

**PERFORMANCE CONTRACT**

**Regional Center North Los Angeles County**

**Calendar Year(s) 2019**

**Public Policy Performance Measures**

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

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

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

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<b><i>Measure</i></b>	<b><i>Activities Regional Center will Employ to Achieve Outcome</i></b>
<p><b>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))</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Service coordinators will discuss and provide information on options to families using a person-centered process.</li> <li>• Community Services will conduct resource development efforts to ensure that there are adequate resources available in smaller settings whenever possible.</li> </ul>
<p><b>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))</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Service coordinators will discuss and provide information about options to families using a person-centered process.</li> </ul>
<p><b>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)</b></p>	<ul style="list-style-type: none"> <li>• 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</li> <li>• NLACRC staff will review the most current data and work on a correction plan if needed.</li> </ul>

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<b><i>Measures related to reducing disparities and improving equity in purchase of service expenditures</i></b>	<b><i>Activities Regional Center will employ to achieve outcome</i></b>
<p><b>(Regional center generated data)</b>  <b>Indicator showing the relationship between annual authorized services &amp; expenditures by individual's residence type &amp; ethnicity</b></p> <p><b>(Prior FY purchase of service data and CMF)</b>  <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><b>(Prior FY purchase of service data and regional center caseload data)</b>  <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>	<ul style="list-style-type: none"> <li>• NLACRC is working with Community Based Organizations (CBO) 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 equity for projects in our catchment area.</li> <li>• In 2018-19, NLACRC's Community and Legislative Educator Consultants will put more focus into bringing legislative advocacy education and training to underserved communities in our catchment area. Meetings have been scheduled with our local representatives to work on issues such as transportation and safety. Candidates' Forums are being planned for the fall of 2018. We will also increase our grass roots visits throughout the year.</li> <li>• New brochures are being developed including an updated general information brochure, commonly coordinated services brochures with information about the most commonly coordinated services by age group (Early Start, School Age, Adult), and a consumer and family services guide. The brochures will be available in English, Spanish, and possibly additional languages. Anticipated date of completion is December 2018.</li> <li>• NLACRC is working in partnership with California State University, Northridge to implement the Family Empowerment Team in Action (FETA) program that provides resources and information to underserved populations. A cultural sensitivity program is being developed for vendors and videos with information about regional center services in Spanish are being developed for</li> </ul>

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the web site and for social media.

- NLACRC has developed an IPP Person Centered Plan Service Coordinator Guide that includes a section to document desired outcomes with 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 has developed a database that has the potential to 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.,
- NLACRC will continue to offer Festival Educacional, a free, half-day educational seminar for Spanish-speaking parents of consumers.
- NLACRC will 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.
- NLACRC will 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.
- 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.

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<b><i>Local Performance Contract Measures</i></b>	<b><i>Activities Regional Center will employ to achieve outcome</i></b>
<p><b><u>(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>(NCI Survey – three year cycle)</u></b>  <b>Percentage of adults who reported having integrated employment as a goal in their IPP.</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 who participated in a Paid Internship Program during the prior fiscal year.</b></p> <p><b>Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made.</b></p> <p><b>Total number of \$1,000, \$1,250 and \$1,500 incentive payments made for the fiscal year.</b></p>	<ul style="list-style-type: none"> <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>• Work with the NLACRC Vendor Advisory Committee to continue implementation of our Board’s Employment First Policy.</li> <li>• Work with vendors to complete program design addendums to add incentive bonuses for competitive integrated employment.</li> <li>• NLACRC organizes 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>• NLACRC case management staff 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. Case management is encouraged to participate in the Individual Transition Plan (ITP) and Individual Education Plan (IEP).</li> <li>• NLACRC will be hiring an Employment Specialist in the Community Services Department who will work with vendors in helping consumers to achieve employment. The</li> </ul>

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	<p>previous person who filled the position recently left the agency.</p> <ul style="list-style-type: none"><li>• NLACRC annually will report to the DDS on metrics required for 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.</li></ul>
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### Compliance Measures

<i>Measure</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>Accuracy percent of POS fiscal projections (based on February SOAR)</b> - Yes/No
<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”