Public Policy Performance Measures (Required)

	Goal	*Measure*	*Statewide Average June 2021*	*NLACRC June 202*	*Statewide Average June 2022*	*NLACRC June 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, Development Centers, etc.**	0.07% 255	0.05% 14	0.06% 233	0.04% 13

ACTIVITIES SUMMARY
NLACRC Resource Development Plan to Address Goal 1:

Development #1
Name of Provider: Brilliant Corners
Type: Enhanced Behavioral Support Home (EBSH)
Number of Consumers: 4
This home is open

Development #2
Name of Provider: W&W
Type: Specialized Residential Facility (SRF)
Number of Consumers: 4
Status Update: Development in progress.
Projected Date to Open Home: Fall 2022

Development #3
Name of Provider: Elwyn
Type: Specialized Residential Facility (SRF)
Number of Consumers to Be Placed: 4
Status Update: Vendor is currently engaging in property searches
Projected Date to Open Home: TBD

Development #4
Name of Provider: G&C
Type: Specialized Residential Facility (SRF)
Number of Consumers to Be Placed: 4
Status Update: Vendor acquired property; development in progress.
Projected Date to Open Home: Summer 2023

Development #5
Name of Provider: W&W
Type: Specialized Residential Facility (SRF)
Number of Consumers to be Placed: 4
Projected Date to Open Home: Spring 2024

Development #6
Name of Provider: G&C
Type: Specialized Residential Facility (SRF)
Number of Consumers to be Placed: 4
Projected Date to Open Home: Spring 2024

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	Goal	Measure	Statewide Average June 2021	NLACRC June 2021	Statewide Average June 2022	NLACRC June 2022
2.	**Maintain the percentage of children who reside with families in their homes**	**Number and percent of minors residing with families**	99.53% 182,139	99.65% 15,310	99.60% 196,913	99.71% 16,668
		• own home - parent/ guardian	96.70% 176,969	94.96% 14,590	96.94% 191,657	95.35% 15,939
		• foster family	2.83% 5,170	4.69% 720	2.66% 5,256	4.36% 729

Public Policy Performance Measures (Required)

ACTIVITIES SUMMARY
NLACRC Plan to Address Goal 2:

New Staff Orientation/Training

Name of Training: Service Standards
Frequency: Every other month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: Person Centered Planning 2
Frequency: Every month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: Lanterman Act Training
Frequency: Every other month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: CDER/Person Centered Planning 1
Frequency: Every month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: Person Centered Planning 3
Frequency: Every month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: Self Determination Program
Frequency: Every month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

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<u>**Dissemination of Information**</u>

Type of Event: Town Hall or Informational Session – 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:** Number of community contacts monthly by geographic location **Data Source to Evaluate:** Diversity, Equity, and Inclusion
Type of Activity: Printed Information Provided to Community **Frequency:** Monthly **Metric:** Number of materials provided to community partners **Data Source to Evaluate:** Public Information &Diversity, Equity, and Inclusion	**Type of Activity:** Printed Information Provided to Community **Frequency:** Annual **Metric:** Number of events for which printed postcards or flyers are mailed to the community **Data Source to Evaluate:** Public Information
Type of Activity: Electronic Information Provided to Community **Frequency:** Monthly **Metric:** Number and types of materials provided to community through electronic means including newsletters and social media **Data Source to Evaluate:** Public Information & Diversity, Equity, and Inclusion	**Type of Activity:** Information shared with the community through News You Can Use **Frequency:** Monthly **Metric:** Number of electronic newsletters distributed

Public Policy Performance Measures (Required)

	Goal	*Measure*	*Statewide Average June 2021*	*NLACRC June 2021*	*Statewide Average June 2022*	*NLACRC June 2022*
3.	**Increase the number of adults who reside in home settings**	**Number and percent of adults residing in home settings:**	82.20% 148,277	84.90% 10,332	82.75% *154,119*	85.28% 10,817
		• Independent Living Services (ILS)	9.76% 17,608	9.31% 1,133	9.48% *17,651*	8.91% 1,130
		• Supported Living Services (SLS)	5.18% 9,348	3.43% 418	5.02% *9,350*	3.29% 417
		• Adult Family Home Agency home	0.89% 1,609	0.42% 51	0.82% *1,529*	0.40% 51
		• Home of Parent or guardian	66.36% 119,712	71.73% 8,730	67.43% *125,589*	72.68% 9,219

