Message from Our Board President

I want to take the opportunity to introduce myself to our clients, their families and our community. My name is Craig Costi and I am the newly elected Chair of the CVRC Board of Directors. My wife and I have three children, one of whom is served by this regional center. I know the importance of the promises made in the Lanterman Act to clients and families served by the regional center system.

The theme of our newsletter is “Baby Boomers”. The stories in the newsletter feature baby boomers served by the regional center. Their stories are a reminder of the benefits of life-long entitlement of services and supports for individuals with developmental disabilities. I hope you take the time to review our newsletter and celebrate along with me the success of our baby boomers.

On the budget front, fiscal year 2011-12 closed with our striving to meet requirements in the Budget Act which has affected implementation of numerous policy changes. The good news is we begin the current fiscal year, 2012-13, with a partial restoration of the rate reduction imposed on both our vendors and regional center operations. The 4.25% rate reduction sunset June 30th restoring 3% of the initial cut. The fall election will determine whether or not we will face an additional fiscal challenge as there continues to be a potential for a $50 million reduction.

Speaking on behalf of my fellow board members and CVRC staff, we remain committed to supporting clients and families as they achieve goals identified in their program plans.

Craig Costi, CVRC Board President
This edition of our newsletter began by focusing on the Baby Boomer generation, which according to Wikipedia, is the cohort of people born between 1946 and 1964, following World War II. One of the articles we’ve included is entitled “Health Care and Quality of Life Issues for the Baby Boomer Generation”, by Kelley Hanson, one of our nurse consultants. She illustrates how life has changed for all of us in the past 60 plus years including prolonging the lifespan of our clients. As we collected stories to include in this newsletter about our clients born before 1964, we were very pleasantly surprised to find clients who were born in the generation prior to the boomers, known as “The Silent Generation”. How many of us have heard that description of folks born during the Great Depression and World War I…but it piqued my interest and perhaps it will our readers also.

We hope you will enjoy the stories we are sharing here as much as we’ve enjoyed writing them and witnessing the lives of these active, vibrant, talented senior citizens. To round out this edition of the CVRC Communicator, we’ve included two other articles…one is an article about seniors from our communities who are working with our clients in the school setting (See “Foster Grandparent Program through CVRC”) and the other is an article about several of CVRC’s own Baby Boomers who are retiring or have recently retired. Enjoy!

Linda Weiner, Editor

Please refer to our website www.cvrc.org for current information, resources and related links. One of the links is the Network of Care. This Web site is a resource for individuals, families and agencies concerned with developmental disabilities. It provides information about services, laws, and related news, as well as communication tools and other features. Regardless of where you begin your search for assistance with developmental disabilities issues, the Network of Care helps you find what you need - it helps ensure that there is “No Wrong Door” for those who need services.
The aging of America and the issues surrounding the baby boomer population are public interest topics that seem to continue to stay in the headlines whether we are looking at television, the internet or regular old hardcopy of newspaper or magazines. The concerns and discussions touch everything from healthcare, to finance and family.

Progress in technology has brought a huge change to our daily lives and that of the developmentally disabled. We have seen the black and white television move to a flat screen T.V. Millions of Americans are more likely to carry a cell phone or a computer than a briefcase or backpack. Complex medical records aren’t necessarily reams of paper documents. They can be carried on a disk or a flash drive, in a purse or a pocket. Similar changes in technology have led to devices that allow individuals with developmental disabilities to lead an improved quality of life directly related to their disability. Implantable devices have the ability to decrease the type of medications and the frequency of seizures in individuals with seizure disorders. We have seen the role of injections that can transform individuals with limiting and often painful muscle movements to become better able to participate in their activities of daily living.

Healthcare itself has grown by leaps and bounds through the ability to provide us with current information on lifestyle and prevention. We have used evidence based research to guide us on topics of disease identification, management and the limitations of some of these chronic conditions. The outcomes for diabetes and heart disease have been greatly improved. This type of improved care has led to an increased life span for our clients as well as the general population.

Today baby boomers who are developmentally disabled might have parents who are now in their seventh or eighth decade, attempting to care for their adult dependent children. That is combined with the reality that in many cases siblings might also be called on to care for their developmentally disabled brothers or sisters, while caring for their aging parents and possibly their own grandchildren as well.

