



## PERFORMANCE CONTRACT

North Los Angeles County Regional Center

Calendar Year(s) 2021

### **Public Policy Performance Measures (Required)**

	<i>Goal</i>	<i>Measure</i>	<i>Activities Summary</i>
1.	<p><b>Decrease the number of individuals who reside in institutional settings.</b></p>	<p><b>Number and percent of Regional Center consumers in institutional settings, such as state hospitals, Developmental Centers, etc.</b></p>	<p>North Los Angeles County Regional Center (NLACRC) will engage in the following activities:</p> <ul style="list-style-type: none"> <li>• Continues to implement the Community Placement Plan (CPP) and Community Resource Development Plan (CRDP), which identify the current needs and services of individuals residing in developmental centers. The plans identify specific ways of meeting those needs through residential placement, day programs, supplemental supports, including transportation, 1-to-1 assistance, specialized medical, dental, and any other identified needs.</li> <li>• Within the available service codes and with the assistance of the Department of Developmental Services (DDS), NLACRC will design services and identify supports that are essential to meeting the consumer's needs</li> </ul>



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			<p>prior to the consumer moving into the community.</p> <ul style="list-style-type: none"><li>• Continues to work closely with the developmental centers to identify individuals who would benefit from smaller, community-based living arrangements.</li><li>• Inform families, developmental center staff, and consumers about all choices available, and encourage them to evaluate all options.</li><li>• Inform court personnel about the community resources available to them.</li><li>• Conduct outreach and give information to community providers interested in serving this specialized population through partnership meetings and through RFPs (Request for Proposal process).</li><li>• Provide New Staff Orientation (NSO) courses focused at teaching new service coordinators how to work with consumers and their families to provide the resources needed to reside in home settings.</li></ul>



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	<i>Goal</i>	<i>Measure</i>	<i>Activities Summary</i>
2.	<p><b>Maintain the percentage of children who reside with families in their homes.</b></p>	<p><b>Number and percent of minors residing with families</b></p> <ul style="list-style-type: none"> <li>• own family</li> <li>• foster family</li> <li>• guardian</li> </ul>	<p>North Los Angeles County Regional Center (NLACRC) will engage in the following activities:</p> <ul style="list-style-type: none"> <li>• Provide training on an ongoing basis to Service Coordinators on family support options.</li> <li>• Provide training to Service Coordinators about how to discuss and plan with families about family support options using a person-centered process.</li> <li>• Develop resources that provide family support options to ensure families have the options that they need.</li> <li>• Have family support information accessible on the website and in printed format to consumers, families, service providers and others.</li> <li>• Make resources available on the website and in printed format about services and support available to adults who reside in home settings.</li> <li>• Provide New Staff Orientation</li> </ul>



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	<i>Goal</i>	<i>Measure</i>	<i>Activities Summary</i>
			(NSO) courses focused at teaching new Service Coordinators the importance of supporting families to maintain the percentage of children residing with families.
3.	<b>Increase the number of adults who reside in home settings.</b>	<b>Number and percent of adults residing in home settings:</b> <ul style="list-style-type: none"> <li>• Independent Living Services (ILS) or Supported Living Services (SLS)</li> <li>• Adult Family Home Agency home</li> <li>• Home of parent or guardian</li> </ul>	North Los Angeles County Regional Center (NLACRC) will engage in the following activities: <ul style="list-style-type: none"> <li>• Provide ongoing training to Service Coordinators about services to support home setting options available to consumers to live in the family home or home-like settings.</li> <li>• Provide training to Service Coordinators about how to discuss and provide information to families on residential options using a person-centered process.</li> <li>• Provide ongoing training to Service Coordinators about services to support home setting options available to consumers to live in the family home or home-like settings.</li> <li>• Provide New Staff Orientation (NSO) courses focused at</li> </ul>