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ACTIVITIES SUMMARY
NLACRC Plan to Address Goal 3:

Resource Availability

Type of Service: Independent Living Skills (ILS)
Metric: Current Number of ILS Providers
Data Source: SANDIS

Type of Service: Family Home Agencies (FHA)
Metric: Current Number of FHA 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: Self Determination Program
Metric: Number of participants
Data Source to Evaluate: SDP Unit

Type of Service: Supported Living Services (SLS)
Metric: Current Number of SLS Providers
Data Source: SANDIS

Type of Service: Respite/Family Support Services
Metric: Current Number of Respite 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

New Staff Orientation/Training

Name of Training: Service Standards
Frequency: Every month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: Person Centered Planning 2
Frequency: Every month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: Lanterman Act Training
Frequency: Every other month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: CDER/Person Centered Planning 1
Frequency: Every month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: Person Centered Planning 3
Frequency: Every month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: Independent Living/Supported Living
Frequency: Every month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

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Name of Training: Residential Living Options
Frequency: Every month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Community Training/Orientation

Name of Training: Supported Living Services (SLS)Orientation
Frequency: Monthly
Metric: Number of Orientations Held Annually; Number of Consumers Attending Orientation
Data Source to Evaluate: Case Management

Dissemination of Information

Type of Event: Town Hall or Informational Session – 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 2021	NLACRC June 2021	Statewide Average June 2022	NLACRC June 2022
4.	Decrease the percentage of children living in larger facilities	Number and percent of minors living in facilities serving greater than 6	0.03% 59	0.01% 2	0.03% 54	0.01% 1
		• Intermediate Care Facilities (ICF)	0.02% 30	0.00% 0	0.02% 34	0.00% 0
		• Skilled Nursing Facilities(SNF)	0.00% 7	0.01% 1	0.00% 7	0.00% 0
		• Community Care Facilities(CCF)	0.01% 22	0.01% 1	0.01% 13	0.01% 1

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ACTIVITIES SUMMARY NLACRC Plan to Address Goal 4:	
New Staff Orientation/Training **Name of Training:** Residential Living Options **Frequency:** Every month **Metric:** Number of training hours for new staff trained within first six months of employment. **Data Source to Evaluate:** Human Resources & Training **Resource Development** **Type of Service:** Client/Parent Support Behavior Intervention Training (048) or Parent Coordinated Behavioral Intervention Program (077) **Metric:** Current Number of vendors **Data Source:** SANDIS	**Name of Training:** Service Standards **Frequency:** Every other month **Metric:** Number of training hours for new staff trained within first six months of employment. **Data Source to Evaluate:** Human Resources & Training

Public Policy Performance Measures (Required)

	Goal	Measure	Statewide Average June 2021	NLACRC June 2021	Statewide Average June 2022	NLACRC June 2022
5.	**Decrease the percentage of adults living in larger facilities**	Number and percent of adults living in facilities serving greater than 6	1.84% 3,323	2.23% 271	1.71% 3,188	2.13% 270
		• Intermediate Care Facilities (ICF)	.45% 812	1.00% 122	0.41% 755	0.88% 111
		• Skilled Nursing Facilities (SNF)	.55% 985	.53% 65	0.52% 967	0.61% 78
		• Community Care Facilities (CCF)	.85% 1,526	.69% 84	0.79% 1,466	0.64% 81
ACTIVITIES SUMMARY **NLACRC Plan to Address Goal 5:** ***Starts on next page***						

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<u>**New Staff Orientation/Training**</u>

Name of Training: Residential Living Options	**Name of Training:** Service Standards
Frequency: Every month	**Frequency:** Every other month
Metric: Number of training hours for new staff trained within first six months of employment.	**Metric:** Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training	**Data Source to Evaluate:** Human Resources & Training

<u>**Resource Development**</u>

Type of Service: 4, 5, and 6 bed facilities
Metric: Number of vendors
Data Source: SANDIS

Public Policy Performance Measures (Required)				
Goal				
6. Increase the percentage of adult consumers that are employed in Integrated settings with competitive wages. Separate measures for this goal are included below as numbers 6a. through 6d. See below for data on each separate measure.				
Measure 6a	*Jan. through Dec. 2019 CA*	*Jan. through Dec. 2019 NLACRC*	*Jan. through Dec. 2020 CA*	*Jan. through Dec. 2020 NLACRC*
6a. <u>Consumer earned income (ages 16 and above) From Employment Development Department (EDD)</u>				
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

