



# North Los Angeles County Regional Center

Main 818-778-1900 • Fax 818-756-6140 | 9200 Oakdale Avenue #100, Chatsworth, CA 91311 | [www.nlacrc.org](http://www.nlacrc.org)

## Program Design Requirements

### Program Design Requirements pursuant to Title 17, Section 50608 and WIC 4684.58

1. Provide a written statement of your company's purpose and goals
2. The name, address and telephone number of the proposed facility and applicant. If the applicant is a corporation, list the principal members of the corporation. Indicate whether it is a profit or nonprofit corporation.
3. State the name of the author of the proposal. List any parties who participated in writing all or part of the proposal.
4. Number of consumers being served
5. A profile of the consumer population to be served, including their healthcare and intensive support needs
6. Provide Consumer entrance and exit criteria
7. A description of how the facility will ensure that the appropriate serves and supports are provided at the time of admission to meet the consumer's immediate needs pending development of the individual supports and health care plans
8. Provide a section on equity and diversity pursuant to WIC, Section 4648.11. Describe how the facility will serve diverse populations, including but not limited to culturally and linguistically diverse populations. The plan shall address how the facility will provide culturally and linguistically competent services and supports: examples of the applicant's commitment to address needs of ethnicity, culture, and language relative to the diverse populations in the NLACRC catchment area and any additional information that the applicant deems relevant to issues of equity and diversity.
9. A description of the program components, including a description of the health care and intensive support services to be provided.
10. A week's program schedule, including proposed consumer day and community integration activities
11. A description of the equipment and supplies available, or to be obtained, for programming and care.
12. A description of the facilities Continuous Quality Improvement System, including but not limited to how:
  - a. Consumers will be supported to make choices, including community integration
  - b. Consumers will be supported to exercise rights
  - c. Changing needs of consumers will be addressed
  - d. Consumers receive prompt and appropriate routine and specialized medical services
  - e. Individual risk is managed and mitigated
  - f. Medication is safely managed and mitigated
  - g. Staff turnover is mitigated



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13. A description of how the licensee will ensure all direct care staff are competent to perform their assigned duties, including but not limited to:
  - a. A description of the consultant's discipline, qualifications, and hours to be utilized
  - b. A description of staff qualifications and a duty statement for each staff position
  - c. A sample staff schedule
  - d. Staff training plan including information on continuing education and training provided to your staff, to include, but not limited to initial and ongoing training.
- a. Describe Special Incident Report (SIR) training program, pursuant to Title 17, Section 54327
- b. Describe consumer grievance training pursuant to Title 17, Section 50608(e) and WIC, Section 4705.
- c. Describe zero tolerance training, pursuant to Section 14.5, Zero Tolerance Policy, as required in the Agreement for ARFPSHN services
- d. Describe any other training provided to your company's staff
14. The consultants to be utilized, including their professional disciplines and hours to be worked per week or month, as appropriate.
  - a. The plan for accessing and retaining consultant and health care services, including assessments, in the areas of physical therapy, occupational therapy, respiratory therapy, speech pathology, audiology, pharmacy, dietary/nutrition, dental, and other areas required for meeting the needs identified in residents' individual health care plans.
15. The plan for ensuring that outside services are coordinated, integrated, and consistent with those provided by the ARFPSHN
16. A description of the facility's emergency procedures, including but not limited to:
  - a. The facility's emergency procedures, including procedures for evacuation
  - b. The ideal type, location, and response time of emergency medical services
  - c. A description of how regularly scheduled fire and earthquake drills will be conducted on a schedule of no less than every three months, with the drills conducted on alternating work shifts so that drills are conducted during the day and evening shifts
17. An explanation of how the ARPSHN will ensure the protection of consumers' personal rights, including those specified in Sections 50500-50550 of Title 17
18. Provide anticipated outcomes resulting from the Consumers' participation in the program
19. Provide a description of your company's internal Consumer grievance procedures pursuant to Welfare and Institutions Code Section 4705.