

Eastern Los Angeles Regional Center Performance Contract 2018

Approved by the ELARC Board of Directors on October 10, 2017

Public Policy Performance Measures

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome
<p>1.) Number and percent of RC (Regional Center) caseload in Developmental Centers</p>	<p>Statement: The Eastern Los Angeles Regional Center is committed to providing assistance to individuals and their families who choose to move from a state developmental center into a less restrictive environment within their home communities and in response to the Lanterman Developmental Center closure plan. Through these efforts the percentage of people living in a SDC will decrease.</p> <p>Activities: (Continue with 2017 Activities) Please refer to the Community Placement Plan for fiscal year 17/18.</p>
<p>2.) Number and percentage of minors residing with families</p>	<p>Statement: ELARC is committed to keeping children at home by providing the necessary supports and services.</p> <p>Activities:</p> <ul style="list-style-type: none"> • Service Coordinators (SC) will continue to place the highest priority on keeping families informed about services and supports available through Regional Center as well as through generic agencies that would assist them to care for their children at home. • Continue to provide training for families in behavior management practices • Community Services and Consumer Services Departments will continue to collaborate on developing and expanding these in-home services and supports to assist families to maintain children at home. • Continue to collaborate with the Department of Children and Family Services (DCFS) • Support the decision making authority of the family.
<p>3.) Number and percentage of adults residing in independent living</p>	<p>Please reference plan for “Number and percent of adults residing in home settings”</p>

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome
4.) Number and percentage of adults residing in supported living	Please reference plan for “Number and percent of adults residing in home settings”
5.) Number and percentage of adults residing in Adult Family Home Agency homes	Please reference plan for “Number and percent of adults residing in home settings”
6.) Number and percentage of adults residing in family homes (home of parent of guardian)	Please reference plan for “Number and percent of adults residing in home settings”
7.) Number and percent of adults residing in home settings	<p>Statement: ELARC will ensure consumers are encouraged to assert their rights to determine and control the living arrangement of their choice. This may include owning, renting, or leasing the home where the consumer resides. The availability of assistive technology services to maximize consumer participation will be explored annually at the IPP and as needed, and implemented and monitored on a case by case basis.</p> <p>Activities:</p> <ul style="list-style-type: none"> • Work with existing Family Home Agency (FHA) vendors to increase developments of certified families within the catchment area. • Work with housing resources in order to be better informed and have access to affordable housing developments in Los Angeles County. Include and identify developments for special needs population such as the elderly, homeless, mental health and battered women in order to integrate consumers based on these needs. • The regional center will identify needs and coordinate developments related to independent living, supported living and supports for adults residing in home settings. • Work with Non Profit Housing Organization(s) to demonstrate affordable funding feasibility for new apartment units within the catchment area. • Housing Specialist to coordinate regular meetings with unit liaisons to provide information on alternate housing resources and funding streams to Service Coordination. • IPP process already included discussion of the consumer living arrangement each time the IPP is reviewed. Over time as issues and

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome
	<p>concerns are raised, services are identified for the needs identified.</p> <ul style="list-style-type: none"> • Consumer Trends and Risk Management committees meet regularly to make recommendations for consumers who are having difficulties in their present living arrangements.
<p>8.) Number and percent of minors living in facilities serving > 6 individuals</p>	<p>Statement: Children served by ELARC and in need of residential services will be provided with the most appropriate level of care in the least restrictive and most home-like setting possible. It is our belief that through our efforts, the percentage of children residing in facilities with seven or more beds will be maintained or decreased from its currently low level throughout the next five years.</p> <p>Activities:</p> <ul style="list-style-type: none"> • On a quarterly basis, needs assessment will be conducted by Outcome Coordinator and any unmet needs will be relayed to Community Services Division for resource development activity. • Children residing in facilities with 7+ Beds will be assigned to the Intensive Services Liaison (ISL) caseload and diligent efforts will be made to assess appropriateness of placement, provide information on smaller, less restrictive living options to parents and assist in relocation efforts if agreed to by the planning team. • ELARC will provide information and explore training opportunities for Service Coordinators to increase their knowledge of medically fragile/high medical needs children, understand risk factors and identify services and supports that benefit the child. The same process will apply to children with high behavioral and/or psychiatric needs. • Service Coordinators will conduct ongoing evaluation of cases in order to identify medically fragile/high medical needs children as early as possible and collaborate with Healthcare Facilities and Medically Fragile Unit Supervisor and/or Placement Coordinator (PC) in the event more intensive medical or nursing supports are needed to maintain the child in the family home or if residential services are