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Measure 6b	*2019*		*2020*	
(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	
Measure 6c	*July 2017 – June 2018 Statewide*	*July 2017 – June 2018 NLACRC*	*July 2020 – June 2021 Statewide*	*July 2020 – June 2021 NLACRC*
(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%
Measure 6d	*2019-20 CA Avg.*	*2019-20 NLACRC Avg.*	*2020-21 CA Avg.*	*2020-21 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.**	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

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(From data collected manually from service providers by regional centers) *(cont'd))*				
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

ACTIVITIES SUMMARY
NLACRC Plan to Address Goal 6:

Resource Availability & Development	**Paid Internship Program (PIP)**
Competitive Integrative Employment (CIE) **Metric:** Total Number of Vendors who offer CIE as of 12/31/2023 **Progress Measurement:** Total Number of Vendors who offer CIE as of 12/31/2023 **Data Source:** Community Services Employment Specialist **Supported Employment Program (SEP)** **Metric:** Total Number of Vendors who offer SEP as of 12/31/2023 **Progress Measurement:** Total Number of Vendors who offer PIP as of 12/31/2023 **Data Source:** Community Services Employment Specialist	**Metric:** Total Number of Vendors who offer PIP as of 12/31/2023 **Progress Measurement:** Total Number of Vendors who offer PIP as of 12/31/2023 **Data Source:** Community Services Employment Specialist

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<u>Increased Employment Opportunities for Consumers</u> **Competitive Integrative Employment (CIE)** **Metric:** Total Number of Consumers in CIE as of 12/31/2023 **Progress Measurement:** Total Number of Consumers in CIE as of 12/31/2023 **Data Source:** Community Services & Case Management **Supported Employment Program (SEP)** **Metric:** Total Number of Consumers in SEP as of 12/31/2023 **Progress Measurement:** Total Number of Consumers in SEP as of 12/31/2023 **Data Source:** Community Services & Case Management	**Paid Internship Program (PIP)** **Metric:** Total Number of Consumers in PIP as of 12/31/2023 **Progress Measurement:** Total Number of Consumers in PIP as of 12/31/2023 **Data Source:** Community Services & Case Management

<u>Service Access & Equity Grant</u>

Type of Grant: Workforce and Employment Specialist to do active outreach and help build relationships with small business owners in underserved areas. This position will implement specific strategies for small business owners in underserved communities and promote employment incentive programs. Specific projects include working toward all individuals who are eligible and want to work will have an IPP goal and objective in their Plan; increasing employment opportunities for consumers in Competitive Integrative Employment (CIE); increasing consumers participating in the Paid Internship Program (PIP); implementing employment roundtables; implementing NLACRC's Workforce & Employment hotline and email; outreach efforts in NLACRC's catchment area; and community training & collaboration with service providers.
Metric: Total Number of Consumers in CIE as of 12/31/2023; Total Number of Consumers in PIP as of 12/31/2023; Total Number of Consumers in WAP as of 12/31/2023
Data Source: Diversity, Equity, and Inclusion Department

<u>Outreach & Engagement to Increase Employment for Consumers</u>

Type of activity: Engage with colleges and career centers to identify job opportunities for consumers
Frequency: Monthly
Metric: Total Number of colleges contacted
Data Source: Workforce & Employment Specialist

Type of Activity: Support individuals to sustain employment, once achieved, including helping individuals understand the benefit of employment support/service to help individuals succeed.
Frequency: Quarterly
Metric: Number of trainings and workshops to community on benefits of employment
Data Source to Evaluate: Workforce & Employment Specialist

Type of Activity: Gather information about employment opportunities in our catchment and collaborate with community partners to educate local businesses regarding the availability of a pool of prospective employees in our system.
Frequency: Quarterly
Metric: Number of partnerships or contacts made; Number of publications provide
Data Source to Evaluate: Employment Specialist

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Type of Activity: Utilize the 1-year workforce grant to help connect NLACRC with employers in our local communities and educate them on the benefits of hiring individuals with developmental disabilities, support development of relationships between providers, and increase utilization of incentives to promote employment and vocational outcomes.
Frequency: Quarterly
Metric: Number of partnerships or contacts made
Data Source to Evaluate: Employment Specialist

Type of Activity: Explore utilization of the 1-year workforce employment grant staff to develop and implement an employment "hotline".
Tentative Timeline: December 31, 2024 (listed in Strategic Plan)
Metric: Number of calls to hotline
Data Source to Evaluate: Employment Specialist

