



**NORTH LOS ANGELES COUNTY REGIONAL CENTER
PERFORMANCE CONTRACT
Fiscal Year 2024-25**

Public Policy Performance Measure (Required)		Statewide Average December 2023	NLACRC December 2023	*Statewide Average June 2024	*NLACRC June 2024
1.	Number and percent of Regional Center consumers in institutional settings, such as state hospitals, Developmental Centers, etc. Goal: Decrease the number of individuals who reside in institutional settings.	0.5% 225	0.03% 15	0.05% 227	0.04% 12
<u>ACTIVITIES TO ADDRESS MEASURE/GOAL 1:</u> <ul style="list-style-type: none">NLACRC was able to develop contracts for seven (7) properties to have available residence options for our consumers.The goal is to have more choices for consumers transitioning from state hospitals and developmental centers.					

*Per May preliminary data provided by DDS.

Public Policy Performance Measure (Required)		Statewide Average December 2023	NLACRC December 2023	*Statewide Average June 2024	*NLACRC June 2024
2.	Number and percent of minors living with families (includes own family, foster family, and guardian). <ul style="list-style-type: none">Own home - parent/guardianFoster family Goal: Maintain the percentage of children who reside with families in their home.	99.67% 225,170 97.09% 219,346 2.58% 5,824	99.81% 19,662 95.36% 18,786 4.45% 876	99.67% 231,220 97.27% 225,653 2.40% 5,567	99.82% 20,413 95.44% 19,516 4.39% 897
<u>ACTIVITIES TO ADDRESS MEASURE/GOAL 2:</u> <ul style="list-style-type: none">In order to support families of young children, trainings for service coordinators have been developed to provide this information to families during IPP planning.By reinforcing their case management skill, and enhancing person centered approach, consumers and parents will be able to have resources and information regarding services as supports within the regional center system.Some topics for trainings are Service Standards, Person Centered Planning 1/2/3, Lanterman Act, Self-Determination Program.As service coordinators receive trainings, NLACRC also provides learning opportunities for families and consumers through a series of Town Hall meetings/presentations, outreach, community engagement events, and dissemination of materials (Consumer & Family Guides, Common Services Brochures, Insert of Service Definitions, etc.).					

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Public Policy Performance Measure (Required)		Statewide Average December 2023	NLACRC December 2023	*Statewide Average June 2024	*NLACRC June 2024
3.	Number and percent of adults residing in homesettings: <ul style="list-style-type: none"> Independent Living Services (ILS) Supported Living Services (SLS) Adult Family Home Agency home Home of Parent or guardian Goal: Increase the number of adults who reside in home settings.	83.58% 164,145 9.11% 17,886 4.80% 9,420 0.74% 1,452 68.94% 135,387	85.98% 11,554 8.20% 1,102 3.11% 418 0.37% 50 74.30% 9,984	83.80% 166,479 9.07% 18,018 4.74% 9,415 0.74% 1,462 69.25% 137,584	86.02% 11,757 7.88% 1,077 3.04% 416 0.37% 51 74.72% 10,213
<u>ACTIVITIES TO ADDRESS MEASURE/GOAL 3:</u> <ul style="list-style-type: none"> In order to increase the percentage of adult consumers residing in home settings, NLACRC provides support through ILS services, SLS assistance, family support services available for caregivers to provide extra assistance in the care and supervision of consumers. Information is also provided about participant directed services as another option for services. 					

*Per May preliminary data provided by DDS.

