

**PERFORMANCE CONTRACT**

**Regional Center North Los Angeles County**

**Calendar Year(s) 2015**

**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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<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 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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**Public Policy Performance Measures (Under Development)**

The following measures are under development for future incorporation in the Performance Contract Pilot Project, upon availability of relevant data:

<i>Measure</i>	<i>Activities Regional Center is currently employing</i>
<p><b>Number and percent of adults in supported employment. Under development</b> – Dept. of Rehabilitation funded supported employment (group + individual data currently unavailable. New code added to CMF to capture regional center funded supported employment, per Technical Bulletin, dated Sept. 13, 2001. Revising CDER to capture wage information, hours of paid work, work environment, (sheltered/community) and paid supports information to replace above data sources.</p> <p><b>Number and percent of adults with earned income and average wage (aggregate).</b> Anticipated implementation in conjunction with Revised CDER.</p> <p><b>Number and percent of adults in competitive employment.</b> Under development. Anticipated implementation in conjunction with Revised CDER.</p>	<ul style="list-style-type: none"> <li>• In 2007, NLACRC awarded start-up funds to Tierra Del Sol and Easter Seals. Through Tierra Del Sol’s Nexus program, consumers attend L.A. Valley College where they can take classes that will lead them to better employment opportunities. They also facilitate volunteer work opportunities that put them in contact with employment that they are interested in. Easter Seals works with high schools and Special Education Local Plan Areas (SELPAs) to help transition aged youth prepare for employment as soon as they graduate from high school.</li> <li>• NLACRC organizes annual transition fairs at each of its three offices. The fairs give transition aged consumers and their parents the opportunity to learn about what the service providers in their communities have to offer when the student is ready to leave high school, including some that can assist with 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 continues to add new employment and transition resources to its library.</li> </ul>

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	<ul style="list-style-type: none"> <li>• NLACRC established a working group to address the National Core Indicator (NCI) areas noted under this measure.</li> <li>• The Vendor Advisory Committee (VAC) is developing NLACRC’s philosophy and policy as it relates to Employment First.</li> </ul>
<p><b>Access to medical and dental services.</b> Under development. Anticipated implementation in conjunction with Revised CDER (Personal Outcomes element, Section B, questions 13, 14 &amp; 15)</p>	<ul style="list-style-type: none"> <li>• NLACRC has contracted with dental consultants who help consumers locate generic resources so that their dental needs can be addressed before they become problematic, and who review requests when no generic resources are available.</li> <li>• NLACRC has contracted with a Medicare specialist who works with consumers, caregivers, and pharmacies to help ensure that consumers receive assistance if needed in managing their Medicare benefits and getting appropriate medications through Medicare D PDP (Prescription Drug Plans).</li> </ul>
<p><b>Number of consumers per thousand who are victims of abuse.</b> Under development. Anticipated implementation in conjunction with Revised CDER (Personal Outcomes Element, Section B, question 16) and revisions to the Early Start Report</p>	<ul style="list-style-type: none"> <li>• NLACRC has developed a “Zero Tolerance Policy for Consumer Abuse or Neglect” that applies to all of NLACRC’s vendored service providers that provide direct services and supports. The policy was approved by the Board of Trustees in September, 2013.</li> <li>• NLACRC offered trainings on Special Incident and Mandated Reporter training to our service providers and case management staff in 2013.</li> <li>• The NLACRC library has information and resources available that address the topic of abuse.</li> <li>• In 2014, all NLACRC staff received training on the Zero Tolerance Policy.</li> </ul>

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### POTENTIAL LOCAL PERFORMANCE CONTRACT MEASURES

<b><i>Employment Development Department (EDD) Measure</i></b>	<b>Measurement Methodology*</b>	<b>Frequency</b>
Number and percentage of consumers, ages 16-64 with earned income	EDD data--changes in number and percentage of consumers ages 16-64 with earned income as reported to EDD	Annual
Average annual wages for consumers ages 16-64	EDD data--average annual wages as reported to EDD for consumers ages 16-64	Annual
Annual earnings of consumers ages 16-64 compared to people with all disabilities in CA	EDD data--consumer wage data compared to people with all disabilities as reported to EDD	Annual

<b><i>National Core Indicators (NCI) Measure</i></b>	<b>Measurement Methodology</b>	<b>Frequency</b>
Percentage of adults who reported having a paid job in a community-based setting (e.g., competitive or supported employment, enclave, work crew.)	NCI Survey - <i>Yes/No/Don't Know</i> Individual is engaged in community employment during the most recent typical two-week period	Three year cycle
Percentage of adults who reported having integrated employment as a goal in their IPP	NCI Survey - <i>Yes/No/Don't Know</i> Individual has community employment as a goal in his/her IPP	Three year cycle
Percentage of adults without a job in the community who reported wanting one	NCI Survey - <i>Yes/In-between/No/Don't Know, no response, unclear response</i> Unemployed adults who indicated they would like a job in the community	Three year cycle

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<b><i>Client Development Evaluation Report (CDER)</i></b>	<b>Measurement Methodology</b>	<b>Frequency</b>
Number and percentage of adults in day services, that interact with people without disabilities: <ul style="list-style-type: none"> <li>• none</li> <li>• a few</li> <li>• most</li> <li>• all</li> </ul>	CDER personal outcomes data	Annual
Number and percentage of adults who engage in paid work: <ul style="list-style-type: none"> <li>• less than 10 hours/week</li> <li>• 10-25 hours/week</li> <li>• 26-39 hours/week</li> <li>• 40+ hours/week</li> </ul>	CDER personal outcomes data	Annual
Number and percentage of adults earning: <ul style="list-style-type: none"> <li>• below minimum wage</li> <li>• minimum wage</li> <li>• above minimum wage</li> <li>• salaried</li> </ul>	CDER personal outcomes data	Annual



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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”