North Los Angeles County Regional Center
PERFORMANCE CONTRACT

Calendar Year(s): 2022

Public Policy Performance Measures (Required)

	Goal	Measure	Statewide Average June 2020	NLACRC June 2020	Statewide Average June 2021	NLACRC June 2021	Specific Actions 2022
1.	Decrease the number of individuals who reside in institutional settings	Number and percent of Regional Center consumers in institutional settings, such as state hospitals, Developmental Centers, etc.	0.08% 266	0.06% 17	0.07% 255	0.05% 14	**NLACRC Resource Development Plan to Address Goal:** Development #1 **Name of Provider:** Brilliant Corners **Type:** Enhanced Behavioral Support Home (EBSH) **Number of Consumers:** 4 **Status Update:** Contract approved by NLACRC Board of Trustees on 6/10/2020. **Projected Date to Open Home:** November 2021 *Sprinkler system is causing a delay in licensing.* Development #2 **Name of Provider:** W&W **Type:** Specialized Residential Facility (SRF) **Number of Consumers:** 4 **Status Update:** Property identified and is in the escrow process as of 09/29/2021. **Projected Date to Open Home:** N/A Development #3 **Name of Provider:** Elwyn **Type:** Specialized Residential Facility (SRF) **Number of Consumers to Be Placed:** 4 **Status Update:** Vendor has not secured property as of 10/13/2021. **Projected Date to Open Home:** N/A Development #4 **Name of Provider:** Global C&C **Type:** Specialized Residential Facility (SRF) **Number of Consumers to Be Placed:** 4 **Status Update:** Vendor has submitted offers but were outbid; vendor continues to search for property. **Projected Date to Open Home:** N/A

Public Policy Performance Measures (Required)

	Goal	Measure	Statewide Average June 2020	NLACRC June 2020	Statewide Average June 2021	NLACRC June 2021	Activities Summary
2.	Maintain the percentage of children who reside with families in their homes	Number and percent of minors residing with families • own home parent/ guardian • foster family	99.48% 177,196 96.71% 172,258 2.77% 4,938	99.63% 14,987 95.37% 14,346 4.26% 641	99.53% 182,139 96.70% 176,969 2.83% 5,170	99.65% 15,310 94.96% 14,590 4.69% 720	**NLACRC Plan to Address Goal:** **New Staff Orientation/Training** **Name of Training:** Service Standards **Frequency:** Monthly **Metric:** Number of new staff trained within first six months of employment. **Data Source to Evaluate:** Human Resources & Training **Name of Training:** Person Centered Planning **Frequency:** Monthly **Metric:** Number of new staff trained within first six months of employment. **Data Source to Evaluate:** Human Resources & Training **Name of Training:** Lanterman Act Training **Frequency:** Monthly **Metric:** Number of new staff trained within first six months of employment. **Data Source to Evaluate:** Human Resources & Training Name of Training: Self Determination Program **Frequency:** Monthly **Metric:** Number of new staff trained within first six months of employment. **Data Source to Evaluate:** Human Resources & Training **Dissemination of Information** **Type of Event:** Town Hall – Family Support Services **Frequency:** Annual **Metric:** Increase Number of Attendees **Data Source to Evaluate:** Public Information

| 2. | *Cont'd from above* | | | | | | **Type of Activity** Grassroots Outreach & Community Engagement Contacts
Frequency: Monthly
Metric: Number of community contacts monthly by geographic area
Data Source to Evaluate: Diversity, Equity, andInclusion Unit

Type of Activity: Printed Information Provided to Community
Frequency: Monthly
Metric: Number of materials provided to community partners by geographic area
Data Source to Evaluate: Public Information & Diversity, Equity, and Inclusion Unit

Type of Activity: Electronic Information Provided to Community
Frequency: Monthly
Metric: Number of materials provided to community partners by geographic area
Data Source to Evaluate: Public Information &Diversity, Equity, and Inclusion Unit. |