Public Policy Performance Measure (Required)		Statewide Average December 2023	NLACRC December 2023	*Statewide Average June 2024	*NLACRC June 2024
4.	Number and percent of minors living in facilities serving greater than 7 <ul style="list-style-type: none"> Intermediate Care Facilities (ICF) Skilled Nursing Facilities (SNF) Community Care Facilities (CCF) Goal: Decrease the percentage of children living in larger facilities.	0.03% 59 0.02% 40 0.00% 4 0.01% 15	0.00% 0 0.00% 0 0.00% 0 0.00% 0	0.02% 50 0.01% 32 0.00% 6 0.01% 142	0.00% 0 0.00% 0 0.00% 0 0.00% 0



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ACTIVITIES TO ADDRESS MEASURE/GOAL 4:

- ♦ In order to assist families during the transitions from a large facility to the family home, parents/caregivers are provided with information on behavior intervention services and what type of supports can be provided in the home for the care and supervision of consumers.
- ♦ Family support services (RESPITE, PERSONAL ASSISTANCE, DAYCARE) are another service to assist caregivers during transitioning periods and ongoing.
- ♦ NLACRC staff reviews trainings on services and vendors available for these services.

*Per May preliminary data provided by DDS.

Public Policy Performance Measure (Required)		Statewide Average December 2023	NLACRC December 2023	*Statewide Average June 2024	*NLACRC June 2024
5.	Number and percent of adults living in facilities serving greater than 7	1.53% 3,012	1.98% 266	1.46% 2,907	1.89% 259
	• Intermediate Care Facilities (ICF)	0.37% 735	0.85% 114	0.36% 721	0.80% 110
	• Skilled Nursing Facilities (SNF)	0.48% 951	0.55% 74	0.45% 896	0.53% 73
	• Community Care Facilities (CCF)	0.68% 1,326	0.58% 78	0.65% 1,290	0.56% 76
	Goal: Decrease the percentage of adults living in larger facilities.				

ACTIVITIES TO ADDRESS MEASURE/GOAL 5:

- ♦ NLACRC continues to increase efforts on having residential options available for adult consumers.
- ♦ Information and training about residential options is provided to case management service coordinators.

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Public Policy Performance Measure (Required)					
6.	Increase the percentage of adult consumers that are employed in integrated settings with competitive wages. Separate measures in this category are included below as numbers 6a. through 6d. See below for data on each separate measure. Goal: Increase the percentage of adult consumers that are employed in integrated settings with competitive wages.				
		Jan. - Dec. 2022 CA	Jan. - Dec. 2022 NLACRC	Jan. - Dec. 2023 CA	Jan. - Dec. 2023 NLACRC
6a.	Individual Earned Income (Age 16 to 64 years): Data Source: Employment Development Department				
6.a.1	Quarterly number of consumers with earned income	31,413	2,359	32,132	2,506
6.a.2	Percentage of consumers with earned income	15.40%	16.25%	15.20%	16.55%
6.a.3	Average annual wages for consumers	\$13,198	\$13,831	\$14,251	\$14,967
		2021		2022	
6b.	Annual earnings of individuals compared to people with all disabilities in California Data Source: American Community Survey, 2022 five-year estimate	\$30,783		\$29,382	
		July 2017 – June 2018 Statewide	July 2017 – June 2018 NLACRC	July 2020 – June 2021 Statewide	July 2020 – June 2021 NLACRC
6c.	Percentage of adults who reported having integrated employment as their goal in their IPP. (From National Core Indicator (NCI) Adult Consumer Survey) (Note: NCI Surveys are conducted every three years.)	29%	26%	35%	N/A
		2021-22 CA Avg.	2021-22 NLACRC Avg.	2022-23 CA Avg.	2022-23 NLACRC Avg.
6d.	Number of adults who were placed in competitive integrated employment following participation in a Paid Internship Program. (From data collected manually from service providers by regional centers)	1,527	102	2,650	214
6.d.1	Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.	12%	22%	10%	9%
6.d.2	Average hourly or salaried wages and for adults who participated in a Paid Internship Program.	\$15.08	\$15.18	\$15.96	\$16.24
6.d.3	Average hours worked per week for adults who participated in a Paid Internship Program.	15	15	14	14
6.d.4	Average wages for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made.	\$15.63	\$15.77	\$16.51	\$16.71



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6.d.5	Average hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made.	22	21	21	22
6.d.6	Total # of incentive payments made for the fiscal year for the following amounts.	22	21	21	22
	Incentive amount: \$3,000	25	34	804	74
	\$2,500	42	68	849	72
	\$2,000	55	111	1,031	97

NLACRC ACTIVITIES TO ADDRESS GOAL 6:

- ♦ Through NLACRC's Employment Specialist, data is collected on integrated employment and employment opportunities for consumers, as well as paid internship programs (PIP).
- ♦ The Employment Specialists has developed relationships with small business owners, career centers, and service coordinators, along with consumers, develop an IPP goal and objective related to their employment need.
 - ♦ We partnered with DOR to conduct a presentation in the near future on processes and available resources.