Improvements in chronic disease management, quality of life and prolonging the lifespan have had a positive impact on baby boomers with developmental disabilities. Advanced diagnostic tools and treatment régimes have lessened the limitations and improved care for all. Technology and coordination of care that at the beginning of this era was only available in hospital settings is now available in the home. Today’s healthcare arena continues to evolve and progress. These advances have assisted us in continuing to move forward to provide individuals with developmental disabilities an ever-improving quality of care and life success.

By Kelley Hanson, MSN, FNP-C
CVRC Nurse Consultant
At 77 years of age, Joanne “Cricket” Walters doesn't know what senior “twilight years” are. She’s too busy living! Her days are packed with purpose and enthusiasm for making a difference. She participates in CVRC’s Foster Grandparent Program, mentoring developmentally disabled students at school. She began in 2009 and isn't slowing down or changing course. When asked what she enjoys the most about the Foster Grandparent Program, Cricket says, “the kids!” Working with them and seeing their progress gives her purpose and a sense of accomplishment... plus it’s fun! School staff report Cricket is wonderful interacting with the children and her passion for them is obvious.

That desire to be, in Cricket’s words, productive in her “old age”, has also prompted this zealous senior to coach Miracle League baseball to special needs children for the past 10 years. She concurrently serves at church as Head of the Seniors and Head of the Widows, organizing event details and often cooking for crowds. In addition she directs funeral receptions.

Awake at 5:00 am daily, Cricket bounds out of bed eager to get busy. Her desire, she said, is to serve others and live a long life by staying active. She reports having a positive attitude, a willingness to try new things, and a lifetime of putting everything she has into whatever she takes on. Her days are full, her impact is great, and CVRC is grateful to have her as a Foster Grandparent!

Cricket's story is just one of many we could share about CVRC’s foster grandparents. These limited-income women and men are 55 years or older and volunteer an average of 20 hours per week in the schools. They serve as mentors to some of CVRC’s developmentally disabled students who can be up to the age of 21. This year a couple new volunteers echoed what others have stated, that the Foster Grandparent Program has changed their lives. It gives them purpose -- something meaningful to do each day -- and they get up eager to go to school to see “their kids”. Once established in a school, they want to stay there because they bond with staff and students and it expands their positive relationships. The program also helps keep them physically active, as they walk and move about the school. It also keeps their minds stimulated as they are learning some sign language and observing and implementing techniques effective with these students. It's a win-win for all involved.

For more information on how to become a Foster Grandparent, contact Sue Heighton in the Visalia CVRC office at 559 738-2207.

Sue Heighton, Foster Grandparent Coordinator
The Antique Collector

Born during the 1929 Great Depression, Earl is 83 years old and enjoying life more than ever. He has an interesting hobby... collecting antiques. He lives in a beautiful home in the country and his large, private bedroom is filled with some of the things he has collected over the years. Lining the shelved walls, and filling every corner of the room, are old cars and buggies, windmills, old records and working phonographs. Earl knows how to operate the phonographs and loves demonstrating the old-time music that they play. He loves to visit Old Town Clovis and browse the antique shops. Earl and his care provider, Jasmine, stroll through the shops every couple of weeks or so and he can identify some of the antiques that others can’t. Jasmine related an experience during one of their visits where Earl spied an old ice cream maker that had several loose parts next to it. The shopkeeper said he didn’t know what it was but Earl, to the owner’s astonishment, not only identified it but put it together and demonstrated how it worked. Jasmine says she has learned a lot about old farm implements from Earl during these visits and finds it fascinating.

Since Earl has celebrated quite a few birthdays past the age when most of us retire, he was asked recently what he wanted to do when the time came for him to retire. Without hesitation he said “the same thing I’m doing now!!” He attends day program five days a week and is not happy if he has to miss a couple hours for, perhaps, a doctor’s visit. At one such visit recently Earl told Jasmine after seeing the doctor “I’m fine... I want to go to program”. And there’s no napping or resting for him when he returns home from program at day’s end... after all, there are shows to watch and things to do. A couple of his favorite TV programs are The Jerry Springer Show and the Sopranos.

What an inspiration Earl is to all who know him. And if you get a chance to go to Old Town Clovis, to one of the antique stores, maybe, just maybe, you will overhear some fascinating history being shared...

Sophie Vang, Case Manager

The Value of Hard Work

Juan has always been a hard worker. In his younger days he and his brother worked doing a variety of farm labor tasks for pistachio and almond farmers. Today, at age 59, Juan works in a very different environment, at the Naval Air Base located in Lemoore. He is part of a supported employment group that works out of Kings Rehabilitation Center in Hanford. His duties include janitorial work in the hangars where they keep airplanes and other equipment. Juan earns a nice wage for his hard work, several dollars above California’s minimum wage.

