



# 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, Sections 50608 and 59052

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. Provide Consumer entrance and exit criteria
6. Provide anticipated outcomes resulting from the Consumers' participation in the program
7. 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.
8. A description of consumer services to be provided, including instructional methods and techniques to be utilized.
9. Provide anticipated outcomes resulting from the Consumers' participation in the program
10. A description of how the agency will ensure all direct care staff and consultants are competent to perform their assigned duties, including but not limited to:
  - a. Job descriptions, qualifications, and duty statements for all staff positions
  - b. A description of the consultant's discipline, qualifications, and hours to be utilized
  - c. A sample staff schedule
  - d. Staff training plan
  - e. Include information on continuing education and training provided to your staff, to include, but not limited to initial and ongoing training.
  - f. Describe any other training provided to your company's staff
  - g. Describe Special Incident Report (SIR) training program, pursuant to Title 17, Section 54327
  - h. Describe consumer grievance training pursuant to Title 17, Section 50608(e) and WIC, Section 4705.
  - i. Describe zero tolerance trainings
11. Provide a description of your company's internal consumer grievance procedures pursuant to Welfare and Institutions Code Section 4705.