	Public Policy Performance Measures (Required)						
	Goal	*Measure*	*Statewide Average June 2020*	*NLACRC June 2020*	*Statewide Average June 2021*	*NLACRC June 2021*	*Activities Summary*
3.	**Increase the number of adults who reside in home settings**	**Number and percent of adults residing in home settings:** • Independent Living Services (ILS) • Supported Living Services (SLS) • Adult Family Home Agency home • Home of Parent or guardian	81.25% 2,610 10.06% 17,660 5.28% 9,260 0.93% 1,638 64.98% 114,052	83.60% 9,808 9.73% 1,141 3.61% 423 0.42% 49 69.85% 8,195	82.20% 148,277 9.76% 17,608 5.18% 9,348 0.89% 1,609 66.36% 119,712	84.90% 10,332 9.31% 1,133 3.43% 418 0.42% 51 71.73% 8,730	**NLACRC Resource Availability & Development Plan to Address Goal:** **Resource Availability** **Type of Service:** Independent Living Skills (ILS) **Metric:** Current Number of ILS Providers **Data Source:** SANDIS **Type of Service:** Supported Living Services (SLS) **Metric:** Current Number of SLS Providers **Data Source:** SANDIS **Type of Service:** Family Home Agencies (FHA) **Metric:** Current Number of FHA Providers **Data Source:** SANDIS **Type of Service:** Respite/Family Support Services **Metric:** Current Number of Respite Providers **Data Source:** SANDIS **Type of Service:** Personal Assistance/Family Support Services **Metric:** Current Number of Personal Assistant Providers **Data Source:** SANDIS **Type of Service:** Participant-Directed Services: Day Care (455), Respite (465), Nursing (460), Transportation (470), Community-Based Training Service (475), Personal Assistance (093), supported living (073) **Metric:** Current Number of Participant Directed Services Vendors **Data Source:** SANDIS

3.	*Cont'd from above*							**Type of Service:** Self Determination Program **Metric:** Number of participants **Data Source to Evaluate:** SDP Unit **New Staff Orientation/Training** **Name of Training:** Service Standards **Frequency:** Monthly **Metric:** Number of new staff trained within first three months of employment. **Data Source to Evaluate:** Human Resources & Training **Name of Training:** Person Centered Planning **Frequency:** Monthly **Metric:** Number of new staff trained within first three months of employment. **Data Source to Evaluate:** Human Resources & Training **Name of Training:** Lanterman Act Training **Frequency:** Monthly **Metric:** Number of new staff trained within first three months of employment. **Data Source to Evaluate:** Human Resources & Training **Name of Training:** Independent Living/Supported Living **Frequency:** Monthly **Metric:** Number of new staff trained within first three months of employment. **Data Source to Evaluate:** Human Resources & Training **Name of Training:** Residential Living Options **Frequency:** Monthly **Metric:** Number of new staff trained within first three months of employment. **Data Source to Evaluate:** Human Resources & Training

3.	*Cont'd from above*						**Community Training/Orientation** **Name of Training:** Supported Living Services Orientation **Frequency:** Monthly **Metric:** Number of Orientations Held Annually **Data Source to Evaluate:** Case Management **Dissemination of Information** **Type of Event:** Town Hall – In Home Supportive Services **Frequency:** Annual **Metric:** Increase Number of Attendees **Data Source to Evaluate:** Public Information **Type of Event:** Consumer and Family In-Home Supportive Services Training w/Client Rights Advocate **Frequency:** Annual **Metric:** Increase Number of Attendees **Data Source to Evaluate:** Public Information

Public Policy Performance Measures (Required)