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	<i>Goal</i>	<i>Measure</i>	<i>Activities Summary</i>
			<p>teaching new Service Coordinators the importance of maintaining the percentage of children residing with families.</p> <ul style="list-style-type: none"> <li>• Provide an SLS orientation to consumers and families at least once per month.</li> <li>• Develop ILS and SLS resources as needed to ensure adequate consumer choice in providers.</li> <li>• Develop family support options to ensure that families have options for supports that they need.</li> <li>• Work with Family Home Agencies to ensure that adequate resources exist.</li> <li>• Have resources accessible on the website and in printed format about services and support available to adults who reside in home settings.</li> </ul>
4.	<b>Decrease the percentage of children living in larger facilities.</b>	<p><b>Number and percent of minors living in facilities serving greater than 6</b></p> <ul style="list-style-type: none"> <li>• Intermediate Care Facilities (ICF)</li> <li>• Skilled Nursing Facilities (SNF)</li> <li>• Community Care Facilities (CCF)</li> </ul>	<p>North Los Angeles County Regional Center (NLACRC) will engage in the following activities:</p> <ul style="list-style-type: none"> <li>• Provide training on an ongoing</li> </ul>



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Calendar Year(s) **2021**

### *Public Policy Performance Measures (Required)*

	<i>Goal</i>	<i>Measure</i>	<i>Activities Summary</i>
			<p>basis to Service Coordinators as well as through intensive new staff orientation training modules regarding placement options and assessing medical and the health needs of consumers</p> <ul style="list-style-type: none"> <li>• Service Coordinators will discuss and provide information about options to families using a person-centered process.</li> <li>• Conduct resource development efforts to ensure that there are adequate resources available in smaller settings whenever possible.</li> </ul>
<b>5.</b>	<b>Decrease the percentage of adults living in larger facilities</b>	<p><b>Number and percent of adults living in facilities serving greater than 6</b></p> <ul style="list-style-type: none"> <li>• Intermediate Care Facilities (ICF)</li> <li>• Skilled Nursing Facilities (SNF)</li> <li>• Community Care Facilities (CCF)</li> </ul>	<p>North Los Angeles County Regional Center (NLACRC) will engage in the following activities:</p> <ul style="list-style-type: none"> <li>• Provide training on an ongoing basis to Service Coordinators as well as through intensive new staff orientation training modules.</li> <li>• Service Coordinators will discuss and provide information on options to families using a person-centered process.</li> </ul>



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Calendar Year(s) 2021

### *Public Policy Performance Measures (Required)*

	<i>Goal</i>	<i>Measure</i>	<i>Activities Summary</i>
			<ul style="list-style-type: none"><li>• Conduct resource development efforts to ensure that there are adequate resources available in smaller settings whenever possible.</li><li>• Continue to promote access and review of our Service Standards, specific to family supports available on our NLACRC website for consumers, families, services providers, and other stakeholders.</li><li>• Provide New Staff Orientation (NSO) courses focused at teaching new Service Coordinators about the importance to decrease the percentage of adults living in larger facilities.</li></ul>



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Calendar Year(s) 2021

**Public Policy Performance Measures – Employment (Required)**

#	Goal	Measure	Activities Summary
6.	<p><b>Increase the percentage of adult consumers that are employed in integrated settings with competitive wages.</b></p>	<p><b><u>(Employment Development Department [EDD])</u></b>  <b>Number and percentage of consumers, ages 16-64 with earned income.</b></p> <p><b>Average annual wages for consumers ages 16-64.</b></p> <p><b>Annual earnings of consumers ages 16-64 compared to people with all disabilities in California.</b></p> <p><b><u>(Data collected manually from service providers by regional centers)</u></b>  <b>Number of adults who were placed in competitive integrated employment following participation in a Paid Internship Program.</b></p> <p><b>Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.</b></p> <p><b>Average hourly or salaried wages and hours worked per week for adults</b></p>	<p>North Los Angeles County Regional Center (NLACRC) will engage in the following activities:</p> <ul style="list-style-type: none"> <li>• Service Coordinators will share information about Competitive Integrated Employment (CIE) and the Paid Internship Program (PIP) with their consumers and families.</li> <li>• Work with vendors to support the creation of internship programs leading to employment.</li> <li>• Provide training to all adult unit staff on benefits of working (Department of Rehabilitation training) to help consumers understand their options.</li> <li>• Establish Local Partnership Agreements (LPAs) in Santa Clarita Valley and Antelope Valley.</li> <li>• Work with the school districts, transition coordinators, special education administrators and supported employment agencies to help facilitate a smooth transition from the school to work environment.</li> </ul>