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome
	<p>needed. This same process will apply for children with behavioral issues who may be in need of more specialized and intensive behavioral and psychiatric services.</p> <ul style="list-style-type: none"> • ELARC will continue to collaborate with the community in identifying resources (natural supports, generic and funded) available to assist families in mitigating stressors as a result of caring for a medically fragile/high medical need’s child and children with complex behavioral and psychiatric needs. • ISL and PC will participate with ELARC’s resource development staff and in community placement planning (CPP) meetings each month in an effort to assist in identifying unmet future needs for children. • Outcome Coordinator, ISL, and PC will reach out to DCFS in an effort to provide information regarding regional center resources for dually served consumers.
<p>9.) Number and percent of adults living in facilities serving > 6 individuals</p>	<p>Statement: ELARC is committed to providing all adult consumers, who may need residential services, with appropriate living options which foster homelike living arrangements and opportunities for meaningful community integration and experiences.</p> <p>Activities:</p> <ul style="list-style-type: none"> • The Intensive Services Liaison and Service Coordinators will continue to provide information on the array of community living options, including certified FHA homes, Independent Living Services, Supported Living Services, and small group homes as alternatives to living in large group home settings, to all adult consumers and/or their families. • Current residential resources, available beds for adults in facilities of < 6 beds, appear sufficient to meet overall needs however in instances where a viable living option is not available, responsible ELARC staff will collaborate with Community Services staff in making known unavailable resources and promote development of such. • ELARC will support development of small community care and

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome
	<p>intermediate care nursing facilities targeting consumers with medical/healthcare needs.</p> <ul style="list-style-type: none"> • Continue to collaborate with Community Services and vendors regarding development of facilities 6 or less beds as well as other services and supports designed to maintain the consumer in less restrictive living arrangements. • Placement Coordinator will periodically attend unit meetings, participate in committees and review and disseminate information on less restrictive, more inclusive living options during living options staffing meetings at ELARC. • Consumer and Community Services will continue discussion of resources, grants, and other innovative living options for elderly (i.e., the Green House® Project) and alternatives to nursing facility placements in future.
<p>10.)Indicator showing the relationship between annual authorized services and expenditures by individual's residence type and ethnicity.</p>	<p>Statement: ELARC will continue to support that consumers and their families/authorized representatives determine and control the living arrangement of their choice. ELARC is committed to providing equitable access to and delivery of culturally and linguistically competent services and supports. ELARC will ensure consumers are encouraged to assert their rights to determine and control the living arrangement of their choice.</p> <p>Activities: Ongoing Service Coordination</p> <ul style="list-style-type: none"> • ELARC has identified 200 individuals currently served by ELARC with the lowest per capita expenditures and pilot an intensive technical assistance/support approach to case management. • ELARC is targeting monolingual Spanish and monolingual Cantonese consumers and their families whose cases have been identified as having low per capita expenditures (<\$2000 annually) • The enhanced caseload service coordinators will continue to find innovative ways to communicate information to individuals/families, facilitating visits to generic resources locations and assisting individuals/families navigating the complex generic resource systems. • ELARC developed two positions of Person Centered Practice coordinators, one