	Goal	Measure	Statewide Average June 2020	NLACRC June 020	Statewide Average June 2021	NLACRC June 2021	Activities Summary
4.	Decrease the percentage of children living in larger facilities	Number and percent of minors living in facilities serving greater than 6	0.04% 68	0.01% 1	0.03% 59	0.01% 2	**NLACRC Plan to Address Goal:** **New Staff Orientation/Training** **Name of Training:** Residential Living Options **Frequency:** Monthly **Metric:** Number of new staff trained within first three months of employment. **Data Source to Evaluate:** Human Resources & Training
		• Intermediate Care Facilities (ICF)	0.02% 35	0.00% 0	0.02% 30	0.00% 0	**Name of Training:** Service Standards **Frequency:** Monthly **Metric:** Number of new staff trained within first three months of employment. **Data Source to Evaluate:** Human Resources & Training
		• Skilled Nursing Facilities (SNF)	0.00% 5	0.00% 0	0.00% 7	0.01% 1	**Resource Development** **Type of Service:** Client/Parent Support Behavior Intervention Training (048) or Parent Coordinated Behavioral Intervention Program (077)
		• Community Care Facilities (CCF)	0.02% 28	0.01% 1	0.01% 22	0.01% 1	**Metric:** Current Number of vendors **Data Source:** SANDIS

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Public Policy Performance Measures (Required)							
	Goal	**Measure**	**Statewide Average June 2020**	**NLACRC June 2020**	**Statewide Average June 2021**	**NLACRC June 2021**	**Activities Summary**
5.	**Decrease the percentage of adults living in larger facilities**	**Number and percent of adults living in facilities serving greater than 6** • Intermediate Care Facilities (ICF) • Skilled Nursing Facilities (SNF) • Community Care Facilities (CCF)	2.06% 3,618 0.52% 904 0.61% 1,068 0.94% 1,646	2.56% 300 1.08% 127 0.59% 69 0.89% 104	1.84% 3,323 0.45% 812 0.55% 985 0.85% 1,526	2.23% 271 1.00% 122 0.53% 65 0.69% 84	**NLACRC Plan to Address Goal:** **New Staff Orientation/Training** **Name of Training:** Residential Living Options **Frequency:** Monthly **Metric:** Number of new staff trained within first three months of employment. **Data Source to Evaluate:** Human Resources & Training **Name of Training:** Service Standards **Frequency:** Monthly **Metric:** Number of new staff trained within first three months of employment. **Data Source to Evaluate:** Human Resources & Training

Public Policy Performance Measures (Required)							
	Goal	**Measure**	**Statewide Average June 2020**	**NLACRC June 2020**	**Statewide Average June 2021**	**NLACRC June 2021**	**Activities Summary**
6.	**Increase the percentage of adult consumers that are employed in Integrated settings with competitive wages.**	**Separate measures for this goal are included belowas numbers 6a. through 6d. See below for data on each separate measure.**					**NLACRC Resource Availability & Development Plan to Address Goal:** **Resource Availability & Development** **Competitive Integrative Employment (CIE)** **Metric:** Total Number of Vendors who offer CIE as of 12/31/2021 **Progress Measurement:** Total Number of Vendors who offer CIE as of12/31/2022 **Data Source:** Community Services Employment Specialist **Paid Internship Program (PIP)** **Metric:** Total Number of Vendors who offer PIP as of 12/31/2021 **Progress Measurement:** Total Number of Vendors who offer PIP as of12/31/2022 **Data Source:** Community Services Employment Specialist **Increased Employment Opportunities for Consumers** **Competitive Integrative Employment (CIE)** **Metric:** Total Number of Consumers in CIE as of 12/31/2021 **Progress Measurement:** Total Number of Consumers in CIE as of 12/31/2022 **Data Source:** Community Services & Case Management **Paid Internship Program (PIP)** **Metric:** Total Number of Consumers in PIP as of 12/31/2021 **Progress Measurement:** Total Number of Consumers in PIP as of 12/31/2022 **Data Source:** Community Services & Case Management