Juan’s hard earned paychecks are budgeted and used well so that he always has money left over for fun activities. He goes on vacations with his peers, and has enjoyed a cruise to Mexico and a recent trip to Hawaii. Juan also spends time with his large, extended family on weekends, holidays and special events. Juan is a thoughtful person who always makes sure to send his mother flowers for Mother’s Day and other special occasions.

The work ethic that Juan has developed does not end when he gets home either. He continues to help around the Muldrow Home where he has lived for over 15 years. Everyone enjoys the nights when Juan makes homemade Mexican food for dinner. He is also eager to help with yard work. When he does finally stop working to take a break he has his own pool table on the covered patio, a nice comfortable bed, his own TV, and a video game system to help him relax. Just next door lives his long-time girlfriend who attends dances and community activities with him. Juan has a happy, fulfilling life and his golden years have just begun.

Dawn Wells, Case Manager
March 25, 1996, the date Donald began working at his current job in Atwater, is etched in his memory. For the last 16 years he has enjoyed working for Thomas C. Williams, Inc., General and Engineering Contractors in the food processing industry. Donald’s job title is Janitor/Groundskeeper and his duties include janitorial, yard work and helping out in the shop. His employer and his co-workers are supportive of him and he is well liked at work. Donald participates in a 401(K) plan made available to him by his employer but he does not plan to retire any time soon even though he is 65 years old.

Donald has been married to his wife, Emma, for 18 years and they live independently near his work in Atwater. He is planning a special event and outing for their wedding anniversary which is nearing. Donald is described by others as having a great sense of humor and being a loving and supportive husband.

Donald and Emma are home owners and Donald enjoys taking on home improvement projects and maintaining his yard. He recently replaced windows throughout his home with energy efficient windows and is currently pricing out new cabinets for his kitchen. Other activities he enjoys include staying informed on current events and news and taking vacations. One of the recent places he and Emma have visited for vacation is Texas. We’re sure Donald and Emma are dreaming about other home-improvement projects and places to visit in the coming months and years.

Blanca Vazquez, Case Manager

Hats, Cowboys, Purses and Jewelry!!

One of CVRC’s recent octogenarians, Carmeletta, loves what many women love….SHOPPING!! She has a hat for every occasion, loves anything cowboy, and still enjoys picking out new purses and adding to her jewelry collection. A girl can never have too many purses or too much jewelry, can she!! For her 80th birthday celebration this past March, one of the staff at Heartland, her day program, arranged for a guitar-pickin’ cowboy to come to program and serenade her. What a wonderful birthday surprise!!

Carmeletta attends church each week with her housemates and with staff from the facility where she lives. She also participates in the Senior Services program at Heartland five days a week, Monday through Friday. While at program Carmeletta stays busy with various activities. Currently she is working on a memory collage scrapbook of photos, and enjoys reminiscing about friends and staff from the past, some of whom she has outlived. Carmeletta has an excellent memory and can name so many of the people in these old photos as she is scrapbooking. She visits with other friends she’s made in the community when she and her group have lunch once a month at the Senior Lunch Program in Madera. The group gets the monthly menu, they discuss it, and decide together which lunch they would like to have and which day to join their peers in the community for a delicious lunch. That sounds like fun. Another activity Carmeletta enjoys at program is attending the seasonal dances….so far this year they’ve enjoyed the “Spring Fling” and the “Sweetheart Dance”. What a wonderful opportunity for Carmeletta to don one of her hats, put on some sparkly jewelry, and dance the evening away.

What an inspiration to all who meet her. We wish Carmeletta many more years of shopping, scrapbooking and dancing.

JoAnn Bennett, Case Manager
Central Valley Regional Center’s Retirees

Gloria Guzman
Assistant Director of Case Management Services who is retiring the end of August and Lynn Fjeld, Director of Client Program Services, who will be retiring in October. Both women are long-time employees of CVRC and have impacted the agency with their numerous contributions first as case managers and culminating in their positions as part of senior management. Their leadership and expertise will be missed by CVRC and the clients and families whom we serve.

Gloria has spent her entire professional career with CVRC based out of the Visalia office. At the time of her retirement, she will have served a total of 34 years. Lynn was first based in Visalia but transferred to Fresno and will retire after serving 23 years. We wish them the best!