Type of Activity: Connect people served/families with Small Business Administration (SBA), Los Angeles County (or other vendors) workshops on starting your own business.
Frequency: Monthly
Metric: Number of contacts with SBAs; Number of workshops on starting businesses
Data Source to Evaluate: Employment Specialist

Type of Activity: Collaborate with service providers and partners to increase independent employment by supporting, where possible, providers to explore grant opportunities for Micro Enterprises.
Frequency: Monthly
Metric: Number of trainings or connections with providers; Number of grant opportunities for Microenterprises
Data Source to Evaluate: Employment Specialist

Type of Activity: Promote consumer employment opportunities on website, newsletters, and social media
Frequency: Monthly
Metric: Number of instances that consumer job opportunities are promoted to the community through website, newsletters, and social media
Data Source to Evaluate: Public Information

Individualized Program Plans

Strategy: All individuals who are eligible and want to work will have an IPP goal and objective in each plan.
Frequency: Monthly
Metric: Increase number of IPPs with employment goals/outcomes
Data Source: IPP random sampling

Trainings

Type of Training: Support individuals to sustain employment once achieved, including helping individuals understand the benefit of employment support/service to help individuals succeed
Frequency: Annual
Metric: Number of staff trainings
Data Source to Evaluate: Training and Development

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<u>**Dissemination of Information**</u>

Type of Event: Town Hall – Department of Rehabilitation
Frequency: Annual
Metric: Increase Number of Attendees
Data Source to Evaluate: Public Information

Type of Event: Training for consumers and their families on understanding the benefit of employment and how SSI benefits are calculated
Frequency: Annual
Metric: Number of Attendees
Data Source to Evaluate: Public Information

Type of Activity: Ensure individuals and families know what their employment and meaningful day opportunities are. Support individuals and families to think creatively about what employment might mean to them.
Frequency: Monthly
Metric: Number of resources provided on employment and day services to the community through newsletters, social media, and other publications; Number of employment reports in Consumer Services Committee
Data Source to Evaluate: Employment Specialist

Type of Activity: Host an annual (or semi—annual) "Meeting of the Minds" employment resources –potential partner agencies, providers, and other potential employment partners to share resources, brainstorm job creation and development.
Frequency: Annual
Metric: Event(s) held; Number of participants; resources shared
Data Source to Evaluate: Employment Specialist

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	Goal	Measure			
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.** *(Note: The most recent data provided by DDS is 2020-21)*			
	Residence Type	**2019-20**		**2020-21**	
7a	*Home*	*American Indian or Alaska Native* *0.40* *– – –* *Asian* *0.65* *– – –* *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*	*American Indian or Alaska Native* *0.50* *– – –* *Asian* *0.60* *– – –* *Black/* *African American* *0.67* *-----* *Hispanic* *0.69*	*Native Hawaiian or Other Pacific Islander* *0.76* *– – –* *White* *0.64* *– – –* *Other Ethnicity or Race* *0.62*
7b	ILS/SLS	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	American Indian or Alaska Native 0.87 ------------------------------------ Asian 0.81 ------------------------------------ Black/ African American 0.80 ----- Hispanic 0.82	Native Hawaiian or Other Pacific Islander N/A White 0.78 Other Ethnicity or Race 0.78

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7c	Institutions *(Institutions include developmental centers, state hospitals, and correctional facilities.)*	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	American Indian or Alaska Native N/A ----- Asian N/A ----- Black/ African American 0.51 ----- Hispanic 0.41	Native Hawaiian or Other Pacific Islander N/A ----- White 0.81 ----- Other Ethnicity or Race N/A
7d	Residential *(Residential includes care facilities intermediate care facilities, and continuous nursing facilities.)*	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	American Indian or Alaska Native N/A ----- Asian 0.79 ----- Black/ African American 0.78 ----- Hispanic 0.81	Native Hawaiian or Other Pacific Islander 0.88 ----- White 0.74 ----- Other Ethnicity or Race 0.76
7e	Med/Rehab/ Psych *(Med/Rehab/Psych include skilled nursing facilities, psychiatric treatment and rehabilitation centers, acute general hospitals, sub-acute care services, and community treatment facilities.)*	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	American Indian or Alaska Native N/A Asian 0.20 ----- Black/ African American 0.95 ----- Hispanic 0.53	Native Hawaiian or Other Pacific Islander N/A ----- White 0.57 ----- Other Ethnicity or Race 0.84