Public Policy Performance Measure (Required) & Goal

- 7. Indicator showing the relationship between annual authorized services and expenditures by individual's residence type and ethnicity.**
Data for this measure that is separated by residence type is included below as number 7a. through 7f.

Goal: Ensure that consumers and families have access to services and supports regardless of age, diagnosis, ethnicity, or language.

	Residence Type	2021-22	2022-23
7a.	Home	<div><div>American Indian or Alaska Native0.40</div><div>Asian0.57</div><div>Black/African American0.63</div><div>Hispanic0.63</div><div>Native Hawaiian or Other Pacific Islander0.65</div><div>White0.58</div><div>Other Ethnicity or Race0.56</div></div>	<div><div>American Indian or Alaska Native0.35</div><div>Asian0.59</div><div>Black/African American0.58</div><div>Hispanic0.65</div><div>Native Hawaiian or Other Pacific Islander0.65</div><div>White0.60</div><div>Other Ethnicity or Race0.60</div></div>



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7b.	ILS/SLS	<div><div>American Indian or Alaska Native0.32</div><div>Asian0.79</div><div>Black/African American0.79</div><div>Hispanic0.75</div><div>Native Hawaiian or Other Pacific...0.00</div><div>White0.81</div><div>Other Ethnicity or Race0.77</div></div>	<div><div>American Indian or Alaska Native0.55</div><div>Asian0.79</div><div>Black/African American0.81</div><div>Hispanic0.77</div><div>Native Hawaiian or Other Pacific Islander0.00</div><div>White0.79</div><div>Other Ethnicity or Race0.77</div></div>
7c.	Institutions	<div><div>American Indian or Alaska Native0.00</div><div>Asian0.00</div><div>Black/African American0.22</div><div>Hispanic0.24</div><div>Native Hawaiian or Other Pacific Islander0.00</div><div>White0.01</div><div>Other Ethnicity or Race0.00</div></div>	<div><div>American Indian or Alaska Native0.00</div><div>Asian0.00</div><div>Black/African American0.52</div><div>Hispanic0.48</div><div>Native Hawaiian or Other Pacific Islander0.00</div><div>White0.91</div><div>Other Ethnicity or Race0.51</div></div>
7d.	Residential	<div><div>American Indian or Alaska Native0.00</div><div>Asian0.77</div><div>Black/African American0.75</div><div>Hispanic0.79</div><div>Native Hawaiian or Other Pacific Islander0.93</div><div>White0.73</div><div>Other Ethnicity or Race0.80</div></div>	<div><div>American Indian or Alaska Native0.00</div><div>Asian0.82</div><div>Black/African American0.77</div><div>Hispanic0.82</div><div>Native Hawaiian or Other Pacific Islander0.87</div><div>White0.77</div><div>Other Ethnicity or Race0.83</div></div>