6.	*Cont'd from above*		**Service Access & Equity Grant** **Type of Grant**: NLACRC is submitting a request for an Employment Specialistto help build relationships with small business owners in underserved areas. **Metric**: Total Number of Contacts Made per Month **Data Source**: Diversity, Equity, and Inclusion Department *DDS will render outcomes/decisions by January 31, 2022.* **Outreach &** **Engagement to Increase** **Employment for** **Consumers** Frequency: Monthly **Metric:** Total Number of Contacts Made at Colleges and Career Centers **Data Source:** Diversity, Equity, and Inclusion Department **Individualized Program Plans** **Strategy**: All individuals who are eligible and want to work will have an IPPgoal and objective in each plan. **Metric:** Total Number of IPPs with employment goals/outcomes **Data Source:** SANDIS (explore technology) **Dissemination of Information** **Type of Event:** Town Hall – Department of Rehabilitation **Frequency:** Annual **Metric:** Increase Number of Attendees **Data Source to Evaluate:** Public Information

Public Policy Performance Measures - Employment (Required)					

Measures for Goal 6:					

6a.	**Measure**	*Jan. through Dec. 2018 CA*	*Jan. through Dec. 2018 NLACRC*	*Jan. through Dec. 2019 CA*	*Jan. through Dec. 2019 NLACRC*
	(Consumer earned income (ages 16 and above) **From** **Employment Development Department [EDD])** **Quarterly number of consumers with earned income** **Percentage of consumers with earned income** **Average annual wages for consumers**	27,526 16% $10,317	1,597 14% $12,194	28,170 16% $11,327	1,689 14% $13,334
6b.	**Measure**	*2018*			
	(From Cornell University Disability Status Report) **Annual earnings of consumers ages 16-64 compared to people with all disabilities in California.** **(*Data for 2018 is the most recent available. The Cornell University 2019 Disability Status Report was not available at the time that this report was finalized.)**	$47,600			

6c.	*Measure*	*July 2014 - June 2015 Statewide*	*July 2014 - June 2015 NLACRC*	*July 2017 – June 2018 Statewide*	*July 2017 – June 2018 NLACRC*
	(From National Core Indicator (NCI) Adult Consumer Survey) **Percentage of adults who reported having integrated employment as their goal in their IPP.** *(Note: Data is not available for 2016 because the NCI Surveys are conducted every three years.)*	27%	28%	29%	26%
6d.	*Measure*	*2018-19 CA Avg.*	*2019-20 NLACRC Avg.*	*2018-19 CA Avg.*	*2019-20 NLACRC Avg.*
	(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.**	9	3	8	5
	Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.	13%	7%	9%	11%
	Average hourly or salaried wages and for adults who participated in a Paid Internship Program.	$12.45	$13.34	$13.31	$13.78
	Average hours worked per week for adults who participated in a Paid Internship Program.	17	16	16	15
	Average wages for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made.	$12.76	$13.30	$13.52	$14.08

Public Policy Performance Measures - Employment (Required)

6d. (cont'd)	Measure	2018-19 CA Avg.	2019-20 NLACRC Avg.	2018-19 CA Avg.	2019-20 NLACRC Avg.
	(From data collected manually from service providers byregional centers) *(cont'd))* **Average hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive paymentshave been made.**	22	22	21	20
	Total # of incentive payments made for the fiscal year for thefollowing amounts.				
	Incentive amount:				
	$1,500 (12 months)	27	41	22	27
	$1,250 (6 months)	39	47	28	33
	$1,000 (30 days)	43	41	34	36

	Goal	Measure	Activities Summary
*Public Policy Performance Measures – Related to Reducing Disparities and Improving Equity in Purchase of Services (Two Required)*
7.	***Ensure that consumers and families have access to services and supports regardless of age, diagnosis, ethnicity, or language***	***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 numbers 7a. through 7f. See below for this data.***	**NLACRC Plan to Address Goal:** **Diversity, Equity, and Inclusion Initiative** **Tentative Timeline:** June 30, 2022 **Metric:** All NLACRC staff trained in culture competency and implicit bias **Data Source to Evaluate:** Training & Diversity, Equity, and Inclusion *In Development: NLACRC has partnered with Inclusion Counts who will complete an Equity Report and help NLACRC establish metrics.* **Enhanced Service Coordination** **Tentative Timeline:** Begin recruitment for six newly established positions who will serve 1:40 by January 30, 2022. **Metric:** Number of Specialists hired & number of consumers/families served **Data Source to Evaluate:** Human Resources **Deaf & Hard of Hearing Specialist** **Tentative Timeline:** Begin recruitment for newly established positions by January 30, 2022. **Metric:** Position Filled **Data Source to Evaluate:** Human Resources **Participant Choice Specialists** **Tentative Timeline:** Begin recruitment for newly established positions by January 30, 2022. **Metric:** Position Filled **Data Source to Evaluate:** Human Resources