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome
	<p>who speaks Spanish and the other who speak Cantonese. The Peron Centered Coordinators are working with families using person centered techniques to identify personalized resources families need in order to control the living arrangement of their choice.</p> <p>RFP for Outreach with Grassroots Community Partners</p> <ul style="list-style-type: none"> • ELARC identified both large and small key community partners and develop agreements regarding mutual outreach to underserved populations in their communities within mutual service areas. • ELARC has partnered with Proyecto Pastoral and Chinatown Service Center in order to increase awareness of Regional Center and its services. • ELARC is participating in community organization partnership meetings in order to obtain information on all generic resources available. <p>Partner with FRC to Provide Orientation to Early Start Families</p> <ul style="list-style-type: none"> • ELARC will continue to partner with the Family Resource Center (FRC) to provide regularly scheduled orientations to the Regional Center for Early Start families with representatives from the Regional Center, and parent groups that serve underserved populations. • ELARC will continue to support monolingual Spanish and monolingual Chinese parents of children 0 -3. The intended outcome is to increase families’ understanding of the transition from Early Start to Lanterman services, understanding of the role and responsibilities of the Regional Center, and knowledge of support systems in the community. <p>Parent Organizations to Provide Orientations to Families of Individuals over 3</p> <ul style="list-style-type: none"> • ELARC is partnering with parent run organizations that serve populations identified as underserved in our catchment area to provide a regularly scheduled orientation in languages other than English to families going through the intake and assessment process at ELARC for consumers over 3 years old . Sessions would be held in the community. Childcare and bus tokens would be offered to enhance accessibility for families. • ELARC will continue to support monolingual Spanish and monolingual Chinese families that are entering and new to the ELARC community to understand the basics about Regional Centers and services and to identify community supports. <p>Ongoing Training of Parents</p> <ul style="list-style-type: none"> • ELARC will provide ongoing training for parents in the role of the Regional Center, understanding services and supports available, understanding policies, and developing partnerships in languages other than English.

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome
	<ul style="list-style-type: none"> • ELARC will target non English Speaking parents of children and adults already served by ELARC and provide them with information on services that can be of benefit when discussing the living arrangement of their choice. <p>Behavioral Management Workshops in Languages other than English</p> <ul style="list-style-type: none"> • ELARC is offering behavioral management workshops in Spanish and Cantonese to enhance understanding of behavior management and promote the development of skills and approaches that families may utilize. To share resources and support among parent attendees. • These families will learn information and gain skills that will assist in controlling the living arrangement of their choice. <p>Develop and Translate Materials for Families with Low English Literacy</p> <ul style="list-style-type: none"> • ELARC will develop and translate selected materials specific to the ELARC community, as well as work collaboratively with public information representatives of other Regional Centers, on the development of easy-to-understand, informative publications in multiple languages which can be used by clients/families of any regional center. This may include creation of new materials and/or translation into additional languages, of materials which have already been created. Topics for public information to be developed may include information on application for services, assessment and diagnosis, early start, services available by age, generic resources, and information about transitions. • ELARC will target individuals/families with low English literacy with easier to understand materials in non-English languages, plain language, and through a variety of media • ELARC is working with partners to obtain input family friendly content for informative publications. <p>Update Cultural Competency and Communication Training</p> <ul style="list-style-type: none"> • ELARC will provide updated cultural competence training to ELARC staff. In addition management and other designated staff will be trained in Motivational interviewing techniques in a coaching model. • ELARC will continue to have the Cultural Specialist seek methods to address cultural barriers for accessing services amongst individuals and families. <p>Child Supervision for Approved Parent Training and Parent Orientation Activities</p> <ul style="list-style-type: none"> • ELARC will coordinate child supervision for: Understanding Regional Center training for parents; Parent Run Orientation for families of consumers over 3; Early Start Orientation at the FRC for families of consumers under 3