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7e.	Med/Rehab/ Psych	<table><tr><td>American Indian or Alaska Native</td><td>0.00</td></tr><tr><td>Asian</td><td>0.00</td></tr><tr><td>Black/African American</td><td>0.87</td></tr><tr><td>Hispanic</td><td>0.53</td></tr><tr><td>Native Hawaiian or Other Pacific Islander</td><td>0.00</td></tr><tr><td>White</td><td>0.68</td></tr><tr><td>Other Ethnicity or Race</td><td>0.98</td></tr></table>	American Indian or Alaska Native	0.00	Asian	0.00	Black/African American	0.87	Hispanic	0.53	Native Hawaiian or Other Pacific Islander	0.00	White	0.68	Other Ethnicity or Race	0.98	<table><tr><td>American Indian or Alaska Native</td><td>0.00</td></tr><tr><td>Asian</td><td>0.74</td></tr><tr><td>Black/African American</td><td>1.05</td></tr><tr><td>Hispanic</td><td>0.67</td></tr><tr><td>Native Hawaiian or Other Pacific Islander</td><td>0.00</td></tr><tr><td>White</td><td>0.76</td></tr><tr><td>Other Ethnicity or Race</td><td>0.99</td></tr></table>	American Indian or Alaska Native	0.00	Asian	0.74	Black/African American	1.05	Hispanic	0.67	Native Hawaiian or Other Pacific Islander	0.00	White	0.76	Other Ethnicity or Race	0.99
American Indian or Alaska Native	0.00																														
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7f.	Other	<table><tr><td>American Indian or Alaska Native</td><td>0.00</td></tr><tr><td>Asian</td><td>0.87</td></tr><tr><td>Black/African American</td><td>0.69</td></tr><tr><td>Hispanic</td><td>0.76</td></tr><tr><td>Native Hawaiian or Other Pacific Islander</td><td>0.00</td></tr><tr><td>White</td><td>0.81</td></tr><tr><td>Other Ethnicity or Race</td><td>0.74</td></tr></table>	American Indian or Alaska Native	0.00	Asian	0.87	Black/African American	0.69	Hispanic	0.76	Native Hawaiian or Other Pacific Islander	0.00	White	0.81	Other Ethnicity or Race	0.74	<table><tr><td>American Indian or Alaska Native</td><td>0.00</td></tr><tr><td>Asian</td><td>0.93</td></tr><tr><td>Black/African American</td><td>0.64</td></tr><tr><td>Hispanic</td><td>0.83</td></tr><tr><td>Native Hawaiian or Other Pacific Islander</td><td>0.00</td></tr><tr><td>White</td><td>0.76</td></tr><tr><td>Other Ethnicity or Race</td><td>0.62</td></tr></table>	American Indian or Alaska Native	0.00	Asian	0.93	Black/African American	0.64	Hispanic	0.83	Native Hawaiian or Other Pacific Islander	0.00	White	0.76	Other Ethnicity or Race	0.62
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NLACRC ACTIVITIES TO ADDRESS MEASURE/GOAL 7:

















































- NLACRC staff have participated in a series of cultural competency training to increase their knowledge in equity and cultural diversity, as well as to enhance their resources as they continue to work with families and consumers. From diverse backgrounds.
- Filling up vacant positions is a priority for NLACRC to make sure that families and consumers have a point of contact/service coordinator to assist and conduct IPP planning, as well as access services and supports.
- For informational and education purposes, NLACRC promotes quarterly community with Spanish speaking families, monthly community learning forums in a variety of topics related to services available in the regional center system, monthly presentations of Different Thinking/Different Learners that gives opportunities for parents to learn about different abilities, and we offer monthly support groups in each language (Armenian, Farsi, Tagalog, and Spanish) where facilitators provide the latest information on directives, services, and clarification of the regional center system.
- NLACRC continues to provide “Festival Educacional” annually held to ensure participants receive educational information and resources as they continue their involvement with the regional center system. 2025 scheduled to be held

Public Policy Performance Measure (Required)

