



**EASTERN LOS ANGELES**  
REGIONAL CENTER

## Performance Contract 2022

Department of Developmental Services Approved

January 2022

## Public Policy Performance Measures

| <b>Public Policy Performance Measure</b>  | <b>Activities Regional Center will Employ to Achieve Outcome</b>  |
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| <p>Number and percent of RC (Regional Center) caseload in Developmental Centers</p> | <p><b>Statement:</b><br/>                     The Eastern Los Angeles Regional Center (ELARC) is committed to providing assistance and resource development to individuals and their families who choose to move from a state developmental center into a less restrictive environment within their home communities and also those individuals who were affected by the closure of Fairview Developmental Center and Porterville Developmental Center (General Treatment Area) into moving to a less restrictive environment within their home communities. These efforts will also provide assistance and resource development to individuals who are transitioning from the Porterville Developmental Center Secured Treatment Program and those that are currently placed in an Institution for Mental Disease so that they may also return to their home community with the necessary services/supports in place to be successful. Through these efforts the percentage of people living in a State Developmental Center and subsequently an Institution for Mental Disease, will decrease throughout the next several years, and prevent admission to an Institution for Mental Disease.</p> <p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• The Eastern Los Angeles Regional Center will continue to focus on providing assistance and resource development to individuals and their families who choose to move from a state developmental center into a less restrictive environment within their home communities and also those individuals who were affected by the closure of Fairview Developmental Center and Porterville Developmental Center (General Treatment Area) into moving to a less restrictive environment within their home communities. These efforts will also provide assistance and resource development to individuals who are transitioning from the Porterville Developmental Center Secured Treatment Program and those that are currently</li> </ul> |

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|   | <p>placed in an Institution for Mental Disease so that they may also return to their home community with the necessary services/supports in place to be successful. Through these efforts the percentage of people living in a State Developmental Center and subsequently an Institution for Mental Disease, will decrease throughout the next several years, and prevent admission to an Institution for Mental Disease.</p> <ul style="list-style-type: none"> <li>• ELARC is currently in development of 4 Enhanced Behavior Support Homes (EBSH) and 1 Community Crisis Home (CCH) with placements anticipated to occur in FY 21/22 and FY 22/23 based on the completion date of the homes. For FY 22/23, ELARC will consider the development of more EBSH's to support consumers who require competency training in the community, rather than admission to the Porterville Developmental Center Secured Treatment Program.</li> </ul>  |
| <p>Number and percentage of minors residing with families</p> | <p><b>Statement:</b><br/>ELARC is committed to keeping children at home by proving necessary supports and services. Service Coordinators (SC's) will continue to place the highest priority on keeping families informed about supports and services that would assist them to care for their children at home.</p> <p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Connect families with appropriate services (ELARC and/or community resources) in order to support families with children that may have high complex needs.</li> <li>• Connect families who prefer a traditional service model with creative and innovative services (ELARC and/or community resources).</li> <li>• Connect families with outreach and training on Self Determination in order to allow for alternative and creative ways to deliver services.</li> <li>• Community Services and Consumer Services Departments will collaborate on developing and expanding in-home services and</li> </ul> |

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|   | <p>supports that have been identified as necessary to maintain children at home.</p> <ul style="list-style-type: none"> <li>• Inform and assist inter-agency partners, such as Department of Children and Family Services (DCFS), of ELARC’s commitment for children to reside in safe and healthy home environments. ELARC understands there are times when it is necessary for a child to be removed from their home. ELARC is committed to work in collaboration through the delivery of supports and services (ELARC and/or community resources) in an effort to try and reunite the child with their family when appropriate.</li> <li>• Increase communication with inter-agency partners via the State Health Information Guidance (SHIG). The SHIG provides guidance about how the records of the individual being served can be shared in the day to day practice of providing support and services across different inter-agency partners. It is key in the coordination of care to share information in order to meet the needs of minors living in the home in a more seamless and expedited manner.</li> </ul> |
| Number and percentage of adults residing in independent living                        | 257 (4.23%)   |
| Number and percentage of adults residing in supported living                          | 272 (4.48%)   |
| Number and percentage of adults residing in Adult Family Home Agency homes            | 18 (0.30%)  |
| Number and percentage of adults residing in family homes (home of parent of guardian) | 4821 (79.40%)   |
| Number and percent of adults residing in home settings                                | <p><b>Statement:</b><br/>                     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>  |