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome
	<ul style="list-style-type: none"> ELARC will support efforts for monolingual Spanish and monolingual Chinese speaking parents to be able to attend the above identified sessions. <p>Bus Tokens for Approved Parent Training and Parent Orientation Activities</p> <ul style="list-style-type: none"> ELARC will purchase bus tokens for: Understanding Regional Center training for parents; Parent Run Orientation for families of consumers over 3; Early Start Orientation at the FRC for families of consumers under 3 ELARC will support efforts for monolingual Spanish and monolingual Chinese speaking parents to be able to attend the above identified sessions.
<p>11.)Percent of total annual purchase of service expenditures by individual’s ethnicity and age:</p> <ul style="list-style-type: none"> Birth to age two, inclusive Age three to 21, inclusive Twenty-two and older 	<p>Statement: The Eastern Los Angeles Regional Center (ELARC) is committed to providing equitable access to and delivery of culturally and linguistically competent services and supports.</p> <p>Activities: Ongoing Service Coordination</p> <ul style="list-style-type: none"> ELARC has identified 200 individuals currently served by ELARC with the lowest per capita expenditures and pilot an intensive technical assistance/support approach to case management. ELARC is targeting monolingual Spanish and monolingual Cantonese consumers and their families whose cases have been identified as having low per capita expenditures (<\$2000 annually) Through the enhanced caseload project service coordinators are able to provide personalized education on Regional Center and Service Coordinator roles and responsibility, IPP process and access to services and supports. All meetings and interactions are in the native language of the individual and or family. The enhanced caseload service coordinators will continue to find innovative ways to communicate information to individuals/families, facilitating visits to generic resources locations and assisting individuals/families navigating the complex generic resource systems in their native language. ELARC developed two positions of Person Centered Practice coordinators, one who speaks Spanish and the other who speak

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome
	<p>Cantonese. The Peron Centered Coordinators are working with families using person centered techniques to identify personalized resources families need in their native language.</p> <p>RFP for Outreach with Grassroots Community Partners</p> <ul style="list-style-type: none"> • ELARC identified both large and small key community partners and develop agreements regarding mutual outreach to underserved populations in their communities within mutual service areas. • ELARC has partnered with Proyecto Pastoral and Chinatown Service Center in order to increase awareness of Regional Center and its services. • ELARC is participating in community organization partnership meetings in order to obtain information on all generic resources available for different age groups and in different languages. • ELARC will continue to outreach to underserved populations in their communities in order to better understand their needs. <p>Partner with FRC to Provide Orientation to Early Start Families</p> <ul style="list-style-type: none"> • ELARC will continue to partner with the Family Resource Center (FRC) to provide regularly scheduled orientations to the Regional Center for Early Start families with representatives from the Regional Center, and parent groups that serve underserved populations. • ELARC will continue to identify early start families who will benefit from parent orientations in their native language. • ELARC will continue to support monolingual Spanish and monolingual Chinese parents of children 0 -3. The intended outcome is to increase families’ understanding of the transition from Early Start to Lanterman services, understanding of the role and responsibilities of the Regional Center, and knowledge of support systems in the community. • Early start will continue to use the “Take a Minute” resources and materials which assist families facilitating social and emotional development. <p>Parent Organizations to Provide Orientations to Families of Individuals over 3</p>

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome
	<ul style="list-style-type: none"> • ELARC will continue to connect families with parent run organizations to better support their needs in their local communities. • ELARC is partnering with parent run organizations that serve populations identified as underserved in our catchment area to provide a regularly scheduled orientation in languages other than English to families going through the intake and assessment process at ELARC for consumers over 3 years old . Sessions would be held in the community. Childcare and bus tokens would be offered to enhance accessibility for families. • ELARC will continue to support monolingual Spanish and monolingual Chinese families that are entering and new to the ELARC community to understand the basics about Regional Centers and services and to identify community supports. <p>Ongoing Training of Parents</p> <ul style="list-style-type: none"> • ELARC will provide ongoing training for parents in the role of the Regional Center, understanding services and supports available, understanding policies, and developing partnerships in languages other than English. • ELARC will target non English Speaking parents of children and adults already served by ELARC and provide them with information on services that can be of benefit based on theirs needs and age. • ELARC will continue to offer in depth parent training on accessing services and developing a vision for your child (PICI) in participants native language and with interpretation when needed. <p>Behavioral Management Workshops in Languages other than English</p> <ul style="list-style-type: none"> • ELARC is offering behavioral management workshops in Spanish and Cantonese to enhance understanding of behavior management and promote the development of skills and approaches that families may utilize. To share resources and support among parent attendees. • These families will learn information and gain skills that will assist with different age groups. <p>Develop and Translate Materials for Families with Low English Literacy</p> <ul style="list-style-type: none"> • ELARC will develop and translate selected materials specific to the ELARC