8.	<p>Number and percent of individuals receiving only case management services by ethnicity and age.</p> <ul style="list-style-type: none"> • Birth to age two, inclusive • Age three to 21, inclusive • Twenty-two and older <p>Goal: Ensure that consumers and families have access to services and supports regardless of age, diagnosis, ethnicity, or language.</p>
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Ethnicity	2021-22	2022-23
American Indian or Alaska Native	<p>Birth to 2  1</p> <p>Birth to 2  20%</p> <p>3 to 21  8</p> <p>3 to 21  40%</p> <p>22+  5</p> <p>22+  71%</p>	<p>Birth to 2  1</p> <p>Birth to 2  14%</p> <p>3 to 21  15</p> <p>3 to 21  65%</p> <p>22+  3</p> <p>22+  38%</p>
Asian	<p>Birth to 2  1</p> <p>Birth to 2  20%</p> <p>3 to 21  8</p> <p>3 to 21  36%</p> <p>22+  133</p> <p>22+  21%</p>	<p>Birth to 2  17</p> <p>Birth to 2  5%</p> <p>3 to 21  436</p> <p>3 to 21  36%</p> <p>22+  145</p> <p>22+  22%</p>
Black/African American	<p>Birth to 2  37</p> <p>Birth to 2  10%</p> <p>3 to 21  532</p> <p>3 to 21  33%</p> <p>22+  286</p> <p>22+  23%</p>	<p>Birth to 2  18</p> <p>Birth to 2  5%</p> <p>3 to 21  597</p> <p>3 to 21  32%</p> <p>22+  314</p> <p>22+  24%</p>
Hispanic	<p>Birth to 2  218</p> <p>Birth to 2  6%</p> <p>3 to 21  3,147</p> <p>3 to 21  35%</p> <p>22+  941</p> <p>22+  25%</p>	<p>Birth to 2  172</p> <p>Birth to 2  5%</p> <p>3 to 21  3,507</p> <p>3 to 21  34%</p> <p>22+  1,035</p> <p>22+  26%</p>



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Native Hawaiian or Other Pacific Islander	<p>Birth to 2 0</p> <p>Birth to 2 0%</p> <p>3 to 21 5</p> <p>3 to 21 36%</p> <p>22+ 0</p> <p>22+ 0%</p>	<p>Birth to 2 0</p> <p>Birth to 2 0%</p> <p>3 to 21 4</p> <p>3 to 21 57%</p> <p>22+ 0</p> <p>22+ 0%</p>
White	<p>Birth to 2 116</p> <p>Birth to 2 8%</p> <p>3 to 21 1,287</p> <p>3 to 21 33%</p> <p>22+ 712</p> <p>22+ 17%</p>	<p>Birth to 2 96</p> <p>Birth to 2 6%</p> <p>3 to 21 1,358</p> <p>3 to 21 33%</p> <p>22+ 792</p> <p>22+ 19%</p>
Other Ethnicity or Race	<p>Birth to 2 124</p> <p>Birth to 2 8%</p> <p>3 to 21 499</p> <p>3 to 21 32%</p> <p>22+ 88</p> <p>22+ 22%</p>	<p>Birth to 2 111</p> <p>Birth to 2 7%</p> <p>3 to 21 587</p> <p>3 to 21 32%</p> <p>22+ 98</p> <p>22+ 24%</p>
Total	<p>Birth to 2 524</p> <p>Birth to 2 7%</p> <p>3 to 21 5,872</p> <p>3 to 21 34%</p> <p>22+ 2,165</p> <p>22+ 21%</p>	<p>Birth to 2 415</p> <p>Birth to 2 5%</p> <p>3 to 21 6,504</p> <p>3 to 21 34%</p> <p>22+ 2,387</p> <p>22+ 23%</p>

ACTIVITIES TO ADDRESS MEASURE/GOAL 8:

- Same as activities as in #7.