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|   | <p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Work with existing Family Home Agency (FHA) vendors to increase developments of certified families within the catchment area.</li> <li>• 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.</li> <li>• The regional center will identify needs and coordinate developments related to independent living, supported living and supports for adults residing in home settings.</li> <li>• Work with Non Profit Housing Organization(s) to demonstrate affordable funding feasibility for new apartment units within the catchment area.</li> <li>• Housing Specialist to coordinate regular meetings with unit liaisons to provide information on alternate housing resources and funding streams to Service Coordination.</li> <li>• IPP process already included discussion of the consumer living arrangement each time the IPP is reviewed. Over time as issues and concerns are raised, services are identified for the needs identified.</li> <li>• Consumer Trends and Risk Management committees meet regularly to make recommendations for consumers who are having difficulties in their present living arrangements.</li> </ul> |
| <p>Number and percent of minors living in facilities serving &gt; 6 individuals</p> | <p><b>Statement:</b><br/>                     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</p>   |

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|  | <p>five years.</p> <p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• On a quarterly basis and as needed, a needs assessment will be conducted by Outcome Coordinator and any unmet needs will be relayed to Community Services Division for resource development activity.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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 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.</li> <li>• 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.</li> <li>• ISL and PC will participate with ELARC's resource development staff</li> </ul> |

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|   | <p>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>  |
| <p>Number and percent of adults living in facilities serving &gt; 6 individuals</p> | <p><b>Statement:</b><br/>                     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><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Current residential resources, available beds for adults in facilities of &lt; 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.</li> <li>• ELARC will support development of small community care and intermediate care nursing facilities targeting consumers with medical/healthcare needs.</li> <li>• 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.</li> <li>• Placement Coordinator will periodically attend unit meetings, participate in committees and review and disseminate information on less</li> </ul> |

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|   | <p>restrictive, more inclusive living options during living options staffing meetings at ELARC.</p> <ul style="list-style-type: none"> <li>• Consumer and Community Services will continue discussion of resources, grants, and other innovative living options for elderly (i.e., the Green House® Project, specialized residential facilities) and alternatives to nursing facility placements in future.</li> </ul>   |
| <p><b>Employment</b></p> <p>Number and percentage of consumers ages 16-64 with earned income.</p>                                   | <p><b>Statement:</b> 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><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• ELARC Employment Specialist will continue to support ELARC Service Coordinators by participating in IPP meetings aimed at providing consumers and family members with increased information on the myriad of programs and practices that promote maximum competitive and integrated (CIE) employment opportunities that include paid internship and supported employment opportunities.</li> </ul> |
| <p>Average annual wages for consumers ages 16-64.</p>   | <ul style="list-style-type: none"> <li>• ELARC Employment Specialist will continue to make public presentations, to both stakeholder and family groups, on employment legislation and ELARC, and partner agencies, supported employment programs and internships that promote CIE.</li> </ul>  |
| <p>Annual earnings of consumers ages 16-64 compared to all people with disabilities in CA.</p>                                      | <ul style="list-style-type: none"> <li>• ELARC Employment Specialist will maintain active participation in the three (3) DDS approved Local Partnership Agreements (LPA’s) co-authored by ELARC that include the San Gabriel Valley (SGVLPA) LPA, Los Angeles Unified School district (LAUSD) LPA, and the Foothill Valley (FVLPA) LPA. Additionally, the ELARC Employment Specialist will finalize the Alhambra Unified School District (AUSD) proposed LPA and will work closely with Montebello Unified School District (MUSD) on developing a Memorandum of Understanding (MOU) to</li> </ul>  |
| <p>Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.</p> |  |