A Rose by Any Other Name…

Rose, a 77 year old woman, was born in Fresno to her Italian parents, Joseph and Mary. At the age of ten she moved with her parents and eight siblings to a ranch across from where Bullard High School stands today. The family was very involved in growing fruits – particularly grapes which were made into raisins – along with growing vegetables and herbs. Rose credits having fresh produce in her backyard with her healthy eating habits which continue to this day. Rose loves to eat fresh fruits and vegetables, not canned or processed, when they are in season.

As a child, despite physical limitations associated with her diagnosis of cerebral palsy, Rose actively pursued her academic development. She attended several schools in Fresno including adult school. As a young person, Rose had the opportunity to care for her sister Annie’s daughters, Lori, Christie and Deanna, when they were infants and young children. In doing so she was able to go on a cross country trip through thirty-five states with the family. Rose cites visiting the Air Space Center in Florida the day before the launch of Apollo 13 as one of the many highlights of that trip. Others included visiting New York City to see the Statue of Liberty and the Empire State building, Niagara Falls and the many sights of Washington, D.C.

Early opportunities to travel ignited a quest for adventure and endless road trips with her long-time companion, Bill, who passed away in 2004. Bill also had cerebral palsy but this never stopped him and Rose from jumping in the car and hitting the road on a whim. Rose has traveled to just about every big and little city in California. She is remarkable for giving great directions to just about anywhere.

Rose has an astonishing memory and keeps her mind active by reading The Fresno Bee each day. She also watches the news and game shows such as “Jeopardy” which she credits with continuing to further her education. She enjoys completing jigsaw puzzles at home with assistance from her supported living services, “Living as You Wish” and at the Fresno Clovis Adult Day Health Center which she attends each weekday. Rose keeps physically active with regular workouts in the gym of the Fresno Clovis Adult Day Health Center. Despite frustrations with the aging process and her body not working the way it once did, Rose perseveres and continues to exercise daily. She also credits her physical and mental health to getting enough sleep and having a good sense of humor to deal with life’s ups and downs.

Despite having some health setbacks and nearing 80, Rose is a role model for intellectual and physical perseverance. Her sense of humor is engaging and makes her endearing to everyone she meets. Despite wondering what the future holds, Rose is confident she will continue to stay active and maintain her health.

Gina Fernandez, Case Manager
The Piano Player

If you love hearing beautiful piano music you need to hear Rhonda play. She is 62 years old now and has been blind since birth but that didn’t stop her from learning to play the piano and sing. Rhonda has keyboards both at home and at Heartland, and she loves to play. According to her case manager, JoAnn, Rhonda only needs to hear a musical piece a few times and she can play it by ear. She loves a variety of music from classical to musicals to Frank Sinatra tunes. Periodically Rhonda goes to Skilled Nursing Facilities in the area to play and sing for the residents. The last couple of years she has sung, a cappella, at the annual Heartland luncheon. Last year she chose “My Funny Valentine”, a show tune from “Babes in Arms” to delight the audience.

Rhonda knows how to read Braille, but she also likes to listen to the books on tape that she gets from the Fresno County Talking Library. These days she is reading inspirational books and she can independently operate the cassette tape recorder that is provided by the library. There is a convenient mail return system to send books back and to get more. She enjoys playing bingo at Heartland on special Braille bingo cards! Rhonda also enjoys poetry and is trying her hand at writing some. She has a Braille template for her computer keyboard so she can type the poems as she composes them.

Rhonda has also served as Client Counsel President and representative to the Heartland Board. She has a great memory, and can memorize and accurately recite her board reports.

And if that’s not enough, Rhonda is very disciplined when it comes to living a healthy lifestyle. She only eats certain things to maintain her health and she exercises daily. Her routine consists of jumping rope and walking on a treadmill. Is there anything Rhonda can’t do? Well she certainly has inspired those of us who know her!!

JoAnn Bennett, Case Manager

Living the American Dream

Have you visited Starbucks in Atwater lately? If you have you might have seen Mike’s friendly face. He has worked at Starbucks for five years and enjoys his job and the camaraderie with his co-workers. Their friendship was exemplified in an act of kindness last year. Let me tell you about it. Mike loves to ride his bike wherever he goes and he rides it to his job each day. Well last year his bike broke down and some of his co-workers, along with some kind patrons, pitched in and bought him a new bike. That really says something about community and about Mike.