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Public Policy Performance Measure (Required)			
9.	Percent of total annual purchase of service expenditures by individual's ethnicity and age. <ul style="list-style-type: none"> • Birth to age two, inclusive. • Age three to 21, inclusive. • Twenty-two and older 		
	Goal: Ensure that consumers and families have access to services and supports regardless of age, diagnosis, ethnicity, or language.		
Ethnicity		2021-22	2022-22
American Indian or Alaska Native		Birth to 2, Consumers 0% Birth to 2, Expenditures 0% 3 to 21, Consumers 0% 3 to 21, Expenditures 0% 22+, Consumers 0% 22+, Expenditures 0%	Birth to 2, Consumers 0% Birth to 2, Expenditures 0% 3 to 21, Consumers 0% 3 to 21, Expenditures 0% 22+, Consumers 0% 22+, Expenditures 0%
Asian		Birth to 2, Consumers 5% Birth to 2, Expenditures 5% 3 to 21, Consumers 6% 3 to 21, Expenditures 6% 22+, Consumers 6% 22+, Expenditures 6%	Birth to 2, Consumers 5% Birth to 2, Expenditures 5% 3 to 21, Consumers 6% 3 to 21, Expenditures 6% 22+, Consumers 6% 22+, Expenditures 6%
Black/African American		Birth to 2, Consumers 5% Birth to 2, Expenditures 5% 3 to 21, Consumers 9% 3 to 21, Expenditures 11% 22+, Consumers 12% 22+, Expenditures 10%	Birth to 2, Consumers 5% Birth to 2, Expenditures 5% 3 to 21, Consumers 10% 3 to 21, Expenditures 11% 22+, Consumers 12% 22+, Expenditures 11%
Hispanic		Birth to 2, Consumers 49% Birth to 2, Expenditures 50% 3 to 21, Consumers 53% 3 to 21, Expenditures 47% 22+, Consumers 37% 22+, Expenditures 27%	Birth to 2, Consumers 48% Birth to 2, Expenditures 49% 3 to 21, Consumers 53% 3 to 21, Expenditures 46% 22+, Consumers 38% 22+, Expenditures 27%



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Native Hawaiian or Other Pacific Islander	Birth to 2, Consumers 0% Birth to 2, Expenditures 0% 3 to 21, Consumers 0% 3 to 21, Expenditures 0% 22+, Consumers 0% 22+, Expenditures 0%	Birth to 2, Consumers 0% Birth to 2, Expenditures 0% 3 to 21, Consumers 0% 3 to 21, Expenditures 0% 22+, Consumers 0% 22+, Expenditures 0%
White	Birth to 2, Consumers 20% Birth to 2, Expenditures 21% 3 to 21, Consumers 23% 3 to 21, Expenditures 28% 22+, Consumers 41% 22+, Expenditures 52%	Birth to 2, Consumers 20% Birth to 2, Expenditures 21% 3 to 21, Consumers 22% 3 to 21, Expenditures 28% 22+, Consumers 39% 22+, Expenditures 51%
Other Ethnicity or Race	Birth to 2, Consumers 21% Birth to 2, Expenditures 18% 3 to 21, Consumers 9% 3 to 21, Expenditures 8% 22+, Consumers 4% 22+, Expenditures 4%	Birth to 2, Consumers 21% Birth to 2, Expenditures 18% 3 to 21, Consumers 9% 3 to 21, Expenditures 8% 22+, Consumers 4% 22+, Expenditures 4%
ACTIVITIES TO ADDRESS MEASURE/GOAL 9: ♦ Same activities as #7 and #8.		

Public Policy Performance Measure (Required)			
10.	Number and percent of individuals (Status 1 or 2) Current Client Development Evaluation Report(CDER) or Early Start Report (ESR). Goal: Increase the percentage of individuals with current CDERs.		
	Statewide Average December 2023	NLACRC December 2023	*Statewide Average June 2024
	96.96% 348,225	97.84% 27,809	*NLACRC June 2024 97.84% 28,683
NLACRC ACTIVITIES TO ADDRESS GOAL 10: ♦ All consumers receiving services and supports have a completed CDER as soon as they become part of the NLACRC system. ♦ All service coordinators have revised training on how to complete and update ongoing CDER after every visit with consumers.			

*Per May preliminary data provided by DDS.



