

## Harbor Regional Center Proposed Performance Contract 2011

### Public Policy Outcomes

Public Policy Measures	Statewide Average	HRC Outcomes	Planned Activities 2011
Percent of clients in State Developmental Centers (lower is better)	12/06 1.36%  12/07 1.2%  12/08 1.03%  6/09 0.95%  12/09 0.91%  6/10 0.88%	12/06 1.5% 138 clients  12/07 1.38% 125 clients  12/08 1.12% 108 clients  6/09 1.08% 104 clients  12/09 0.96% 93 clients  6/10 0.83% 82 clients	<ul style="list-style-type: none"> <li>• Implement the 2010-2011 Community Placement Plan: Continue to assist developmental center residents to move into the community.                             <ul style="list-style-type: none"> <li>○ Continue development of new homes in HRC area to serve individuals with intensive health, mental health and behavioral needs</li> <li>○ Continue to partner with the Southern California Integrated Health and Living Project and Southern Cal Regional Centers, under the Community Placement Plan, to jointly develop specialized homes in the greater Southern California area. These resources shall be used by other Regional Centers for Lanterman Developmental Center clients.</li> <li>○ Continue coordination with HOPE for the development of permanent housing.</li> </ul> </li> </ul>

Measures of Success: • Maintain or show improved performance over prior year, and/or • Equal to or better than statewide average.

## Harbor Regional Center Proposed Performance Contract 2011

<p>Percent of minors living with families (includes own family, foster family, and guardian). <b>(higher is better)</b></p>	<p>12/06 97.65%</p> <p>12/07 98.06%</p> <p>12/08 98.38%</p> <p>6/09 98.45%</p> <p>12/09 98.48%</p> <p>6/10 98.52%</p>	<p>6/06 98.71%</p> <p>12/07 99.21%</p> <p>12/08 99.36%</p> <p>6/09 99.41%</p> <p>12/09 99.37%</p> <p>6/10 99.48%</p>	<ul style="list-style-type: none"> <li>• Continue to provide family support, such as respite services, consultation and training for parents in behavior management, toilet training, etc.</li> <li>• Continue to coordinate support groups for parents, siblings, and other family members.</li> <li>• Continue to identify and promote best practices in assessment and treatment of autism.</li> <li>• Provide orientation and educational groups for parents, to include strategies for enhancing and supporting their children's development in areas such as communication, motor and behavioral skills.</li> </ul>
<p>Percent of minors living in licensed homes serving greater than 6 <b>(lower is better)</b></p>	<p>Statewide</p> <p>12/06 0.17%</p> <p>12/07 0.15%</p> <p>12/08 0.14%</p> <p>6/09 0.13%</p> <p>12/09 0.13%</p> <p>6/09 0.12%</p>	<p>HRC Outcomes</p> <p>12/06 0.02%</p> <p>12/07 0.00%</p> <p>12/08 0.00%</p> <p>6/09 0.00%</p> <p>12/09 0.02%</p> <p>6/10 0.00%</p>	<ul style="list-style-type: none"> <li>• Continue to encourage development of homes, to meet special health and behavioral needs, for four or fewer children/adolescents.</li> </ul>

Measures of Success: •Maintain or show improved performance over prior year, and/or •Equal to or better than statewide average.

## Harbor Regional Center Proposed Performance Contract 2011

<p>Percent of adults living in home settings (independent &amp; supported living, with parent, or with adult family home agency) (higher is better)</p>	<p>12/06 70.68% 12/07 71.38% 12/08 72.25% 6/09 72.70% 12/09 73.20% 6/10 73.65%</p>	<p>12/06 72.64% 12/07 73.13% 12/08 73.67% 6/09 74.41% 12/09 75.33% 6/10 76.16</p>	<ul style="list-style-type: none"> <li>• Continue to coordinate with HOPE program for the development of affordable housing options.</li> <li>• Continue development of supported living and family home environments for adults with developmental disabilities.</li> <li>• Continue development of day activity programs, to include innovative models such as inclusion centers, partial inclusion, and therapeutic models.</li> <li>• Continue to provide information for parents of adults and young adults in transition regarding available service and support options.</li> <li>• Work with community college districts to promote the development of a post-secondary education option, which may include independent living and educational coaching supports.</li> </ul>
<p>Percent of adults living in licensed homes serving greater than 6 (lower is better)</p>	<p>12/06 5.36% 12/07 4.94% 12/08 4.55% 6/09 4.30% 12/09 4.10% 6/10 3.94%</p>	<p>12/06 4.03% 12/07 3.58% 12/08 3.16% 6/09 2.80% 12/09 2.50% 6/10 2.47%</p>	<ul style="list-style-type: none"> <li>• Continue to encourage development of homes for four or fewer adults, including adults with special health, mental health, or behavioral needs.</li> <li>• Continue to assess adults living in licensed home and skilled nursing settings and identify more integrated/less restrictive living options whenever possible.</li> </ul>

Measures of Success: •Maintain or show improved performance over prior year, and/or •Equal to or better than statewide average.