7.	*Cont'd from above*		**Service Access & Equity Grant** **Type of Grant:** Grassroots Outreach **Metric:** Total Number of Contacts Made per month **Data Source:** Diversity, Equity, and Inclusion Department *DDS will render decisions/outcomes by January 31, 2022 **NLACRC Recruitment of Service Coordinators** **Tentative Timeline:** Active recruitment for open positions **Frequency:** Recruiting goal to hire a minimum of 5 CSCs per month **Metric:** Reduction in the number of CSC vacancies **Data Source to Evaluate:** Human Resources **Community Engagement & Relationships** **Type of Event:** Cafecito Entre Nos ("Coffee Amongst Us") **Frequency:** Monthly **Metric:** Increase Number of Attendees **Data Source to Evaluate:** Diversity, Equity, and Inclusion **Type of Event:** Alianza De Hombres ("Men's Group") **Frequency:** Monthly **Metric:** Increase Number of Attendees **Data Source to Evaluate:** Diversity, Equity, and Inclusion **New Staff Orientation/Training** **Name of Training:** Service Standards **Frequency:** Monthly **Metric:** Number of new staff trained within first three months of employment. **Data Source to Evaluate:** Human Resources & Training **Name of Training:** Person Centered Planning **Frequency:** Monthly **Metric:** Number of new staff trained within first three months of employment. **Data Source to Evaluate:** Human Resources & Training

7.	*Cont'd from above*		**Name of Training:** Lanterman Act Training **Frequency:** Monthly **Metric:** Number of new staff trained within first three months of employment. **Data Source to Evaluate:** Human Resources & Training **Dissemination of Information** **Type of Event:** Aprendiendo Entre Nos ("Learning Amongst Us") **Frequency:** 6 times per year **Metric:** Increase Number of Attendees **Data Source to Evaluate:** Diversity, Equity, and Inclusion **Type of Event:** Festival Educacional **Frequency:** Annual **Metric:** Increase Number of Attendees **Data Source to Evaluate:** Public Information **Type of Event:** Purchase of Service Public Meetings **Frequency:** Annual **Metric:** Increase Number of Attendees **Data Source to Evaluate:** Public Information **Type of Event:** Town Hall – Family Support Services **Frequency:** Annual **Metric:** Increase Number of Attendees **Data Source to Evaluate:** Public Information **Type of Activity** Grassroots Outreach & Community Engagement Contacts **Frequency:** Monthly **Metric: Increase** Number of community contacts monthly by geographic area **Data Source to Evaluate:** Diversity, Equity, and Inclusion Unit **Type of Activity:** Printed Information Provided to Community **Frequency:** Monthly **Metric:** Number of contacts with community partners for materials by geographic area **Data Source to Evaluate:** Public Information & Diversity, Equity, and Inclusion Unit

7.	*Cont'd from above*		**Type of Activity:** Electronic Information Provided to Community **Frequency:** Monthly **Metric:** Number of opened emails with materials provided to community by geographic area **Data Source to Evaluate:** Public Information & Diversity, Equity,and Inclusion Unit.