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| 7f | Other

(Other includes consumers who are out-of-state, in hospice, transient/homeless, or not listed elsewhere.) | 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 | American Indian or Alaska Native
N/A

Asian
0.90

Black/
African American
0.94

Hispanic
0.66 | Native Hawaiian or Other Pacific Islander
N/A

White
0.68

Other Ethnicity or Race
N/A |

ACTIVITIES SUMMARY
NLACRC Plan to Address Goal 7:

Diversity, Equity, and Inclusion Initiative

Type of Activity: All NLACRC staff trained in identified areas of culture competency
Tentative Timeline: December 31, 2023
Metric: Number of NLACRC staff trained in cultural competency
Data Source to Evaluate: Training & Diversity, Equity, and Inclusion

Type of Activity: Review existing and upcoming policies and guidelines to ensure they are reflective of the DEIB values and are culturally inclusive, as well as develop – where needed – new policies and guidelines that support the goal of creating a true culture of diversity, equity inclusion, and belonging at the Regional Center and for all of those who interact with the Regional Center.
Tentative Timeline: December 31, 2024 (listed in Strategic Plan)
Metric: Number of policies and guidelines reviewed
Data Source to Evaluate: Diversity, Equity and Inclusion & Human Resources

Type of Activity: Review policies and practices for inclusion with regards to the composition of the Board of Trustees and Board Committees to ensure all views are represented and help serve to inform decision making in policies.
Tentative Timeline: December 31, 2024 (listed in Strategic Plan)
Metric: Number of policies and practices reviewed
Data Source to Evaluate: Human Resources

Type of Activity: Establish focus groups to reflect on what is working, what is needed, and future actions in regard to DEIB, as well as work to better understand the POS expenditure variance and unmet needs; analyzing data to understand and work towards a data-driven solution with clear objectives, metrics and timelines.
Tentative Timeline: Quarterly
Metric: Number and type of focus groups
Data Source to Evaluate: Diversity, Equity and Inclusion

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Type of Activity: Advocate at the state level for updated approaches to services and service delivery, system level equity, diversity, culturally competent planning, and Purchase of Service Variance**.**
Frequency: Monthly
Metric: Number of events attended
Data Source to Evaluate: Diversity, Equity and Inclusion

Staff Positions

Enhanced Service Coordination
Tentative Timeline: Continue recruitment for six newly established positions who will serve 1:40 through December 2023
Metric: Number of Specialists hired & number of consumers/families served
Data Source to Evaluate: Human Resources

Deaf & Hard of Hearing Specialist
Tentative Timeline: Continue recruitment for newly established positions through December 2023
Metric: Position Filled
Data Source to Evaluate: Human Resources

Participant Choice Specialists
Tentative Timeline: Continue recruitment for newly established positions through December 2023
Metric: Position Filled
Data Source to Evaluate: Human Resources

Language Access Specialist
Tentative Timeline: December 31, 2023
Metric: Position filled.
Data Source to Evaluate: Human Resources

Outreach Language Specialist
Tentative Timeline: December 31, 2023
Metric: Position filled.
Data Source to Evaluate: Human Resources

Housing Specialist
Tentative Timeline: Recruit for newly established position through December 2023
Metric: Position filled
Data Source to Evaluate: Human Resources

Mental Health Specialist
Tentative Timeline: Explore feasibility of creating a Mental Health Specialist staff position; recruit for newly established position through December 2023 if position is created
Metric: Position filled
Data Source to Evaluate: Human Resources

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Administrative Analyst
Tentative Timeline: Explore feasibility of creating an Administrative Analyst position; recruit for newly established position through December 2023 if position is created
Metric: Position filled
Data Source to Evaluate: Human Resources

NLACRC Recruitment of Service Coordinators
Tentative Timeline: Active recruitment for open positions
Frequency: Recruiting goal to hire a minimum of 10 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: Every other month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: CDER/Person Centered Planning
Frequency: Every month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: Person Centered Planning 2
Frequency: Every month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: Person Centered Planning 3
Frequency: Every month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: Lanterman Act Training
Frequency: Every other month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: Diversity, Equity, Inclusion & Belonging (DEIB) training
Frequency: Every other month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources, Training, & Diversity, Equity, and Inclusion

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Type of Training: Create training modules for consumers, families, and vendors, on a range of topics to enhance "Parent Education Academy" and increase access to supports and services.
Frequency: Annual
Metric: Number and type of training topics; number of attendees
Data Source to Evaluate: Diversity, Equity, and Inclusion & Outreach Specialists