## Harbor Regional Center Proposed Performance Contract 2011

### Compliance Measures

Unqualified independent audit with no material findings	Yes	<ul style="list-style-type: none"> <li>• Continue generally accepted accounting principles.</li> <li>• Maintain good business practices.</li> </ul>
Substantial compliance with DDS fiscal audit	Yes	<ul style="list-style-type: none"> <li>• Continue generally accepted accounting principles.</li> <li>• Maintain good business practices.</li> </ul>
Accuracy percent of POS fiscal projections (based upon February SOAR)	Yes	<ul style="list-style-type: none"> <li>• Maintain accuracy of POS fiscal projections based upon history and ongoing utilization review.</li> </ul>
Operates within OPS budget	Yes	<ul style="list-style-type: none"> <li>• Continue Operations budget planning, ongoing utilization review, and periodic adjustments as needed.</li> </ul>
Certified to participate in Waiver	Yes	<ul style="list-style-type: none"> <li>• Maintain compliance with Medicaid Waiver requirements.</li> </ul>
Compliance with Vendor Audit per contract	Yes	<ul style="list-style-type: none"> <li>• Maintain compliance with contract.</li> </ul>

	Statewide Average	HRC Outcomes	Planned Activities 2011
Individuals with Current CDER or ESR (Client Development Evaluation Report or Early Start Report)	6/06 95.53% 6/07 95.88% 12/07 96.25% *6/08 – present data not collected	6/06 94.78% 6/07 94.74% 12/07 95.21% *6/08 – present data not collected	<ul style="list-style-type: none"> <li>• Continue to monitor timely completion of CDER/ESR</li> <li>• (data not collected by DDS since 2008, due to statewide implementation of new assessment tool)</li> </ul>

Measures of Success: •Maintain or show improved performance over prior year, and/or •Equal to or better than statewide average.

## Harbor Regional Center Proposed Performance Contract 2011

Intake/assessment timelines, 3 and above,			
<b>142 days or less</b>	12/06 93.63% 12/07 95.35% 12/08 93% 6/09 96.39% 12/09 97.85% <b>6/10 98.56</b>	12/06 98.33% 12/07 100% 12/08 100% 6/09 99.53 12/09 100% <b>6/10 100%</b>	<ul style="list-style-type: none"> <li>Continue to provide timely completion of intake/assessment for children &amp; adults 3 years of age and above.</li> </ul>
<b>143-240 days</b>	12/06 4.81%% 12/07 6.31% 12/08 5.26% 6/09 2/5% 12/09 1.89% <b>6/10 1.39%</b>	12/06 0.47% 12/07 0.00% 12/08 0.00% 6/09 0.47% 12/09 0% <b>6/10 0%</b>	
<b>Over 240 days</b>	12/06 1.77% 12/07 .99% 12/08 1.53% 12/09 0.26% <b>6/10 0.26%</b>	12/06 0.00% 12/07 0.00% 12/08 0.00% 6/09 0.00% 12/09 0.00% <b>6/10 0%</b>	

Measures of Success: •Maintain or show improved performance over prior year, and/or •Equal to or better than statewide average.

## Harbor Regional Center Proposed Performance Contract 2011

	Statewide Average	HRC Outcomes	Planned Activities 2011
IPP Development (Welfare and Institutions Code requirements)	Not available	Current period 99.46%	<ul style="list-style-type: none"> <li>Continue to comply with all requirements of the Welfare and Institutions Code, for timely completion of individual/family service plans for clients receiving services under the Lanterman Act.</li> </ul>
Intake/assessment and IFSP Development timelines (0-3)	Statewide data collection methodology under development		<ul style="list-style-type: none"> <li>Continue to provide timely completion of intake/assessment for infants and toddlers under 3 years of age.</li> </ul>
IFSP Development (Title 17 requirements)	Not available	Current period 91.96%	<ul style="list-style-type: none"> <li>Continue to comply with all requirements of Title 17 for timely completion of individual/family service plans for children receiving early intervention services.</li> </ul>

Measures of Success: •Maintain or show improved performance over prior year, and/or •Equal to or better than statewide average.