	Data for Goal 7's Measure:		
	Residence Type	***2018-19***	***2019-20***
7a	*Home*	*American Indian or Alaska Native* *0.39* *-----* *Asian* *0.68* *------* *Black/* *African American* *0.71* *-----* *Hispanic* *0.70* *-----* *Native Hawaiian or Other Pacific Islander* *0.45* *-----* *White* *0.69* *-----* *Other Ethnicity or Race* *0.66*	*American Indian or Alaska Native* *0.40* *-----* *Asian* *0.63eew5* *-----* *Black/* *African American* *0.72* *-----* *Hispanic* *0.70* *------* *Native Hawaiian or Other Pacific Islander* *0.70* *-----* *White* *0.67* *-----* *Other Ethnicity or Race* *0.67*

	Data for Goal 7's Measure:		
	Residence Type	*2018-19*	*2019-20*
7b	ILS/SLS	American Indian or Alaska Native 0.68 ----- Asian 0.84 ------ Black/ African American 0.82 ----- Hispanic 0.84 ----- Native Hawaiian or Other Pacific Islander 1.00 ----- White 0.86 ----- Other Ethnicity or Race 0.87	American Indian or Alaska Native 0.95 ----- Asian 0.80 ----- Black/ African American 0.81 ----- Hispanic 0.82 ------ Native Hawaiian or Other Pacific Islander N/A ----- White 0.84 ----- Other Ethnicity or Race 0.77

	Data for Goal 7's Measure:		
	Residence Type	***2018-19***	***2019-20***
7c	Institutions	American Indian or Alaska Native N/A ----- Asian N/A ------ Black/ African American 0.57 ----- Hispanic 0.72 ----- Native Hawaiian or Other Pacific Islander N/A ----- White 0.09 ----- Other Ethnicity or Race N/A	American Indian or Alaska Native N/A ----- Asian N/A ----- Black/ African American 0.58 ----- Hispanic 0.23 ------ Native Hawaiian or Other Pacific Islander N/A ----- White 0.05 ----- Other Ethnicity or Race 0.00

Data for Goal 7's Measure:

	Residence Type	2018-19	2019-20
7d	Residential	American Indian or Alaska Native 0.94 ----- Asian 0.90 ------ Black/ African American 0.90 ----- Hispanic 0.90 ----- Native Hawaiian or Other Pacific Islander 0.94 ----- White 0.89 ----- Other Ethnicity or Race 0.88	American Indian or Alaska Native N/A ----- Asian 0.87 ----- Black/ African American 0.88 ----- Hispanic 0.89 ------ Native Hawaiian or Other Pacific Islander 0.94 ----- White 0.83 ----- Other Ethnicity or Race 0.87

	Data for Goal 7's Measure:		
	Residence Type	*2018-19*	*2019-20*
7e	Med/Rehab/ Psych	American Indian or Alaska Native N/A ----- Asian 0.65 ------ Black/ African American 0.71 ----- Hispanic 0.70 ----- Native Hawaiian or Other Pacific Islander 1.00 ----- White 0.77 ----- Other Ethnicity or Race 0.73	American Indian or Alaska Native N/A ----- Asian 0.18 ----- Black/ African American 1.13 ----- Hispanic 0.50 ------ Native Hawaiian or Other Pacific Islander N/A ----- White 0.75 ----- Other Ethnicity or Race 0.99

Data for Goal 7's Measure:			

	Residence Type	**2018-19**	**2019-20**
7f	Other	American Indian or Alaska Native N/A ----- Asian 0.72 ------ Black/ African American 0.90 ----- Hispanic 0.58 ----- Native Hawaiian or Other Pacific Islander N/A ----- White 0.71 ----- Other Ethnicity or Race 0.97	American Indian or Alaska Native 0.00 ----- Asian 0.34 ----- Black/ African American 0.96 ----- Hispanic 0.64 ------ Native Hawaiian or Other Pacific Islander N/A ----- White 0.81 ----- Other Ethnicity or Race 0.00

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Public Policy Performance Measures – Related to Reducing Disparities and Improving Equity in Purchase of Services (Two Required)