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome
	<p>community, as well as work collaboratively with public information representatives of other Regional Centers, on the development of easy-to-understand, informative publications in multiple languages which can be used by clients/families of any regional center. This may include creation of new materials and/or translation into additional languages, of materials which have already been created. Topics for public information to be developed may include information on application for services, assessment and diagnosis, early start, services available by age, generic resources, and information about transitions.</p> <ul style="list-style-type: none"> • ELARC will target individuals/families with low English literacy with easier to understand materials in non-English languages, plain language, and through a variety of media • ELARC is working with partners to obtain input family friendly content for informative publications. <p>Update Cultural Competency and Communication Training</p> <ul style="list-style-type: none"> • ELARC will provide updated cultural competence training to ELARC staff. In addition management and other designated staff will be trained in Motivational interviewing techniques in a coaching model. • ELARC will continue to have the Cultural Specialist seek methods to address cultural barriers for accessing services amongst individuals and families. <p>Child Supervision for Approved Parent Training and Parent Orientation Activities</p> <ul style="list-style-type: none"> • ELARC will coordinate child supervision for: Understanding Regional Center training for parents; Parent Run Orientation for families of consumers over 3; Early Start Orientation at the FRC for families of consumers under 3 • ELARC will support efforts for monolingual Spanish and monolingual Chinese speaking parents to be able to attend the above identified sessions. <p>Bus Tokens for Approved Parent Training and Parent Orientation Activities</p> <ul style="list-style-type: none"> • ELARC will purchase bus tokens for: Understanding Regional Center

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome
	<p>training for parents; Parent Run Orientation for families of consumers over 3; Early Start Orientation at the FRC for families of consumers under 3</p> <ul style="list-style-type: none"> • ELARC will support efforts for monolingual Spanish and monolingual Chinese speaking parents to be able to attend the above identified sessions.
<p>12.)Progress in implementing the Employment First Policy pursuant to WIC section 4869; specific outcome measures listed below:</p> <ul style="list-style-type: none"> • Number and percentage of consumers, ages 16 -64 with earned income • Average annual wages for consumers ages 16 -64 • Annual earnings of consumers ages 16 – 64 compared to people with all disabilities in CA. • Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program. • Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program. • Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year. • Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made. • Total number of \$1000, \$1250, and \$1500 incentive payments made for the fiscal year. • Percentage of adults who reported having integrated employment as a goal in their IPP. 	<p>Statement: Opportunities for integrated, competitive employment shall be given the highest priority for working age individuals with developmental disabilities regardless of the severity of their disabilities.(Employment First Policy: WIC Sect. 4869(a)[1])</p> <p>Activities:</p> <ul style="list-style-type: none"> • Gather, review, and analyze data from state (DDS, Employment Development Department {EDD}) and ELARC data sources to establish a baseline. <ul style="list-style-type: none"> ➢ Collaborate with ELARC Vendor Advisory Committee to host at least 3 CIE and PIP information presentations in order to assist service providers in developing the capacity to provide effective consumer training that will lead to successful employment and internship placements in our catchment and adjoining areas. • Partner with service providers who specialize in employment services to identify opportunities and obstacles to supporting adults to obtain paid employment. <ul style="list-style-type: none"> ➢ ELARC Employment Forum meets quarterly (January, April, July, October) with service providers and Department of Rehabilitation (DOR) staff assigned to the region to address opportunities and obstacles in the delivery of employment services. ➢ ELARC and the Vendor Advisory Committee including the service providers involved in the Employment Forum will develop, release and utilize survey data to implement a plan to ensure the quality and effectiveness of job developer and

