



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

Public Policy Performance Measure (Required)		Statewide Average June 2022	NLACRC June 2022	Statewide Average June 2023	NLACRC June 2023
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.	0.06% 233	0.04% 13		
Planned Activities:					

Public Policy Performance Measure (Required)		Statewide Average June 2022	NLACRC June 2022	Statewide Average June 2023	NLACRC June 2023
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/guardian • Foster family Goal: Maintain the percentage of children who reside with families in their home.	99.60% 196,913 96.94% 191,657 2.66% 5,256	99.71% 16,668 95.35% 15,939 4.36% 729		
Planned Activities:					



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Public Policy Performance Measure (Required)		Statewide Average June 2022	NLACRC June 2022	Statewide Average June 2023	NLACRC June 2023
3.	Number and percent of adults residing in homesettings:	82.75%	85.28%		
		154,11	10,817		
	• Independent Living Services (ILS)	9.48%	8.91%		
		17,651	1,130		
	• Supported Living Services (SLS)	5.02%	3.29%		
	9,350	417			
	• Adult Family Home Agency home	0.82%	0.40%		
		1,529	51		
	• Home of Parent or guardian	67.43%	72.68%		
		125,589	9,219		
Goal: Increase the number of adults who reside in home settings.					
Planned Activities:					

Public Policy Performance Measure (Required)		Statewide Average June 2022	NLACRC June 2022	Statewide Average June 2023	NLACRC June 2023
4.	Number and percent of minors living in facilities serving greater than 6	0.03%	0.01%		
		54	1		
	• Intermediate Care Facilities (ICF)	0.02%	0.00%		
		34	0		
	• Skilled Nursing Facilities (SNF)	0.00%	0.00%		
	7	0			
	• Community Care Facilities (CCF)	0.01%	0.01%		
		13	1		
Goal: Decrease the percentage of children living in larger facilities.					
Planned Activities:					



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Public Policy Performance Measure (Required)		Statewide Average June 2022	NLACRC June 2022	Statewide Average June 2023	NLACRC June 2023
5.	Number and percent of adults living in facilities serving greater than 6	1.71%	2.13%		
		3,188	270		
	• Intermediate Care Facilities (ICF)	0.41%	0.88%		
		755	111		
	• Skilled Nursing Facilities (SNF)	0.52%	0.61%		
		967	78		
	• Community Care Facilities (CCF)	0.79%	0.64%		
		1,466	81		
Goal: Decrease the percentage of adults living in larger facilities.					
Planned Activities:					

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. through Dec. 2019 CA	Jan. through Dec. 2019 NLACRC	Jan. through Dec. 2020 CA	Jan. through Dec. 2020 NLACRC
6a.	Consumer earned income (ages 16 and above) From Employment Development Department (EDD)				
	Quarterly number of consumers with earned income	25,710	1,529	22,772	1,552
	Percentage of consumers with earned income	17.17%	15.04%	18.86%	17.73%
	Average annual wages for consumers	\$8,772	\$10,121	\$9,733	\$11,067
		2019		2020	
6b.	(From American Community Survey, five-year estimate) Annual earnings of consumers ages 16-64 compared to people with all disabilities in California.	\$25,990		\$26,794	



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		July 2017 – June 2018 Statewide	July 2017 – June 2018 NLACRC	July 2020 – June 2021 Statewide	July 2020 – June 2021 NLACRC
6c.	(From National Core Indicator (NCI) Adult Consumer Survey) Percentage of adults who reported having integrated employment as their goal in their IPP. (Note: NCI Surveys are conducted every three years.)	29%	26%	35%	27%
		2019-20 CA Avg.	2019-20 NLACRC Avg.	2020-21 CA Avg.	2020-21 NLACRC Avg.
6d.	(From data collected manually from service providers by regional centers) Number of adults who were placed in competitive integrated employment following participation in a Paid Internship Program.	8	5	6	0
	Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.	9%	11%	14%	0%
	Average hourly or salaried wages and for adults who participated in a Paid Internship Program.	\$13.31	\$13.78	\$14.25	\$14.36
	Average hours worked per week for adults who participated in a Paid Internship Program.	16	15	17	16
	Average wages for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made.	\$13.52	\$14.08	\$14.81	\$15.41
	Average hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made.	21	20	23	20
	Total # of incentive payments made for the fiscal year for the following amounts.				
	Incentive amount: \$1,500	22	27	17	11
	\$1,250	28	33	19	11
	\$1,000	34	36	33	16
Planned Activities:					



