

Inland Regional Center (IRC) 18-Month Performance Contract (PC) Report for 2023-2024



Overview

The Department of Developmental Services (DDS) coordinates and delivers services for Californians with developmental disabilities through a statewide network of 21 community-based non-profit agencies known as Regional Centers. Each Regional Center provides assessments, determines service eligibility, and offers case management services. Inland Regional Center (IRC) was one such agency.

Timelines and Activities

- **December 15, 2022:** IRC submitted the 2023-2024 (18-month) Performance Contract to DDS.
 - [Performance-Contract-2023-Signed.pdf \(inlandrc.org\)](#)

Budget and Funding

IRC received funding from DDS, which is known as contract allocation or budget. This budget included two main categories:

1. **Operations:** This covered employee salaries, benefits, and operating expenses, accounting for approximately 11.6% of the total budget.
2. **Purchase of Service (POS):** This covered services and support for eligible clients, accounting for about 88.4% of the budget.

Note:

- These two budgets are strictly allocated, meaning funds from one category cannot be used to supplement the other.

Measures and Actions

IRC focused on several key public policy measures and actions to attain its objectives:

1. **Disparities in Services/ Service Access by Ethnicity and Age:**

- Analyzed POS data to identify areas to increase services for underserved populations.
- Partnered with Community-Based Organizations (CBOs) to increase access to services.
- Monitored clients with low or no POS through Enhanced Service Coordination.
- Conducted POS focus groups.
- Attended Grassroots Day in Sacramento.
- Launched Specialized Preschool Units for Children Ages 3-6
- Collaborated with various committees and organizations to improve cultural competency and outreach.
- Provided staff with cultural competency training as directed by DDS
- Hosted Implicit Bias training for staff as directed by DDS.
- Language Access and Cultural Competency (LACC) funding from DDS enhanced the understanding of disparities in POS while engaging lower socio-economic communities and identifying low-frequency languages, including Arabic, Mandarin/Chinese, Vietnamese, and Tagalog. Additionally, the LACC funding was used to engage monolingual Spanish speakers, Deaf Plus clients, and parents of deaf clients.

IRC utilizes blogs, social media, and various other platforms to engage with and serve all communities within our catchment area. IRC aims to provide timely and accurate information, foster community engagement, and promote transparency within our operations and POS distribution. The blogs shared in this report are intended to inform, educate, and support individuals with intellectual and developmental disabilities, their families, and caregivers. [Blog | Inland Regional Center \(inlandrc.org\)](https://inlandrc.org/blog)

2. Case Management Services:

- Focused on understanding why some clients received only case management services and how to address this.
- Collaborated with local police departments and crisis intervention teams to support clients not attending a program.

3. Employment Support:

- Analyzed POS data to identify clients participating in competitive integrated employment.
- Provided outreach and community education on employment opportunities.
- Participated in job and employment fairs to promote opportunities for clients.
- Supported competitive integrated employment for clients through Paid Internship Programs.
- Provided training to service coordinators on employment options and reviewed these options annually during IPP planning.
- 2023 SAE Conference featured a breakout session on Client Employment
- IRC Employment Specialist attended 50 events (January 2023 - May 2024)
 - 17 Local Partnership Agreements (LPA) meetings
 - 22 Presentations
 - 11 Resource Tables
- To view the annual employment data, click here [IRC Year End Report](#)

4. Residing Independent/Home Settings for Adults/Residing with Families:

- Developed and provided services to support clients' independence.
- Assisted families in obtaining needed services, such as in-home services, respite, behavior intervention, and crisis services.
- Provided training for families to manage behaviors that interfere with a child's ability to interact with family and community.
- Through LACC, IRC developed group-based parent training and support tailored for families from specific ethnic communities.
- Developed online resources to support client employment and service access.
- Developed and provided services to support clients' independence in home-like settings.
- Monitored and supported living environments to ensure safety and provide necessary services.

5. Facilities Serving More Than Six People:

- Committed to providing support to sub-acute children's facilities.
- Conducted multi-disciplinary reviews of placements in larger homes to ensure appropriate care.
- To view the annual residential data, click here [IRC Year End Report](#)

6. Compliance Measures-

IRC met several compliance measures, including:

- Timely completion of independent audits.
- Compliance with DDS fiscal audits.
- Operating within the Operations budget.
- Certification to participate in the Home and Community-Based Services Waiver.
- Compliance with vendor audit significantly.
- Maintaining current CDER/EST status codes.
- Meeting intake and assessment timelines for clients of all ages- **Not met.**
 - IRC acknowledges that we are outside the standard intakes and assessment timelines. Over the past month, new leadership has been appointed for the program and implemented a new eligibility/re-eligibility process, which began on September 1, 2024. We will be evaluating progress in the coming months and exploring how to integrate the pending DDS standardized intake process. We aim to significantly reduce IRC's response times for intakes and assessments. Additionally, we will assess the need for more staff and explore ways to leverage technology to streamline processes.
- Ensuring IPP and IFSP development met WIC and Title 17 requirements.
- To view the compliance measures, click here [IRC Year End Report](#)

This performance contract report demonstrated IRC's commitment to improving service access, supporting client independence, and fostering community engagement while ensuring compliance with state regulations and fiscal responsibility.

Public Input Meeting November 4, 2024, 4 PM.

The Community Engagement team announced the Public Input Meeting, scheduled for November 4, 2024, on July 30, 2024, through the inlandrc.org calendar of events and

shared it across social media platforms from August through November. An official announcement was also posted on the inlandrc.org/announcements page on October 4, 2024.

[18-Month Performance Contract 2023/2024 Listening Session | Inland Regional Center \(inlandrc.org\)](#)

[Special Board of Trustees Meeting/18-Month Performance Contract 2023/2024 | Inland Regional Center](#)

Public feedback received regarding the 18-Month PC on November 4, 2024: None received.

Attendees included the IRC Board of Trustees, Program Administrator for Children's Services (Riverside), Program Administrator for Community Engagement and Training, Executive Director, Director of Community Services, Director of Community Services, Director of Information and Technology, Director of Transition Services, Director of Adult Services, Program Manager for Service Access and Equity, Program Manager for Community Engagement, Cultural Specialist, Deaf and Hard of Hearing Specialist, and Language Access and Cultural Competency Specialist.

Parents or clients of IRC present: 2

Additional attendees:

- Vendor: 24 HR Homecare
- Community-Based Organization: Autism Society Inland Empire

Survey Data: The Community Engagement and Service Access and Equity Team created and marketed a Performance Contract (PC) Survey in English, Spanish, ASL, Arabic, Mandarin/Chinese, Tagalog, and Vietnamese. This survey was active from 9/3/2024 to 10/3/2024. It was promoted through social media, the blog section of inlandrc.org, and included in the calendar of events. Unfortunately, no data was collected during this period.