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome
	<p>job coaching services.</p> <ul style="list-style-type: none"> • ELARC Employment Committee will continue to plan and implement activities to support the development and implementation of resources and training for ELARC staff, service providers, and consumers and their families. <ul style="list-style-type: none"> ➤ Secure increased stakeholder attendance at ELARC sponsored Employment forums and workshops to provide service providers with information & training in employment that may provide Pathways to CIE; ➤ Secure and invite employment services subject matter experts to provide presentations to Regional Center, vendor, DOR, and secondary schools staff; ➤ Explore the development of local partnership agreements with stakeholder’s (DOR, LEA’s, CBO’s, and Employers) to implement the goals and objectives as identified in the California CIE Blueprint/WIOA, 2014; ➤ Explore the development of an expanded partnership with East Los Angeles Community College to discuss the development of pathways training programs for our consumers in the areas of advanced manufacturing/logistics and additional high job growth industries as identified by the Los Angeles/Orange County Economic and Workforce Development consortia; ➤ Build partnerships with local business entities in collaboration with DOR and school districts. ➤ Provide 3 public presentations to stakeholders to disseminate program information regarding CIE and PIP. ➤ ELARC Employment Specialist, and selected service providers will participate in a DOR and Workforce Innovation Technical Assistance Center/SDSU sponsored Customized Employment Training (10 days) contributing to the development of a model for service provision to build capacity for this service in California.

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome
	<ul style="list-style-type: none"> ➤ ELARC will explore and secure training in relevant employment topics in 2018 for consumers/family members, ELARC staff, service providers and local community partners to participate including but may not be limited to “2018 Benefits and Employment Workshop”, “Customized Employment”, “Employment and Integrated Settings”. • Increase service coordinator and family/consumer knowledge on Department of Rehabilitation. <ul style="list-style-type: none"> ➤ Provide at least 3 to 5 service coordinator (SC) consultations per week to provide guidance, and subject matter expertise, that will increase in both post-secondary education and employment development services that will lead to Competitive and Integrated Employment opportunities. ➤ Establish closer working relationships with local and adjoining DOR vocational counselors. • Increase service coordinator and family knowledge on the employment options and how to navigate through the system utilizing a handbook and employment policy. • Ensure that transitional IEPs explore work/employment. • Inform and educate service coordinators on work/employment prior to transitional IEPs in order to best serve the needs of the consumers/families

Compliance Performance Measures

<i>Compliance Performance Measure</i>
13.) Unqualified independent audit with no material findings
14.) Substantial compliance with DDS fiscal audit
15.) Accuracy percent of POS fiscal projections (based on February Sufficiency of Allocation Report {SOAR})
16.) Operates within OPS budget
17.) Certified to participate in Waiver
18.) Compliance with Vendor Audit Requirements per contract, Article III, Section 10

<i>Compliance Performance Measure</i>	<i>Activities Regional Center Will Employ to Achieve Outcome</i>
<p>19.)Client Developmental Evaluation Report (CDER)/Early Start Report (ESR) Currency</p>	<p><u>Statement:</u> ELARC will ensure that ESR/CDER information is entered into SANDIS (RC Database) in a timely and accurate manner. ELARC will ensure that ESR information is entered into the ESR program in a timely and accurate manner.</p> <p><u>Activities:</u> <u>CDER</u> Service Coordinator will enter accurate and current CDER information for consumers during birth month.</p> <ul style="list-style-type: none"> ▪ Supervisors will monitor accuracy and accountability via the CDER error report. ▪ Utilize a tracking form to alert SCs of CDERs due the following month. <p><u>ESR</u></p> <ul style="list-style-type: none"> ▪ The service coordinator will enter accurate information and current ESR information for consumers upon a child’s entrance into the program, update the ESR at least annually, and at the time the child exits the program. ▪ Supervisors will monitor accuracy and accountability via the “Early Start Reports” and “Federal Reports” tabs of the ESR Program. ▪ ES Department to collaborate with Assessment and Special Services division to include in the psychological evaluations age equivalent development