Type of Training: Expand training for people served/families that support their education, their rights, and determining their role and relationship with the Regional Center through Apriendiendo Entre Nos meetings.
Frequency: Every other month
Metric: Number of trainings provided
Data Source to Evaluate: Diversity, Equity and Inclusion

Type of Training: Train/provide new orientation training for adults/consumers when an individual transitions to managing their own services/supports, including major milestones, including reaching 18 years of age, transitioning from high school, and reaching retirement.
Frequency: Quarterly
Metric: Number of trainings provided
Data Source to Evaluate: Case Management & Training and Development

Type of Training: Create an understandable Personal Plan tailored to each client that they can keep and review regularly and which documents their progress as a metric. Train CSCs to use Personal Plans with each person served.
Tentative Timeline: December 31, 2024 (listed in Strategic Plan)
Metric: Number of Person-Centered Plans created; number of staff trained
Data Source to Evaluate: Case Management

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: Informational Town Hall Meetings or other Informational Sessions
Frequency: Monthly
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

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Type of Activity: Electronic Information Provided to Community
Frequency: Monthly
Metric: Number of emails sent with materials provided to community by geographic area; number of social media posts by social media platform
Data Source to Evaluate: Public Information & Diversity, Equity, and Inclusion

Type of Activity: Increase NLACRC staff accessibility and visibility of materials in order to share with consumers and families, such as adding materials and document holders in easily accessible areas of mailrooms.
Tentative Timeline: Monthly
Metric: Number of instances that materials are refilled; locations of refills and/or additional material placements
Data Source to Evaluate: Diversity, Equity, and Inclusion & Public Information

Type of Activity: Provide communication and information in various languages to consumers and families on lobby monitors
Tentative Timeline: Monthly
Metric: Number and types of languages for which communication and information is provided on lobby monitors
Data Source to Evaluate: Diversity, Equity, and Inclusion & Public Information

Type of Activity: Disseminate materials to schools and early child education centers (ECEs)
Frequency: Monthly
Metric: Number of contacts with schools and ECEs; types of materials distributed
Data Source to Evaluate: Diversity, Equity, and Inclusion

Type of Activity: Increase promotion of Spanish speaking events, including Cafecito Entre Nos, Aprendiendo Entre Nos, and Alianza De Hombres, using non-electronic methods.
Frequency: Quarterly
Metric: Instances and methods of promoting events through non-electronic methods
Data Source to Evaluate: Public Information

Type of Activity: Increase promotion of Participant Directed Services
Frequency: Monthly
Metric: Number of instances that Participant Directed Services is promoted; methods of promotion
Data Source to Evaluate: Public Information

Type of Activity: Increase accessibility and readability of NLACRC website.
Tentative Timeline: Quarterly
Metric: Number of satisfied users through feedback surveys
Data Source to Evaluate: Public Information

Type of Activity: Regularly update information on NLACRC's website to ensure that the website is accurate.
Tentative Timeline: Monthly
Metric: Number of instances that information on NLACRC's website is updated for accuracy
Data Source to Evaluate: Public Information

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Language Access

Type of Activity: Interpretation services for NLACRC community trainings, Board and committee meetings, and other public meetings
Frequency: Monthly
Metric: Number of community trainings, Board and committee meetings, and other public meetings with interpretation provided; Languages for which interpretation is provided at community trainings, Board and committee meetings, and other public meetings
Data Source to Evaluate: Public Information

Type of Activity: Translation of NLACRC materials into additional languages, including the Consumer and Family Guide, flyers, and brochures
Tentative Timeline: December 31, 2023
Metric: Number of translated materials; Languages in which materials are translated
Data Source to Evaluate: Public Information

Type of Activity: Translation of Individual Program Planning (IPP) documents in the individual/family's preferred language upon request
Frequency: Monthly
Metric: Number of IPP documents translated
Data Source to Evaluate: Case Management

Type of Activity: Conduct assessment of language access and cultural competency according to NLACRC's Language Access & Cultural Competency Plan in order to develop further strategies
Tentative Timeline: Annual
Metric: Areas of success in language access and cultural competency and areas needing improvement in areas of language access and cultural competency
Data Source to Evaluate: Diversity, Equity, and Inclusion