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Public Policy Performance Measure (Required) & Goal					
7.	<p>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. <i>(Note: The most recent data provided by DDS is 2020-21).</i></p> <p>Goal: Ensure that consumers and families have access to services and supports regardless of age, diagnosis, ethnicity, or language.</p>				
	Residence Type	2018-19		2019-20	
7a	Home	American Indian or Alaska Native 0.39	Native Hawaiian or Other Pacific Islander 0.45	American Indian or Alaska Native 0.40	Native Hawaiian or Other Pacific Islander 0.70
		Asian 0.68	White 0.69	Asian 0.635	White 0.67
		Black/African American 0.71	Other Ethnicity or Race 0.66	Black/African American 0.72	Other Ethnicity or Race 0.67
		Hispanic 0.70		Hispanic 0.70	
7b	ILS/SLS	American Indian or Alaska Native 0.68	Native Hawaiian or Other Pacific Islander 1.00	American Indian or Alaska Native 0.95	Native Hawaiian or Other Pacific Islander N/A
		Asian 0.84	White 0.86	Asian 0.80	White 0.84
		Black/African American 0.82	Other Ethnicity or Race 0.87	Black/African American 0.81	Other Ethnicity or Race 0.77
		Hispanic 0.84		Hispanic 0.82	
7c	Institutions	American Indian or Alaska Native N/A	Native Hawaiian or Other Pacific Islander N/A	American Indian or Alaska Native N/A	Native Hawaiian or Other Pacific Islander N/A
		Asian N/A	White 0.09	Asian N/A	White 0.05
		Black/African American 0.57	Other Ethnicity or Race N/A	Black/African American 0.58	Other Ethnicity or Race N/A



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		Hispanic 0.72		Hispanic 0.23	
7d	Residential	American Indian or Alaska Native 0.94	Native Hawaiian or Other Pacific Islander 0.94	American Indian or Alaska Native N/A	Native Hawaiian or Other Pacific Islander 0.94
		Asian 0.90	White 0.89	Asian 0.87	White 0.83
		Black/African American 0.90	Other Ethnicity or Race 0.88	Black/African American 0.88	Other Ethnicity or Race 0.87
		Hispanic 0.90		Hispanic 0.89	
7e	Med/Rehab/ Psych	American Indian or Alaska Native N/A	Native Hawaiian or Other Pacific Islander 1.00	American Indian or Alaska Native N/A	Native Hawaiian or Other Pacific Islander N/A
		Asian 0.65	White 0.77	Asian 0.18	White 0.75
		Black/African American 0.71	Other Ethnicity or Race 0.73	Black/African American 1.13	Other Ethnicity or Race 0.99
		Hispanic 0.70		Hispanic 0.50	
7f	Other	American Indian or Alaska Native N/A	Native Hawaiian or Other Pacific Islander N/A	American Indian or Alaska Native 0.00	Native Hawaiian or Other Pacific Islander N/A
		Asian 0.72	White 0.71	Asian 0.34	White 0.81
		Black/ African American 0.90	Other Ethnicity or Race 0.97	Black/ African American 0.96	Other Ethnicity or Race 0.00
		Hispanic 0.58		Hispanic 0.64	



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Planned Activities:			

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>	
Ethnicity	2020-21	2021-22
American Indian or Alaska Native	Birth to 2: 0 (0%) 3 to 21: 7 (37%) 22+: 1 (25%)	Birth to 2: 1 (20%) 3 to 21: 8 (40%) 22+: 5 (71%)
Asian	Birth to 2: 27 (9%) 3 to 21: 404 (39%) 22+: 111 (19%)	Birth to 2: 28 (8%) 3 to 21: 394 (36%) 22+: 133 (21%)
Black/African American	Birth to 2: 25 (8%) 3 to 21: 510 (34%) 22+: 259 (21%)	Birth to 2: 37 (10%) 3 to 21: 532 (33%) 22+: 286 (23%)
Hispanic	Birth to 2: 179 (6%) 3 to 21: 3,008 (35%) 22+: 859 (24%)	Birth to 2: 218 (6%) 3 to 21: 3,147 (35%) 22+: 941 (25%)