Compliance Performance Measure	Activities Regional Center Will Employ to Achieve Outcome
	<p>levels in all 5 developmental domains, especially in the areas of communication and cognition, (as instructed by Elise Parnes with the Department of Developmental Services.)</p> <ul style="list-style-type: none"> ▪ Implementation of the State Systemic Improvement Plan.
<p>20.)Intake/assessment and IFSP time lines (0-2)</p>	<p><u>Statement:</u> ELARC will ensure that the Early Start intake and assessment process, for applicants birth through age 2, are completed within 45 days of referral. This includes the development of the initial IFSP for Early Start consumers.</p> <p><u>Activities:</u></p> <ul style="list-style-type: none"> • Service coordinators will complete the initial IFSP and generate an ESR for all Early Start consumers within the required time lines (45 days from the date of referral). • Additional vendors have been recruited for intake and assessment due to the increased volume of referrals. In order to be in compliance with the 45 day timeline • Implementation of the State Systemic Improvement Plan.
<p>21.)Intake/assessment time lines for consumers ages 3 and above</p>	<p><u>Statement:</u> ELARC will ensure that intake and assessment time lines for applicants ages three and above are met.</p> <p><u>Activities:</u> Will continue to maintain timeline compliance throughout the year.</p>
<p>22.)Individual Program Plan (IPP) Development (WIC requirements)</p>	<p><u>Statement:</u> All active cases will have a current IPP which is reflective of a person- centered approach and adheres to all WIC requirements</p> <p><u>Activities</u></p> <ul style="list-style-type: none"> • Training in Person Centered Practices (PCP) will become a regular feature of Consumer Services meetings and on supervisors’ meeting agenda. • The agency will be participating in community outreach to enhance

Compliance Performance Measure	Activities Regional Center Will Employ to Achieve Outcome
	<p>community understanding of services and supports and the value of the IPP process to meet service needs.</p> <ul style="list-style-type: none"> • Continue required IPP/PCP training to new service coordination staff. • Continue organizational support of the PCP model. • Continue mandatory Medicaid Waiver training to all new service coordinators. • Supervisors are responsible to provide on the job training on IPP and support of PCP concepts. • Continue to support family/consumer participation in the IPP development.
<p>23.) Individual Family Services Plan (IFSP) Development (Title 17 Requirements)</p>	<p>Statement: All Early Start consumers will have a current IFSP which will reflect a family centered approach.</p> <p>Activities:</p> <ul style="list-style-type: none"> ▪ Initial IFSP to be completed within 45 days of referral. ▪ Early Start services will be initiated in a timely manner upon obtaining parental consent. ▪ Early Start services will be provided within the child’s natural environment or the IFSP will contain appropriate justification for the service not being provided in the natural environment. ▪ The service coordinator will update the ESR annually. • ELARC will provide timely notification, not fewer than 90 days before the child’s 3rd birthday, to Part B services for all children served in Early Start. • Implementation of new Individuals with Disabilities Act (IDEA) Part C regulations per updated policies and procedures. Interagency agreements with local school districts will be updated to reflect new Part C regulations. • Implementation of IFSP format includes a structured family assessment. • Continued training with staff in department meetings on child and family outcomes. • Cross training with Los Angeles County Department of Child & Family

<i>Compliance Performance Measure</i>	<i>Activities Regional Center Will Employ to Achieve Outcome</i>
	<p>Services (DCFS)/RC on Child Abuse Prevention Treatment Act (CAPTA) requirements.</p> <ul style="list-style-type: none"> • Working with the Department of Children and Family Services to ensure ELARC receives holder of educational rights to complete the IFSP within 45 days. • Implementation of the State Systemic Improvement Plan.

STATEMENT OF ASSURANCES

This is to assure that the Eastern Los Angeles Regional Center Year 2018 Performance Contract was developed in accordance with the requirements specified in Welfare and Institutions Code (WIC) section 4629 and the Department of Developmental Services' (Department) Year 2018 Performance Contract Guidelines.

The performance contract was developed through a public process which included:

- Providing information, in an understandable form, to the community about regional center services and supports, including budget information and baseline data on services and supports and regional center operations [WIC 4629 (c)(B)(i)];
- Conducting a public meeting where participants can provide input on performance objectives and using focus groups or surveys to collect information from the community [WIC 4629 (c)(B)(ii)];
- Providing at least ten calendar days advance public notice of the date of the public meeting (guidelines); and,
- Circulating a draft of the performance objectives to the community for input prior to presentation at a regional center board meeting where additional public input will be taken and considered before adoption of the objectives [WIC 4629 (c)(B)(iii)].

Signature of RC Director:

Glenn Wang

Date:

10/12/17