areas:**
 - Early Start services planning and completed ESRs
 - Employment goals and updated data
 - Linguistic diversity of staff
 - Website accessibility
 - IPP surveys completed
 - Person Centered Facilitation
 - Information and Outreach activities
 - Choice of service providers
 - Timely authorizations of services
 - Service Coordinator training standards completion
 - Updated documentation of individuals benefits and medical insurance information

Questions

- **To submit comments on the proposed plan, please send to:**

**Jack Stanton, Associate Director of Housing
Regional Center of Orange County
1525 N. Tustin Ave.
Santa Ana CA 92705**

or

jstanton@rcocdd.com

- **Please submit written comments prior to May 6, 2026**