	Goal	*Measure*	*Ethnicity*	*2018-19*	*2019-20*	*Activities Summary*
8.	**Ensure that consumers and families have access to services and supports regardless of age, diagnosis, ethnicity, or language**	**Number and percent of individuals receiving only case management services by ethnicity and age** • Birth to age two, inclusive • Age three to 21, inclusive • Twenty-two and older	American Indian or Alaska Native	Birth to 2: 0 (0%) 3 to 21: 9 (39%) 22+: 3 (25%)	Birth to 2: 0 (0%) 3 to 21: 5 (31%) 22+: 2 (40%)	**Same Activities as Goal 7.**
			Asian	Birth to 2: 3 (1%) 3 to 21: 314 (33%) 22+: 78 (15%)	Birth to 2: 1 (0%) 3 to 21: 333 (32%) 22+: 91 (16%)	
			Black/African American	Birth to 2: 5 (2%) 3 to 21: 480 (32%) 22+: 205 (18%)	Birth to 2: 1 (0%) 3 to 21: 469 (31%) 22+: 216 (19%)	
			Hispanic	Birth to 2: 8 (0%) 3 to 21: 2,677 (34%) 22+: 663 (21%)	Birth to 2: 9 (0%) 3 to 21: 2,685 (31%) 22+: 729 (22%)	
			Native Hawaiian or Other Pacific Islander	Birth to 2: 0 (N/A) 3 to 21: 2 (22%) 22+: 1 (14%)	Birth to 2: 0 (0%) 3 to 21: 4 (57%) 22+: 0 (0%)	
			White	Birth to 2: 9 (1%) 3 to 21: 1,163 (31%) 22+: 497 (13%)	Birth to 2: 7 (1%) 3 to 21: 1,140 (30%) 22+: 533 (13%)	
			Other Ethnicity or Race	Birth to 2: 11 (1%) 3 to 21: 355 (28%) 22+: 67 (18%)	Birth to 2: 8 (1%) 3 to 21: 393 (29%) 22+: 71 (20%)	
			Total	Birth to 2: 36 (1%) 3 to 21: 5,000 (32%) 22+: 1,514 (17%)	Birth to 2: 26 (0%) 3 to 21: 5,029 (31%) 22+: 1,642 (17%)	

Public Policy Performance Measures – Related to Reducing Disparities and Improving Equity in Purchase of Services (Two Required)

	Goal	*Measure*	*Ethnicity*	*2018-19*	*2019-20*	*Activities Summary*
9.	**Ensure that consumers and families have access to services and supports regardless of age, diagnosis, ethnicity, or language**	**Percent of total annual purchase of service expenditures by individual's ethnicity and age** • Birth to age two, inclusive. • Age three to 21, inclusive. • Twenty-two and older	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%	**Same Activities as Goal 7.**
			Asian	Birth to 2, Consumers – 4% Birth to 2, Expenditures – 6% 3 to 21, Consumers – 6% 3 to 21, Expenditures – 7% 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 – 7% 22+, Expenditures – 6% 22+, Consumers – 6%	
			Black/African American	Birth to 2, Consumers – 5% Birth to 2, Expenditures – 5% 3 to 21, Consumers – 10% 3 to 21, Expenditures – 10% 22+, Consumers – 12% 22+, Expenditures – 9%	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 – 55% Birth to 2, Expenditures – 53% 3 to 21, Consumers – 52% 3 to 21, Expenditures – 43% 22+, Consumers – 34% 22+, Expenditures – 25%	Birth to 2, Consumers – 55% Birth to 2, Expenditures – 55% 3 to 21, Consumers – 53% 3 to 21, Expenditures – 43% 22+, Consumers – 35% 22+, Expenditures – 25%	

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9.	Cont'd from above			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 – 23% 3 to 21, Consumers – 24% 3 to 21, Expenditures – 32% 22+, Consumers – 43% 22+, Expenditures – 56%	Birth to 2, Consumers – 19% Birth to 2, Expenditures – 21% 3 to 21, Consumers – 23% 3 to 21, Expenditures – 31% 22+, Consumers – 43% 22+, Expenditures – 55%	
				Other Ethnicity or Race	Birth to 2, Consumers – 16% Birth to 2, Expenditures – 13% 3 to 21, Consumers – 8% 3 to 21, Expenditures – 8% 22+, Consumers – 4% 22+, Expenditures – 4%	Birth to 2, Consumers – 17% Birth to 2, Expenditures – 14% 3 to 21, Consumers – 8% 3 to 21, Expenditures – 7% 22+, Consumers – 4% 22+, Expenditures – 4%	