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Native Hawaiian or Other Pacific Islander	Birth to 2: 0 (N/A) 3 to 21: 4 (57%) 22+: 0 (N/A)	Birth to 2: 0 (N/A) 3 to 21: 5 (57%) 22+: 0 (N/A)
White	Birth to 2: 102 (9%) 3 to 21: 1,303 (34%) 22+: 624 (15%)	Birth to 2: 116 (8%) 3 to 21: 1,127 (33%) 22+: 712 (17%)
Other Ethnicity or Race	Birth to 2: 104 (7%) 3 to 21: 473 (34%) 22+: 85 (23%)	Birth to 2: 124 (8%) 3 to 21: 499 (32%) 22+: 88 (22%)
Total	Birth to 2: 437 (7%) 3 to 21: 5,709 (35%) 22+: 1,939 (20%)	Birth to 2: 524 (7%) 3 to 21: 5,872 (34%) 22+: 2,165 (21%)
Planned Activities:		

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	2020-21	2021-22
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+, Expenditures – 0% 22+, Consumers – 0%	Birth to 2, Consumers – 0% Birth to 2, Expenditures – 0% 3 to 21, Consumers – 0% 3 to 21, Expenditures – 0% 22+, Expenditures – 0% 22+, Consumers – 0%



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Asian	Birth to 2, Consumers – 5% Birth to 2, Expenditures – 5% 3 to 21, Consumers – 6% 3 to 21, Expenditures – 6% 22+, Expenditures – 6% 22+, Consumers – 6%	Birth to 2, Consumers – 5% Birth to 2, Expenditures – 5% 3 to 21, Consumers – 6% 3 to 21, Expenditures – 6% 22+, Expenditures – 6% 22+, Consumers – 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 – 9% 3 to 21, Expenditures – 11% 22+, Consumers – 12% 22+, Expenditures – 10%
Hispanic	Birth to 2, Consumers – 49% Birth to 2, Expenditures – 52% 3 to 21, Consumers – 53% 3 to 21, Expenditures – 46% 22+, Consumers – 36% 22+, Expenditures – 26%	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%
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 – 19% Birth to 2, Expenditures – 20% 3 to 21, Consumers – 23% 3 to 21, Expenditures – 30% 22+, Consumers – 42% 22+, Expenditures – 54%	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%



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Other Ethnicity or Race	Birth to 2, Consumers – 22% Birth to 2, Expenditures – 18% 3 to 21, Consumers – 8% 3 to 21, Expenditures – 7% 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%
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Planned Activities:

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 June 2022 98.21% 323,657	NLACRC June 2022 98.84% 25,089	Statewide Average July 2023 97.42% 340,202	NLACRC July 2023 98.29% 27,024

Planned Activities:

Compliance Measures (Required)

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 December 2023	NLACRC Audit Compliance as of December 2023
1. Passes independent audit	90%	YES		
2. Passes DDS audit	100%	YES		
3. Audits vendors as required (FY2020-21 vs. FY2021-22)	86%	YES		
4. Did not overspend operations budget	100%	YES		



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5. Participates in federal waiver	100%	YES		
6. CDER/ESR Currency	96%	97.31%		
7. Intake/assessment timelines for consumers ages 3 and above.	83%	96.08%		
8. IPP Development (WIC requirements)	99%	96.08%		
9. 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%		

*DDS Department Directive 01-041520 waived the requirements of Article III, Section 9, paragraph (c) of the Department's regional center contract.
Data source for statewide averages: <https://www.dds.ca.gov/rc/dashboard/performance-contracts/>.

"Outside of the Box" Performance Measures	
I.	Increase recruitment in San Fernando Valley, Antelope Valley, and Santa Clarita Valley. Measurable goal: a. 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.
II.	Increase service provider access to trainings to increase quality of services. Measurable goal: a. Conduct or provide information on available external trainings for service providers with reputable subject matter experts to provide growth opportunities
III.	Increase educational opportunities for Community Services staff development. Measurable goal: a. Employment Specialist to attend trainings to be kept informed and up to date of best practices.
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. Measurable goal: a. Measurable goal: Number of respite, SLS, and PA providers by geographic location.



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V.	Create resources and best practices for service providers to assist consumers with employment preparedness. Measurable goal: a. 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.
VI.	Gather and assess data to develop responsive strategies. 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”). h. Assess through Disparity Committee, Executive Committee, and/or Consumer Services Committee.
VII.	To increase the number of purchase of services related to camp, social recreation, and non-medical therapies for individuals served. Measurable goal: a. Activities including, but not limited to, specialized recreation, art, dance, and music for all age groups.
VIII.	To increase the number of families securing appropriate resources to meet their individualized needs through service coordination. Measurable goal: a. Increase partnerships with Community-Based Organizations (CBOs) regarding generic resources. b. Track advocacy assistance for families. c. Explore a Generic Resource Specialist position. d. Generic Resource Application Boot Camp. e. Increase virtual generic resource materials for staff.