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#	Goal	Measure	Activities Summary
		<p>who participated in a Paid Internship Program during the prior fiscal year.</p> <p>Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made.</p> <p>Total number of \$1,000, \$1,250 and \$1,500 incentive payments made for the fiscal year.</p> <p><u>(NCI Survey – three year cycle)</u>            Percentage of adults who reported having integrated employment as a goal in their IPP.</p>	<ul style="list-style-type: none"> <li>• Case management participation in the Individual Transition Plan (ITP) and Individual Education Plan (IEP).</li> <li>• Continue to organize annual transition fairs in the three valleys it serves so that consumers and their parents have the opportunity to learn about what service providers in their communities have to offer when the student is ready to leave high school, including employment opportunities.</li> <li>• Work with the NLACRC Vendor Advisory Committee to continue implementation of our Board’s Employment First Policy.</li> <li>• Continue to bridge partnerships between NLACRC, supported employment vendors, and Department of Rehabilitation (DOR).</li> <li>• Work with vendors to complete program design addendums to add incentive bonuses for competitive integrated employment.</li> <li>• Will provide an annual report to the DDS on metrics required for</li> </ul>



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### Public Policy Performance Measures – Employment (Required)

#	Goal	Measure	Activities Summary
			<p>the Competitive Integrated Employment (CIE) and Paid Internship Programs (PIP). These new programs are being rolled out to help support vendors in assisting consumers to achieve their employment outcomes.</p> <ul style="list-style-type: none"> <li>Utilize our website and social media platforms to provide employment information and resources to consumers, families, and providers.</li> </ul>

### Public Policy Performance Measures – Reducing Disparities and Improving Equity in Purchase of Service Expenditures (Two Required)

#	Goal	Measure	Activities Summary
7.	<p><b>Ensure that consumers and families have access to services and supports regardless of age, diagnosis, ethnicity, or language</b></p>	<p><b>Indicator showing the relationship between annual authorized services &amp; expenditures by individual’s residence type &amp; ethnicity</b></p> <p><b>Percent of total annual purchase of service expenditures by individual’s ethnicity and age:</b></p> <ul style="list-style-type: none"> <li>Birth to age two, inclusive</li> <li>Age three to 21, inclusive</li> <li>Twenty-two and older</li> </ul>	<p>North Los Angeles County Regional Center (NLACRC) will engage in the following activities:</p> <ul style="list-style-type: none"> <li>Assess the need for a Language Access Plan and develop as needed.</li> <li>Continue to implement the Parent Mentor Project, which allows for a parent or family member of a consumer to become part of NLACRC staff to help families</li> </ul>



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**Public Policy Performance Measures – Reducing Disparities and Improving Equity in Purchase of Service Expenditures  
(Two Required)**

#	Goal	Measure	Activities Summary
		<p><b>Number and percent of individuals receiving only case management services by age and ethnicity.</b></p> <ul style="list-style-type: none"> <li>• Birth to age two, inclusive.</li> <li>• Age three to 21, inclusive.</li> <li>• Twenty-two and older</li> </ul>	<p>utilize and increase their access to regional center services.</p> <ul style="list-style-type: none"> <li>• Continue with NLACRC's Disparity Committee and continue Cafecito Entre Nos event for Spanish-speaking families.</li> <li>• Continue with Aprendiendo Entre Nos (Learning Amongst Us) and the Men's group for LatinX families to provide them with information regarding services for consumers and families from all age groups.</li> <li>• Work with Community Based Organizations (CBOs) that have received funding from the Department of Developmental Services to provide support in their efforts to reduce purchase of service (POS) disparities and improve increased access to regional center services.</li> <li>• Utilize the IPP Person Centered Plan Service Coordinator Guide to train new Service Coordinators. The guide includes a section to document desired outcomes with a plan for achieving desired outcomes, target dates,</li> </ul>