Compliance Measure (Required)							
	Goal	**Measure**	**Statewide Average June 2020**	**NLACRC June 2020**	**Statewide Average June 2021**	**NLACRC June 2021**	**Activities Summary**
10.	*Increase the percentage of individuals with current CDERs*	**Number and percent of individuals (Status 1 or 2) Current Client Development Evaluation Report (CDER) or Early Start Report (ESR)**	98.34% 301,310	98.96% 23,054	98.39% 310,715	99.13% 23,778	**NLACRC Plan to Address Goal:** **Name of Training:** CDER/Person Centered Planning Training **Frequency:** Monthly **Metric:** Number of new staff trained within first three months of employment. **Data Source to Evaluate:** Human Resources & Training

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Compliance Measures (Required). Activities Optional				
Measures	*Audit Compliance in all Regional Centers as of December 2019*	*NLACRC Audit Compliance as of December 2019?*	*Audit Compliance in all Regional Centers as of December 2020*	*NLACRC Audit Compliance as of December 2020?*
1. Passes independent audit	86%	YES	This data is not currently available.	YES
2. Passes DDS audit	100%	YES	This data is not currently available.	YES
3. Audits vendors as required (FY2018-19 vs. FY2019-2020)	81%	YES	This data is not currently available.	*
4. Didn't overspend operations budget	100%	YES	This data is not currently available.	YES
5. Participates in federal waiver	100%	YES	This data is not currently available.	YES
Measure	*Statewide Average as of December 2019*	*NLACRC Baseline as of December 2019*	*Statewide Averages of December 2020*	*NLACRC Baseline as of December 2020*
6. CDER/ESR Currency	95.33%	95.73%	This data is not currently available.	98.92%

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Calendar Year(s): 2022

Compliance Measures (Required). Activities Optional				
Measure	*Statewide Average as of December 2019*	*NLACRC Baseline as of December 2019*	*Statewide Averages of December 2020*	*NLACRC Baseline as of December 2020*
7. Intake/assessment timelines for consumers ages 3 and above.	97.56%	98.53%	This data is not currently available.	100%
Measure	*Statewide Average as of December 2019*	*NLACRC Baseline as of December 2019*	*Statewide Average as of December 2020*	*NLACRC Baseline as of December 2020*
8. IPP Development (WIC requirements)	99.05%	N/A – NLACRC was not reviewed for the measure during this period.	This data is not currently available.	97.90%

Measure	Statewide Average as of December 2019	NLACRC Baseline as of December 2019	Statewide Average as of December 2020	NLACRC Baseline as of December 2020
9. Individualized Family Service Plan (IFSP) Requirements Met**	84.90%	86.33%	This data is not currently available.	86.2%

*DDS Department Directive 01-041520 waived the requirements of Article III, Section 9, paragraph (c) of the Department's regional center contract.

**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.

Data source for statewide averages: https://www.dds.ca.gov/rc/dashboard/performance-contracts/.

"Outside of the box" performance measures:

1) Increase recruitment for in San Fernando Valley, Antelope Valley, and Santa Clarita Valley.
    b. Measurable goal: Expand recruitment platforms to include Social Media (Facebook, Instagram, etc.), Print Media (Santa Clarita Signal, Antelope Valley Press, etc.), 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

2) Increase service provider access to trainings to increase quality of services
    a. Measurable goal: Schedule trainings for service providers with reputable subject matter experts to provide growth opportunities

3) Increase educational opportunities for Community Services staff development
    a. Measurable goal: Schedule trainings for Community Services Specialists to be kept informed and up to date of best practices