

September 8, 2025

G-2025-Regional Center Performance Measures-001

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: SERVICE COORDINATOR COMPETENCIES

The Regional Center Performance Measures (RCPM) program has performance incentives and measures to promote improvements in individual outcomes and regional center performance. The RCPM program has six focus areas: Early Start, Employment, Equity and Cultural Competency, Individual and Family Experience and Satisfaction, Person-Centered Services Planning, and Service Coordination and Regional Center Operations. Each focus area has one or more performance measures tied to specific desired outcomes, with corresponding performance targets and incentives.

Full descriptions of the focus areas, measures and incentives can be found [here](#). Each performance measure and incentive is an opportunity for regional centers to demonstrate performance above the minimum expectations established through statute, regulation or contract. While participation in the RCPM program is voluntary, all regional centers are encouraged to perform responsively to the RCPM priorities.

Overview

This letter provides information regarding the Service Coordinator Competency measure in the Service Coordination and Regional Center Operations focus area of the RCPM program. This measure establishes a standard set of service coordinator competencies for newly hired service coordinators.

Performance Measure and Desired Outcome

The Performance Measure for Service Coordinator Competencies is the number of newly hired service coordinators who have completed all hours of standardized training identified in the Service Coordinator Training Standards in Attachment A, within the first year of employment. The desired outcome of this measure is for all new service coordinators across the 21 regional centers to demonstrate the basic knowledge and skills necessary to successfully meet the needs of individuals and families served by regional centers.

Starting July 1, 2025, the Service Coordinator Competency measure will establish the baseline for reporting the number of new service coordinators enrolled in the LMS and the percentage of training topic areas that were completed.

Performance Measure Data

To obtain baseline data for this measure, the regional center Learning Management System (LMS) will track both the identified training topics and the service coordinators who complete each training module. This data will be collected for any new service coordinator who begins employment on or after July 1, 2025, through June 30, 2026.

Regional centers may offer their own training courses so long as they meet the minimum duration and address the identified competencies. When regional centers offer their own trainings, these trainings must be entered and tracked in the LMS. Participating regional centers will be required to provide a training report from the LMS for all new service coordinators that are hired and continuously employed between July 1, 2025 and June 30, 2026.

For the first year (FY 2025-26) of this measure the Department will be establishing baseline data and there will be no corresponding recognition or monetary incentives. If you have any questions regarding the RCPM program, please email RCMeasures@dds.ca.gov.

Sincerely,

Original Signed by:

MICHI A. GATES, Ph.D.
Chief Deputy Director, Program Services

Attachment

cc: Regional Center Administrators
Regional Center Directors of Consumer Services
Regional Center Community Services Directors
Association of Regional Center Agencies
Ernie Cruz, Department of Developmental Services
Jim Knight, Department of Developmental Services