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Compliance Measures (Required)				
11.				
Measures	Audit Compliance in all Regional Centers as of December 2022	NLACRC Audit Compliance as of December 2022	Audit Compliance in all Regional Centers as of June 2024	NLACRC Audit Compliance as of June 2024
I. Passes independent audit	90%	Yes	**	Yes
II. Passes DDS audit	100%	Yes	**	Yes
III. Audits vendors as required	86%	Yes	**	Met
IV. Did not overspend operations budget	100%	Yes	**	Yes
V. Participates in federal waiver	100%	Yes	**	Yes
VI. CDER/ESR Currency	96%	97.31%	*96.65%	99.97%
**VII. Intake/assessment and IFSP timelines (ages 0-2).	**	**	**	**
VIII. Intake/assessment timelines for consumers ages 3 and above.	83%	96.08%	*77.70%	99.73%
IX. IPP Development (WIC requirements)	99%	96.08%	**	93.89%
X. Individualized Family Service Plan (IFSP) Requirements Met (The IFSP calculation methodology was changed from composite to average in 2017 in order to more accurately reflect the regional center's performance by only including children reviewed during monitoring and not all Early Start consumers.)	89%	90.5%	**	89.5%

*Per May preliminary data provided by DDS.

**DDS Department performance measures for all regional centers is not available on the DDS report and website for this measure at the time of this report.
Data source for statewide averages: <https://www.dds.ca.gov/rc/dashboard/performance-contracts/>.



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“Outside of the Box” Performance Measures	
12.	
12.i.	Increase recruitment in San Fernando Valley, Antelope Valley, and Santa Clarita Valley. (HR) Measurable goal: Measurable goal: Expand recruitment platforms to include social media (Facebook, Instagram, etc.), Print media (Antelope Valley Press), Online Recruitment Resources (LinkedIn, NLACRC Website, Indeed, ZipRecruiter, Foundationlist.org, DiversityJobs, etc.), Partnering with local entities (AJCC, CSUN, etc.), Utilizing Temporary Agencies (Royal Staffing, HRCS, Robert Half, etc.), Employee Referrals, and Participating in Job Fairs. Goal Met
12.ii.	Increase service provider access to trainings to increase quality of services. (Community Services) Measurable goal: Conduct or provide information on available external trainings for service providers with reputable subject matter experts to provide growth opportunities Goal Met
12.iii.	Increase educational opportunities for Community Services staff development. (Community Services) Measurable goal: Employment Specialist to attend trainings to be kept informed and up to date of best practices. Goal Met
12.iv.	Increase promotion of Requests for Vendors (RFVs) to increase the number of service providers for respite, Supported Living Services (SLS), and Personal Assistance (PA), with a focus on geographic areas not currently served. (Community Services) Measurable goal: Number of respite, SLS, and PA providers by geographic location. Goal Met
12.v.	Create resources and best practices for service providers to assist consumers with employment preparedness. (Community Services) Measurable goal: Measurable goal: Employment Specialist collaborate with service providers to create resources and best practices to educate about providing employment assistance, including talking to consumers about job options, helping consumers prepare for job placement, and providing job coaching when employed. Goal Met
12.vi.	Gather and assess data to develop responsive strategies. (DEIB) Measurable goals: a. Gather Purchase of Service data based on service code. b. Obtain information from the community (surveys, comments, and Q&A during public meetings). c. Log category of needs from walk-ins, and calls to receptionist and Parent & Family Support Specialists. d. Review fair hearings and 4731 complaints to assess areas of need, improvement, and/or clarification. e. Create breakout rooms during Cafecito Entre Nos meetings to directly discuss complaints and other matters. f. Change format of Aprendiendo to promote conversation/discussion rather than a presentation. g. Assess the need for staff training on the client experience (similar to “customer service”). Goals Met



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12.vii.	To increase the number of purchase of services related to camp, social recreation, and non-medical therapies for individuals served. (Community Services) Measurable goal: POS-Vendors POS-Parent Reimbursements Goal Met
12.viii.	To increase the number of families securing appropriate resources to meet their individualized needs through service coordination. (DEIB) Measurable goal: a. Increase partnerships with Community-Based Organizations (CBOs) regarding generic resources. b. Track advocacy assistance for families. c. FFRC Community Navigator Program d. Generic Resource e. Increase virtual generic resource materials for staff. Goal Met