Mike and his wife Jerri have been married for 31 years. They are proud homeowners having recently bought a mobile home of their own. They enjoy traveling and are planning a trip to San Francisco at Christmas time this year with New Directions, a vacation provider. Part of the vacation package includes a boat ride on the bay with a romantic dinner included. We hope Mike and Jerri have a wonderful time on their trip.

Recently Mike applied for a fishing license and he accompanied his mother on a day trip to fish in the San Luis Reservoir. Mike enjoys spending time with his mom and is always willing to help her out. He also enjoys spending time with friends in his community.

Words to describe Mike include kind, considerate, helpful, friendly, and active. Way to go Mike!!

Lori Viveiros, Case Manager
The following draft Performance Contract is distributed each year in our newsletter. The Department of Developmental Services enters into outcome-based performance contracts with regional centers every year. The performance contract compares each regional center’s performance, relative to key public policy and compliance measures, with the performance of other regional centers. The regional center is considered to have successfully achieved their objectives when their performance has improved since the prior year, their performance exceeds the statewide average, or their performance equals a standard set by the Department of Developmental Services.

The public policy and compliance measures contained in the Draft 2013 Performance Contract reflect CVRC’s baseline data and the statewide averages as of June 30, 2012. We have outlined planned activities in this draft Performance Contract in order to successfully achieve our objectives in 2013. We invite community input regarding the performance plan. This information will also be presented in a public meeting to be held on Tuesday, September 18, 2012, from 5-6 pm in the San Joaquin Conference Room in the Fresno office of CVRC. You may email comments to Lweiner@cvrc.org or mail them to Linda Weiner, Central Valley Regional Center, 4615 N. Marty, Fresno, CA 93722.
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<tr>
<th>Measures</th>
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<th>CVRC baseline as of June 30, 2012</th>
<th>Planned Activities</th>
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| 1) Number and percent of Regional Center caseload in the Developmental Center (DC) (Lower is better) | 0.67%             | 1.07% 158                         | .092% 141                         | ● Implement the 2013-2014 Community Placement Plan.  
● Develop specialty residential and services to support individuals in community homes that they choose.  
● Complete comprehensive assessments for clients residing in the DC who meet criteria for assessment.  
● Move 10 clients from the developmental center to a less-restrictive community placement.  
● Develop sustainable, integrated, affordable, and accessible housing. |
| 2) Number and percent of minors residing with families (includes own family, foster family, and guardian) (Higher is better) | 98.78% 6,386      | 98.22% 6,828                      | 98.43% 6,628                      | ● Provide information to parents about the Family Resource Center; make referrals if interested.  
● Continue developing programs to serve children.  
● Monitor efficacy and best practice for programs serving children.  
● Offer group Applied Behavior Analysis training for families in English and Spanish; other languages as available. |
| 3) Number and percent of minors living in facilities serving greater than 6 (includes Intermediate Care Facilities, Community Care Facilities and Skilled Nursing Facilities) (Lower is better) | 0.08% 1          | 0.02% 1                           | 0.01% 1                           | ● Continue to encourage new residential service providers to offer living arrangement for 4 clients, and with individual bedrooms when possible.  
● Continue to encourage development of small family homes for 2 children. |
| 4) Number and percent of adults residing in home settings (includes Independent Living, Supported Living, Adult Family Home Agency, and Family Homes listed separately as 4a, 4b, 4c and 4d) (Higher is better) | 75.29% 5,988      | 73.84% 5,988                      | 74.75% 6,289                      | ● Provide training to regional center staff on various living arrangements.  
● Develop sustainable, integrated, affordable, and accessible housing.  
● Prepare to implement the new model, “Individual Choice Budget”, when available.  
● Provide Mobility and Bus Training for adult clients who are able to utilize public transportation. |
| 4a) Adult Family Home Agency                                                                | 0.76% 140         | 1.73% 140                         | 1.96% 165                         | ● Continue to collaborate with Adult Family Home Agencies (AFHA) in referral, assessment, and placement process.  
● Conduct annual review of AFHA's. |
| 4b) Independent Living                                                                     | 11.84% 1,193      | 14.71% 1,193                      | 14.74% 1,240                      | ● Continue to collaborate with Independent Living Program (ILP) providers to improve services to clients  
● Provide information to clients and families about Housing Choice vouchers as available through the Housing Authority.  
● Implement Guidelines for provision of services by ILP vendors including best practice recommendations. |
| 4c) Own Home - Parent                                                                       | 57.09% 4,548      | 56.09% 4,548                      | 56.75% 4,774                      | ● Provide out-of-home respite options.  
● Provide information to clients and families about Housing Choice vouchers as available through the Housing Authority.  
● Continue to refer families to In-Home Respite Agencies. |
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| 4d) Supported Living                                                    | 5.59%            | 1.32% 107                        | 1.31% 110                       | • Collaborate with Supported Living Services to ensure clients' needs are being met.  
• Ensure that all generic and natural supports are being utilized to the fullest extent.  
• Use Standardized Assessment Tool developed by the Department of Developmental Services. |
| 5) Number and percent of adults living in facilities serving greater than 6 (includes Intermediate Care Facilities, Community Care Facilities and Skilled Nursing Facilities) (Lower is better) | 3.40%            | 1.13% 92                        | 1.03% 87                       | • Continue to encourage new residential service providers to offer living arrangements for 4-6 clients, and with individual bedrooms when possible. |
| 6) Number and percent of adults in supported employment                 | UD               | UD                               | UD                              | • Collaborate with vendors who provide supported employment opportunities. |
| 7) Number and percent of adults with earned income and average wage (aggregate) | UD               | UD                               | UD                              |                         |
| 8) Number and percent of adults in competitive employment (Higher is better) | UD               | UD                               | UD                              |                         |
| 9) Access to medical and dental services                                 | UD               | UD                               | UD                              | • Analyze data collected from revised CDER. Access Medi-Cal through Prucol and Institutional Deeming.  
• Utilize telemedicine and other specialized services including dental, contracted through CVRC.  
• Maintain Memorandums of Understanding with local mental health departments to clarify how mental health services will be coordinated between the two agencies. |
| 10) Number of consumers per 1,000 who are victims of abuse               | UD               | UD                               | UD                              |                         |