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**Public Policy Performance Measures – Reducing Disparities and Improving Equity in Purchase of Service Expenditures  
(Two Required)**

#	Goal	Measure	Activities Summary
			<p>community supports and the role of the Service Coordinator in achieving desired outcomes.</p> <ul style="list-style-type: none"> <li>• Monitor and track authorizations to identify possible underserved consumers/families in terms of the amount of funding being spent by age range, language, ethnicity, zip code, etc.</li> <li>• Seek methods to help better analyze POS expenditure data to gain a better understanding about our underserved population’s needs.</li> <li>• Continue our legislative advocacy efforts by providing community training and special events such as Candidates’ Forums and Town Hall meetings.</li> <li>• Utilize our website and social media platforms to provide educational information about employment resources to consumers, families and providers.</li> <li>• Continue to offer <i>Festival Educativa</i>, a free, half-day educational seminar for Spanish-speaking parents of consumers.</li> </ul>



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**Public Policy Performance Measures – Reducing Disparities and Improving Equity in Purchase of Service Expenditures  
(Two Required)**

#	Goal	Measure	Activities Summary
			<ul style="list-style-type: none"> <li>• Continue to work in partnership with the Office of Clients' Rights Advocacy to offer educational seminars in English and Spanish about services and supports to our community.</li> <li>• Work in partnership with the Family Focus Resource Center (FFRC) to make more training available to consumers and families and to help identify underserved populations. Continue to offer monolingual language support groups that offer training to families.</li> </ul>



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### *Compliance Measures (Required. Activities optional.)*

#	Goal	Measure	Activities Summary
8.	<b>Increase the percentage of individuals with current CDERs or ESRs</b>	<b>Number and percent of individuals (Status 1 or 2) Current Client Development Evaluation Report (CDER) or Early Start Report (ESR)</b>	North Los Angeles County Regional Center (NLACRC) will engage in the following activities: <ul style="list-style-type: none"><li>• Run reports on a regular basis to ensure that Client Development Evaluation Reports (CDERs) and Early Start Reports (ESRs) are as current as possible</li><li>• Review the most current data and work on a correction plan if needed.</li></ul>



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<i>Compliance Measures</i>
<b>Unqualified independent audit with no material finding(s)</b> – Yes/No based on regional center independent audit findings.
<b>Substantial compliance with DDS fiscal audit</b> – Yes/No based on DDS internal document criteria
<b>Operates within OPS budget</b> – Yes/No based on actual expenditures plus late bills do not exceed OPS budget
<b>Certified to participate in Waiver</b> – Yes/No based on most recent waiver monitoring report
<b>Compliance with Vendor Audit Requirements per contract, Article III, Section 10</b> – Yes/No based on documentation regional center forwards to DDS
<b>CDER/ESR Currency</b> – CMS Status codes 1 and 2 with current CDER or ESR
<b>Intake/assessment and IFSP time lines (0-3).</b> Under Development. Anticipated implementation with revisions to Early Start Report.
<b>Intake/assessment time lines for consumers ages 3 and above</b> – CMF calculated by subtracting status date from CMF date
<b>IPP Development (WIC requirements)</b> – Biennial DDS review per Welfare & Institutions Code section 4646.5 c(3)
<b>IFSP Development (Title 17 requirements)</b> – Annual DDS IFSP review per IPP protocol above using “IFSP Review Criteria – 2001”