



# North Los Angeles County Regional Center

## STRATEGIC PLAN 2022-2026 SUNSET SUMMARY

### 1. DIVERSITY, EQUITY, INCLUSION, AND BELONGING (DEIB)

These achievements reflect the organization's commitment to fostering a diverse, equitable, inclusive, and belonging environment:

#### Inclusion

- **Policy Review and Development:** Reviewing the Employee Handbook and 23 key policies with legal experts to ensure they reflect DEIB values.
- **Board Inclusion:** Hiring project managers to lead workgroups to develop standardized operating procedures (SOPs) aligned with DDS contracts.
- **Focus Groups & Data:** Created focus groups and a Disparity Committee to assess DEIB efforts and analyze service spending differences. A new survey will gather input from families.
- **State-Level Advocacy:** Hired a Legislative Specialist to advocate for equitable services and culturally informed planning across California.
- **Leadership Training:** Promoted trainings by various advocacy groups to build a more inclusive community.

#### Training, Education, and Awareness

- **Family and Individual Training:** Ongoing training on education rights and Regional Center support.
- **Adult Orientation:** Sharing information online and through events, developing a video series through "Parent University".
- **Person-Centered Planning:** All case workers trained on the new statewide Person-Centered IPP model, with ongoing training for new hires.
- **Best Practices:** All staff received DEIB and empathy training in 2024, with annual satisfaction surveys sent to families and individuals.

#### Providing Diverse Access to Information

- **Community Partnerships:** Building relationships to increase access and opportunities, tracked by the DEIB team.
- **Outreach Materials:** Ensuring information is available both online and in print, with year-round outreach efforts showing increased Early Start sign-ups.

#### Multicultural Communication

- **Multicultural Language Plan:** Monthly meetings of the Disparity Committee to review service impacts and advise the DEIB team.
- **Staff Language Access Training:** All staff completed specialized language access training in Summer 2024.
- **Culturally Sensitive Materials:** Ongoing efforts to ensure brochures and handouts are easy to read and culturally appropriate.
- **Quality Assurance:** Regular audits of Individual Program Plans (IPPs) to monitor quality and compliance, working with consultants to meet legal requirements.

### 2. DEVELOPMENT & GROWTH OF AN ENGAGED WORKFORCE

These achievements reflect the organization's commitment to developing and growing an engaged workforce:

#### Training and Development

- **Formal Training:** Achieved ongoing training for new staff, accessible via LMS, with one-on-one training provided by the Lead Trainer Unit. Surveys and evaluations ensure annual training hours are met.
- **Standardize Onboarding Procedures:** Achieved consistency in onboarding with formalized NSO procedures, tracked monthly classes, and evaluations reported to the Executive team.
- **Career Advancement & Professional Development:** Pathways for career advancement and professional development are part of retaining service coordination staff.
- **Alignment with Organizational Values:** Achieved alignment with organizational values through mission, vision, and values training on day one of NSO, and integration of core values in eLearning modules.

#### Healthy Work/Life Balance

- **Impact of Healthy Work/Life Balance:** Positive employee sentiment towards hybrid work options, enhancing engagement and retention. Employee work groups proposed considerations for office space utilization and hybrid/remote work options.
- **Technology for Quantitative Data Metrics:** Achieved implementation/upgrades of various features like ISP Upgrade, VPN Improvement, Cybersecurity Training, Staff Surveys, and Continuous Improvement.

- **Streamlining Staff's Manual-intensive Workload:** Evaluating policies and procedures, forming workgroups to create SOPs for case management.
- **Streamlining Supervisor's Manual-intensive Workload:** Similar efforts as for staff, with newly hired project managers facilitating workgroups.
- **Quality Hiring Practices:** Expansion of best practices for hiring as part of retaining service coordination staff.
- **Examination of Exit Interviews:** In-depth examination of exit interviews and creation of action plans to foster retention.
- **Annual Employee Celebration:** Part of the plan to recognize and retain service coordination staff.

#### Promoting Teams and Teambuilding

- **Workload Issues and Imbalance:** Assessment of workload issues by job classifications and addressing workload imbalance.
- **Team Structures:** Ongoing target marketing and recruitment, with designated assignments for recruiters.
- **Technology in Support of Team Structures:** Achieved efficiency enhancements through IT implementations like SharePoint-based vendor portal, FreshService for task traceability, and PowerBI reports for workload planning.
- **Training Tools Database:** Developed and shared training tools for person-centered IPP writing, accessible to Supervisors and CSCs.
- **Staff Involvement in Cross-Departmental Efforts:** Forming workgroups to create SOPs for case management, facilitated by newly hired project managers.