Type of Activity: Provide access via a mobile device (such as a tablet or laptop) to complete the regional center application.
Tentative Timeline: Monthly
Metric: Number of individuals assisted via mobile devices; types of outreach events where assistance through mobile devices is provided
Data Source to Evaluate: Diversity, Equity, and Inclusion

Type of Activity: Create pager system in NLACRC lobbies to alert blind and visually impaired, and deaf and hard of hearing consumers and families
Tentative Timeline: Monthly
Metric: N/A – This is an added protocol to be used for all guests in an effort to improve accessibility and inclusivity. There is not currently an identified metric to track.
Data Source to Evaluate: Diversity, Equity, and Inclusion

Type of Activity: Develop the following outreach materials and efforts:
Early Start Outreach Postcards; Early Start educational and testimonial video; Explore creation of a Parents Speaker Bureau to act as community liaison- Target genetic council centers and services
Tentative Timeline: December 31, 2024 (listed in Strategic Plan)
Metric: Number of materials distributed by geographic location
Data Source to Evaluate: Public Information & Diversity, Equity, and Inclusion

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Type of Activity: Define a Multi-cultural Communication Plan that embraces target audience.
Tentative Timeline: December 31, 2023
Metric: Number of materials available by language
Data Source to Evaluate: Diversity, Equity, and Inclusion

Type of Activity: Ensure all staff have access to Multi-Cultural Plan that embraces target audiences training and supports, including bilingual supports to ensure all communications use the most appropriate language and culturally aligned terms and definitions.
Tentative Timeline: December 31, 2023
Metric: Number of trainings, handouts, guidelines available for staff
Data Source to Evaluate: Diversity, Equity, and Inclusion

Type of Activity: Create focus groups to review and evaluate major communication efforts for individuals and families to ensure materials are meeting the Multi-cultural Communication Plan.
Tentative Timeline: December 31, 2024 (listed in Strategic Plan)
Metric: Number of materials used by focus groups
Data Source to Evaluate: Diversity, Equity, and Inclusion & Public Information

Other
Type of Activity: Conduct quality assurance for a sampling Individual Program Plans for training opportunities on areas such as plain language, language inclusivity, etc.
Frequency: Annual
Metric: Number of IPPs sampled
Data Source to Evaluate: Case Management

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

	Goal	*Measure*	*Ethnicity*	*2019-20*	*2020-21*
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: 5 (31%) 22+: 2 (40%)	Birth to 2: 0 (0%) 3 to 21: 7 (37%) 22+: 1 (25%)
			Asian	Birth to 2: 1 (0%) 3 to 21: 333 (32%) 22+: 91 (16%)	Birth to 2: 27 (9%) 3 to 21: 404 (39%) 22+: 111 (19%)
			Black/African American	Birth to 2: 1 (0%) 3 to 21: 469 (31%) 22+: 216 (19%)	Birth to 2: 25 (8%) 3 to 21: 510 (34%) 22+: 259 (21%)
			Hispanic	Birth to 2: 9 (0%)	Birth to 2: 179 (6%)

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(Note: The most recent data provided by DDS is 2020-21)		3 to 21: 2,685 (31%) 22+: 729 (22%)	3 to 21: 3,008 (35%) 22+: 859 (24%)
	Native Hawaiian or Other Pacific Islander	Birth to 2: 0 (0%) 3 to 21: 4 (57%) 22+: 0 (0%)	Birth to 2: 0 (0%) 3 to 21: 4 (57%) 22+: 0 (0%)
	White	Birth to 2: 7 (1%) 3 to 21: 1,140 (30%) 22+: 533 (13%)	Birth to 2: 102 (9%) 3 to 21: 1,303 (34%) 22+: 624 (15%)
	Other Ethnicity or Race	Birth to 2: 8 (1%) 3 to 21: 393 (29%) 22+: 71 (20%)	Birth to 2: 104 (8%) 3 to 21: 473 (34%) 22+: 85 (23%)
	Total	Birth to 2: 26 (0%) 3 to 21: 5,029 (31%) 22+: 1,642 (17%)	Birth to 2: 437 (7%) 3 to 21: 5,709 (35%) 22+: 1,939 (20%)

ACTIVITIES SUMMARY
NLACRC Plan to Address Goal 8:
Same activities as Goal 7

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	**Public Policy Performance Measures – Related to Reducing Disparities and Improving Equity in Purchase of Services (Two Required)**				
	Goal	*Measure*	*Ethnicity*	*2019-20*	*2020-21*
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%
			Asian	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%	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 – 55% Birth to 2, Expenditures – 55% 3 to 21, Consumers – 53% 3 to 21, Expenditures – 43% 22+, Consumers – 35% 22+, Expenditures – 25%	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%