UD=Under Development and anticipated in conjunction with the revised CDER
<table>
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<tr>
<th>Measures</th>
<th>Yes/No</th>
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<tbody>
<tr>
<td>11) Unqualified independent audit with no Material findings</td>
<td>Yes</td>
<td>Maintain performance</td>
</tr>
<tr>
<td>12) Substantial Compliance with Department of Developmental Services fiscal audit</td>
<td>Yes</td>
<td>Maintain performance</td>
</tr>
<tr>
<td>13) Operates within Operations budget</td>
<td>Yes</td>
<td>Maintain performance</td>
</tr>
<tr>
<td>14) Accurate fiscal projections (within established percentage), both Operations and Purchase of Service, based on February Sufficiency of Allocations Report</td>
<td>Yes</td>
<td>Maintain accuracy of fiscal projections on SOAR within acceptable range</td>
</tr>
<tr>
<td>15) Certified to participate in Waiver</td>
<td>Yes</td>
<td>Maintain certification</td>
</tr>
<tr>
<td>16) Compliance with Vendor Audit Requirements (Per regional center contract, Article III, Section 10)</td>
<td>Yes</td>
<td>Maintain compliance</td>
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<tr>
<td>17) Client Development Evaluation Report (CDER)/Early Start Report (ESR) currency <em>(Higher is better)</em></td>
<td>Data not available</td>
<td>95.74% 13,988</td>
<td>Data not available</td>
<td>● Maintain CDER/ESR currency to at least the statewide average or above.</td>
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<tr>
<td>18) Intake/assessment and Individualized Family Service Plan (IFSP) time lines (0-3)</td>
<td>UD¹</td>
<td>UD</td>
<td>UD</td>
<td>● Maintain compliance with T17 Requirements.</td>
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| 19) Intake/assessment time lines as required to be maintained (Age 3 and above) *(Higher is better)* | 98.83% 290 | 100% 403 | 99.51% 403 | ● Maintain time lines to at least the Statewide average.  
● Periodically evaluate the intake process and procedures to ensure time lines are met.  
● Review data on timelines monthly to ensure accuracy in reporting. |
| 20) Individual Program Plan (IPP) Development | Data unavailable | 99.95% | 99.91% | ● Maintain compliance with W & I code requirements. |
| 21) Individualized Family Service Plan (IFSP) development * | Data not available | 88.78% | Data not available | ● Maintain compliance with T17 Requirements.  
● Collaborate with Early Intervention programs to meet time lines.  
● Service Coordinators and Early Intervention partners will be trained annually on all aspects of the IFSP process, including time lines. |

UD=Under Development

*Measure temporarily suspended pending revision to measurement methodology and availability of associated data.

Revised 7.10.2012