### 3. EMPLOYMENT AND DAY SERVICES

These achievements reflect the organization's commitment to enhancing employment and day services for the community:

#### Training, Education, and Awareness

- **Employment and Meaningful Day Opportunities:** Achieved ongoing promotion of employment resources via emails and media platforms, raising community awareness.
- **Sustaining Employment Through Support Services:** Achieved continuous review of IPPs for employment goals and ongoing trainings/workshops on the benefits of employment.
- **Staff Training for Employment and Personal Development:** Achieved updated trainings on LMS for all CM staff, shared with new staff during onboarding.

#### Developing Employer and Community Connection

- **Employment Opportunity Collaboration:** Achieved new partnership contacts and local business partnerships.
- **Educating Employers on NLACRC and Individuals Served:** Achieved new contacts and educated employers on the benefits of NLACRC and people served.
- **Workforce Grant-Funded Outreach:** Achieved completion of workforce grant and ongoing community outreach by Employment Specialist.
- **Incentives to Promote Employment and Vocational Outcomes:** Achieved tracking of provider CIE incentives, quarterly meetings with providers, and promotion of CIE at various events.

#### Improve Information and Needs Assessment

- **Meetings to Share Resources, Brainstorm Job Creation and Development:** Achieved partnerships with community groups, participation in Local Partnership meetings, and hosting quarterly Employment Around Table meetings.
- **Workforce Employment Grant for Employment Hotline:** Achieved completion of grant, ongoing efforts to provide employment information, and utilization of hotline for Employment questions.

#### Resource and Fund Development

- **Connections and Resources for Small Businesses:** Achieved ongoing posting of resources on NLACRC's website for Small Business Administration/LA County websites.
- **Independent Employment:** Achieved promotion of Microenterprises with resources posted on NLACRC's website.

### 4. HEALTH AND WELLNESS

These achievements reflect the organization's commitment to promoting health and wellness for both staff and the community:

#### Training, Education, and Awareness

- **Health and Wellness Trainings:** Achieved training on health and wellness topics, including generic resources, Active Shooter, field safety, and workplace violence prevention, available in the LMS and required during onboarding.
- **Engagement in Mental Health Discussions:** Ongoing promotion of discussions on health and wellness topics with support groups and individuals served.
- **Collaboration on Health & Wellness Resources:** Ongoing inclusion of health and wellness components into grassroots outreach efforts and partnerships with stakeholders.



#### **Establishment/Exploration of Mental Health Committee/Taskforce**

- **Mental Health Committee/Taskforce:** Part of plan development and execution to develop or join existing taskforces or workgroups related to health and wellness.

#### **Feasibility of Mental Health Specialist Role**

- **Mental Health Specialist Role:** Exploration of the feasibility of adding a mental health specialist position to enhance early detection and support for individuals, improving their mental well-being.

#### **Employee Assistance Program (EAP) to Support Staff**

- **Employee Assistance Program (EAP):** Ongoing promotion of the EAP as part of plan development and execution to support staff.

### **5. SAFE, ACCESSIBLE, AND AFFORDABLE HOUSING**

These achievements reflect the organization's commitment to ensuring safe, accessible, and affordable housing for the community:

#### **Training, Education, and Awareness**

- **Training on Housing Options and Services:** Improved community relations and provided housing resources on the website and at vendor fairs. A video series highlighting various living options is being added to Parent University.
- **Training on Housing Options and Milestone Planning:** Ongoing Living Options Staffings (LOS) and training on residential placement, placement request processes, and SLS/ILS available in the LMS eLearning catalog and Training SharePoint. Training tools were created for easy access by Supervisors and CSCs.
- **Outreach on Housing Options:** Continued posting of resources on the website and ongoing efforts to explore housing options and pursue CPP/CRDP funding through DDS for unmet needs.

#### **Impacting the Availability of Housing**

- **Collaboration with ARCA:** Partnered with ARCA to support housing options, an ongoing statewide effort.
- **Community Care Licensing Advocacy:** Ongoing promotion of discussions with Community Care Licensing to discuss regulations.
- **DDS Housing Development Funding:** Annual applications for CPP/CRDP funding to DDS, with successful grants received each year.

#### **Innovation**

- **Community Housing Liaison:** Created and posted a new position to liaise with the community, experts, and staff.