

PERFORMANCE CONTRACT

Regional Center North Los Angeles County

Calendar Year(s) 2016

Public Policy Performance Measures

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
<p>Number and percent of Regional Center consumers in Developmental Centers</p>	<ul style="list-style-type: none"> • NLACRC will continue to implement the Community Placement Plan (CPP), which identifies the current needs and services of individuals residing in developmental centers. This plan identifies 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 need. • 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 prior to the consumer moving into the community. • NLACRC will continue to work closely with the developmental center to organize and identify individuals who would benefit from smaller, community-based living arrangements. • NLACRC will inform families, developmental center staff and consumers about all choices available, and encourage them to evaluate all options. • NLACRC will inform court personnel about the community resources available to them. • NLACRC will conduct outreach and give information to community providers interested in serving this specialized population.

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<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
<p>Number and percent of adults residing in home settings (home of parent or guardian, independent or supported living, Adult Family Home Agency)</p>	<ul style="list-style-type: none"> • Community Services and Case Management will provide training on an ongoing basis to service coordinators about home setting options available to consumers and families as well as through intensive new staff orientation training modules. • Service coordinators will discuss and provide information on living options with families using a person-centered process. • Publications will make available information about options available to consumers who wish to reside in home settings.
<p>Number and percent of adults residing in family homes (home of parent or guardian)</p>	<ul style="list-style-type: none"> • Community Services and case management will provide training on an ongoing basis to service coordinators as well as through intensive new staff orientation training modules. • Service coordinators will receive training on family support options. • Service coordinators will discuss and provide information to families on support options using a person-centered process. • Publications will make available information about family supports. • Community Services will develop family support options to ensure that families have options for supports that they need.
<p>Number and percent of adults residing in independent living</p>	<ul style="list-style-type: none"> • Community Services and Case Management will provide training on an ongoing basis to service coordinators as well as through intensive new staff orientation training modules. • Service coordinators will discuss and provide Independent Living Service (ILS) options with consumers and families using a person-centered process. • Publications will make available information about ILS options. • Community Services staff will develop ILS resources as needed to ensure adequate consumer choice in providers.

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<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
<p>Number and percent of adults residing in supported living</p>	<ul style="list-style-type: none"> • Community Services and case management will provide training on an ongoing basis to service coordinators on Supported Living Service (SLS) options as well as through intensive new staff orientation training modules. • Service coordinators will discuss and provide information on SLS options with consumers and families using a person-centered process. • Publications will make SLS information available to consumers and families. • Case Management will provide an SLS orientation to consumers and families at least once per month. • Community Services staff will develop SLS resources as needed to ensure adequate consumer choice in providers.
<p>Number and percent of adults residing in Adult Family Home Agency (AFHA) homes</p>	<ul style="list-style-type: none"> • Community Services and case management will provide training on an ongoing basis to service coordinators as well as through intensive new staff orientation training modules. • Service coordinators will discuss and provide information on residential options to consumers and families using a person-centered planning process. • Publications will make available Adult Family Home Agency Home (AFHA) information. • Community Services will work with AFHAs to insure that adequate resources exist.
<p>Number and percent of minors residing with families (own family, foster family, guardian)</p>	<ul style="list-style-type: none"> • Community Services and case management will provide training on an ongoing basis to service coordinators on family support options as well as through intensive new staff orientation training modules. • Service coordinators will discuss and provide information to families about family support options using a person-centered process. • Publications will make family support information available to consumers, families, service providers and others. • Community Services will develop family support options to ensure families have options that they need.

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<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
<p>Number and percent of adults living in facilities serving greater than 6 - (Intermediate Care Facilities (ICF), Skilled Nursing Facilities (SNF), and Community Care Facilities (CCF))</p>	<ul style="list-style-type: none"> • Community Services and case management will provide training on an ongoing basis to service coordinators as well as through intensive new staff orientation training modules. • Service coordinators will discuss and provide information on options to families using a person-centered process. • Community Services will conduct resource development efforts to ensure that there are adequate resources available in smaller settings whenever possible.
<p>Number and percent of minors living in facilities serving greater than 6 - (Intermediate Care Facilities (ICF), Skilled Nursing Facilities (SNF), and Community Care Facilities (CCF))</p>	<ul style="list-style-type: none"> • Community Services and case management will provide training on an ongoing basis to service coordinators as well as through intensive new staff orientation training modules. • Service coordinators will discuss and provide information about options to families using a person-centered process.
<p>Number and percent of individuals with Status 1 or 2 on Client Master File with Current Client Development Evaluation Report (CDER) or Early Start Report (ESR)</p>	<ul style="list-style-type: none"> • NLACRC will run reports on a regular basis to ensure that Client Development Evaluation Reports (CDERs) and Early Start Reports (ESRs) are as current as possible • NLACRC staff will review the most current data and work on a correction plan if needed.

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<i>Measures related to reducing disparities and improving equity in purchase of service expenditures</i>	<i>Activities Regional Center will employ to achieve outcome</i>
<p>Number and percent of individuals by race/ethnicity who are satisfied with the services and supports received by the family and family member.</p> <p>Number and percent of individuals, by race/ethnicity whose IPP/IFSP includes all the services and supports needed.</p> <p>Number and percent of families by race/ethnicity who report that services have made a difference in helping keep their family member at home.</p>	<ul style="list-style-type: none"> • NLACRC has developed an IPP Person Centered Plan Service Coordinator Guide that includes a section to document desired outcomes that includes a plan for achieving desired outcomes, target dates, community supports and the role of the service coordinator in achieving desired outcomes. The Guide is included in training that is mandatory for all new service coordinators. • NLACRC will seek methods to help better analyze POS expenditure data to gain a better understanding about our underserved population's needs. • NLACRC has monolingual language support groups that offer training to families. • NLACRC offers a quarterly new consumer/family orientation for Spanish-speaking families. • NLACRC is currently in discussion with California State University, Northridge to develop a Promotora Project that will help provide resources and information to families who live in underserved areas. • NLACRC is developing a database to be reviewed by case management supervisors on a quarterly basis. This data will help 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., and to identify underserved individuals. • NLACRC will continue to offer Festival Educacional, a free, half-day educational seminar for Spanish-speaking parents

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of consumers.

- NLACRC will continue to work in partnership with the Office of Clients' Rights Advocacy to offer educational seminars to our community.
- NLACRC will increase the operation hours and staffing of the Family Focus Resource Center in order to serve more people.
- NLACRC will work in partnership with the Family Focus Resource Center (FFRC) to provide more training and to help identify underserved populations.

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Compliance Measures

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