## Harbor Regional Center Proposed Performance Contract 2011

### Public Policy Outcomes for which Statewide Data Collection Methodology is Under Development:

Measures	Statewide Average	Planned Activities 2011
Number and percent of adults with earned income and average wage (aggregate)	Statewide data collection methodology under development	<ul style="list-style-type: none"> <li>Implement statewide data collection methodology, when available.</li> </ul>
Number and percent of adults in <ul style="list-style-type: none"> <li>supported employment</li> <li>competitive employment</li> </ul>	Statewide data collection methodology under development	<ul style="list-style-type: none"> <li>Continue coordination with HRC Employment Council, local employers, supported employment service providers and employment development resources to promote supported and competitive employment opportunities.</li> <li>Continue coordination with school districts, Project Search, etc. to promote student participation in work experience programs.</li> <li>Continue to coordinate Job Club to promote successful job search and interviewing skills.</li> </ul>
Access to medical and dental services	Statewide data collection methodology under development	<ul style="list-style-type: none"> <li>Continue to assist clients and families to access medical support resources such as MediCal, PRUCOL, Institutional Deeming, etc.</li> <li>Continue to provide individual assessments of clients' health, mental health, and dental needs, provide referral to local health providers, and coordinate follow-up as needed.</li> <li>Continue to provide health and wellness information and training to adults, their families, and their service providers.</li> </ul>
Number of consumers per 1,000 who are victims of abuse	under development	<ul style="list-style-type: none"> <li>Continue to offer training for clients, families and service providers to increase awareness, promote safety, and prevent exploitation and abuse of clients.</li> </ul>

Measures of Success: •Maintain or show improved performance over prior year, and/or •Equal to or better than statewide average.

## Harbor Regional Center Proposed Performance Contract 2011

### Harbor Regional Center Local Policy Outcomes

Local Policy Measures	Planned Activities 2011
<p>Assist Clients, Families and Service Providers to be well-informed, active and successful participants in client/family-centered services.</p> <p><b>2010 Baseline</b></p> <p>This year we have done very limited printing due to fiscal constraints. We have published online two issues of our newsletter, the Harbor Happenings, and two issues of the semi-annual Training and Events Catalog, sharing information about important developments and opportunities available.</p> <p>We developed a new format for frequent electronic bulletins called <b>HRC E-News</b>, to all members of our electronic mailing list. There are also specialized bulletins just for members who have special areas of interest such as autism, down syndrome, employment, etc. Our website has been continuously updated with HRC contact information, services, resources, training opportunities, online booklets and videos, our online library catalog, links to DDS and other national, state and local resources, and much more.</p> <p>We updated and revised two informational booklets : <b>Let's Talk About Respite: A Guide For Families</b> updated to reflect changes to the law that went into effect in 2009, and <b>Your HRC Counselor</b>, and published two new booklets: <b>Requesting Coverage From Your Health Plan for Speech, Occupational and Physical Therapy</b>, and <b>Special Needs Trusts</b></p>	<ul style="list-style-type: none"> <li>• Continue to operate a comprehensive, multi-media Resource Center, including a library, assistive technology lab, adaptive computer lab, shared reading and developmental toy programs.</li> <li>• Continue to offer an array of training opportunities for clients, families and service providers throughout the year.</li> <li>• Publicize the available publications and training opportunities that are available for clients, families, and service providers through the semi-annual Training and Events Catalog, HRC website, E-news, and distribution to target populations.</li> </ul>

Measures of Success: •Maintain or show improved performance over prior year, and/or •Equal to or better than statewide average.



## Harbor Regional Center Proposed Performance Contract 2011

The Resource Center Library was visited by an average of 175 users/month including clients, parents and family members, and professionals, who have checked out approximately 200 resource items per month from our collection of:

- 6100 print and audio-visual media materials
- 100 developmental toys

The computer lab serves approximately 40 adults per week during Open Lab time, and 8 to 10 adults per week attend computer classes. The Computer Lab offers 6 different computer classes for adults during the year.

The AT lab provides 8 evaluations/consultations per month. The AT Lab includes an AT equipment lending library with 75 pieces of equipment available for clients to use during a try-out period.

The Resource Center coordinates 5 family support groups and the Sibling Club which consists of 10 to 11 sibling support groups.

A Resource Center Branch is available at the Long Beach site. It is stocked with over 250 books, videos and toys. Patrons may request that items from the Torrance Center be brought to the Long Beach branch for them.

HRC offered an array of training opportunities throughout the year for clients, families, and service providers.

## STATEMENT OF ASSURANCES

This is to assure that The Harbor Regional Center Year 2011 Performance Contract was developed in accordance with the requirements specified in Welfare and Institutions Code section 4629 and the Department of Developmental Services' (DDS) Year 2011 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 the regional center operations [WIC 4629 (c)(B)(i)]
- Holding at least one public meeting to solicit input on performance objectives and using focus groups or surveys to collect information from the community [WIC 4629 (c)(B)(ii)]
- Providing at least 10 calendar days advance public notice of the date(s) of the public meeting (DDS Guidelines)
- Circulating a draft to the community of the performance contract plan relative to the public policy and compliance outcomes identified in the DDS Performance Contract Guidelines, and any locally developed policy outcomes prior to presenting the contract to the regional center board for action [WIC 4629 (c)(B)(iii)]
- Providing an opportunity for additional public input and consideration of that input at the regional center board meeting prior to board action on the proposed performance contract [WIC 4629 (c)(B)(iii)]

Signature of RC Director:



Date:

10-26-10