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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 – 19% Birth to 2, Expenditures – 21% 3 to 21, Consumers – 23% 3 to 21, Expenditures – 31% 22+, Consumers – 43% 22+, Expenditures – 55%	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%
		Other Ethnicity or Race	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%	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%

ACTIVITIES SUMMARY
NLACRC Plan to Address Goal 9:
Same activities as Goal 7

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Compliance Measure (Required)						
	Goal	*Measure*	*Statewide Average June 2021*	*NLACRC June 2021*	*Statewide Average June 2022*	*NLACRC June 2022*
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)**	98.39% 310,715	99.13% 23,778	98.21% 323,657	98.84% 25,089

ACTIVITIES SUMMARY
NLACRC Plan to Address Goal 10:

New Staff Orientation/Training

Name of Training: CDER/Person Centered Planning1Training
Frequency: Every month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: Person Centered Planning 2
Frequency: Every month
Metric: Number of training hours for new staff trained within first six months of employment.
Data Source to Evaluate: Human Resources & Training

Name of Training: Person Centered Planning 3
Frequency: Every month
Metric: Number of training hours for new staff trained within first six 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 2021*	*NLACRC Audit Compliance as of December 2021*	*Audit Compliance in all Regional Centers as of December 2022*	*NLACRC Audit Compliance as of December 2022*
1. Passes independent audit	95.23%	YES	90%	YES
2. Passes DDS audit	95.23%	YES	100%	YES
3. Audits vendors as required (FY2018-19 vs. FY2019-2020)	100%	*	86%	MET
4. Didn't overspend operations budget	100%	YES	100%	YES
5. Participates in federal waiver	100%	YES	100%	YES
6. CDER/ESR Currency	98%	98.92%	98%	98.92%
7. Intake/assessment and IFSP timelines (ages 0-2).	**	88%	**	82%
8. Intake/assessment timelines for consumers ages 3 and above.	95%	100%	94%	100%
9. IPP Development (WIC requirements)	99%	97.90%	99%	N/A
10. Individualized Family Service Plan (IFSP) Requirements Met	87%.	86.2%	87%	86.1%

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

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

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"Outside of the box" performance measures:

1. Increase recruitment in San Fernando Valley, Antelope Valley, and Santa Clarita Valley.

   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, Diversity Jobs, 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: Conduct or provide information on available external 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: Employment Specialist to attend trainings to be kept informed and up to date of best practices

4. 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.

   a. Measurable goal: Number of respite, SLS, and PA providers by geographic location

5. Create resources and best practices for service providers to assist consumers with employment preparedness

   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

6. Gather and assess data to develop responsive strategies

   a. Measurable goal: Gather Purchase of Service data based on service code

   b. Measurable goal: Obtain information from the community (surveys, comments, and Q&A during public meetings

   c. Measurable goal: Log category of needs from walk-ins, and calls to receptionist and Parent & Family Support Specialists

   d. Measurable goal: Review fair hearings and 4731 complaints to assess areas of need, improvement, and/or clarification

   e. Measurable goal: Create breakout rooms during Cafecito Entre Nos meetings to directly discuss complaints and other matters

   f. Measurable goal: Change format of Aprendiendo to promote conversation/discussion rather than a presentation

   g. Measurable goal: Assess the need for staff training on the client experience (similar to "customer service")

   h. Measurable goal: Assess through Disparity Committee, Executive Committee, and/or Consumer Services Committee

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7. To increase intake applications for children aged 2 to 7 years old

   a. Activities include: Outreach to various agencies to reach children who were not recruited from 2020-2022, due to COVID-19.

      - Mainstream preschools
      - Special education preschools
      - Kindergartens
      - School councils
      - English Language Advisory Committees (ELAC)
      - Daycares
      - Child Resource Centers
      - First 5 LA/AV
      - AVPH Wellness Center
      - Keppel Union Wellness Center
      - LA United School District Wellness Center

8. To increase the number of families securing appropriate resources to meet their individualized needs through service coordination

   a. Activities include:

      - Increase partnerships with Community-Based Organizations (CBOs) regarding generic resources
      - Track advocacy assistance for families
      - Explore a Generic Resource Specialist position
      - Generic Resource Application Boot Camp
      - Increase virtual generic resource materials for staff

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