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| <p>Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.</p>   | <p>promote CIE consistent with the goals set out by the California Blueprint.</p> <ul style="list-style-type: none"> <li>• ELARC employment specialist in collaboration with community service employment liaison and department will continue to promote the value of PIP and CIE through public presentations, to service provider agencies to increase the pool of “approved” PIP &amp; CIE service providers in order to address the current high demand for additional PIP and CIE services &amp; opportunities; to increase employment placements.</li> <li>• ELARC Employment Specialist will work to Increase the active participation of additional employment service provider agencies representatives on the ELARC Employment Forum/Workgroup Committee to foster a more collaborative approach to the implementation of WIOA employment goals as mandated by the California Blueprint for CIE.</li> <li>• ELARC Employment Specialist will increase employment resources through discussion with service provider community to expand employment exploration for individuals with developmental disabilities at local private, county and state agencies located on the Alhambra Fremont campus.</li> <li>• ELARC Employment Specialist will conduct surveys to identify individuals with families of business owners and establish meetings to discuss employment opportunities for individuals with developmental disabilities.</li> <li>• ELARC Employment Specialist will participate in collaborative partnerships with representatives from “local” institutions of higher education to develop employment foundational “soft-skills” classroom opportunities for ELARC consumers to support the attainment of CIE.</li> <li>• ELARC employment Specialist will explore the feasibility of creating a focus group/support group of parents &amp; families of ELARC consumers currently working and those on the path to employment. The intent of the focus group/support group will be to provide</li> </ul> |
| <p>Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year.</p>  |  |
| <p>Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made.</p>  |  |
| <p>Incentive payments will be made to provider if the individual is still engaged in CIE after 30 consecutive days. There will be an additional incentive payment made if the individual remains in CIE for six consecutive months. There will be an additional incentive payment if the individual remains in CIE for 12 consecutive months.</p> |  |
| <p>Percentage of adults who reported having competitive, integrated employment as a goal in their IPP.</p>  |  |

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|  | <p>families with an opportunity to share common dreams and experiences relative to employment and to also encourage the development of employment opportunities at ELARC family-owned businesses.</p> <ul style="list-style-type: none"> <li>• ELARC employment specialist will continue to work with Department of Rehabilitation (DOR) on creating a pathway to Micro-Enterprises utilizing various funding sources including DOR customized employment funds.</li> </ul>  |
| <p><b><u>Reducing Disparity and Improving Equity in Purchase of Services Expenditures</u></b></p> <p>Percent of total annual purchase of service expenditures by individual’s ethnicity and age:</p> <ul style="list-style-type: none"> <li>• Birth to age two, inclusive</li> <li>• Age three to 21, inclusive</li> <li>• Twenty-two and older</li> </ul> | <p><b>Statement:</b></p> <p>ELARC will ensure that the delivery of services and supports is culturally and linguistically informed and inclusive for all consumers and families served. Emphasis will be placed on promoting equitable access to and the reduction of all disparities in services and supports in our diverse communities</p> <p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• The Reduced Caseload Project will continue to support Chinese and Latinx consumers and their families in achieving more equitable Purchase of Service outcomes by focusing on three objective areas:             <ol style="list-style-type: none"> <li>1. Provide enhanced case management services that focus on understanding the needs of the whole family.</li> <li>2. Provide education about the Regional Center system.</li> <li>3. Working toward a better understanding of barriers to accessing Regional Center services.</li> </ol> </li> </ul> |
| <p>Indicator showing the relationship between annual authorized services and expenditures by individual’s residence type and ethnicity.</p>  | <ul style="list-style-type: none"> <li>• Cultural Specialist will identify ways in which ELARC employees can utilize culturally sensitive and appropriate knowledge in order to increase their cultural and linguistic knowledge to better serve individuals and families.</li> <li>• Will develop methods such as internal announcements, newsletters and events to promote cultural awareness.</li> <li>• Person Centered Practices Coordinator/Enhanced Service Coordinators will work in collaboration with all agency departments to provide</li> </ul>   |

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|   | <p>guidance to service coordinators as well as work directly with individuals and families to facilitate increased understanding of the person centered planning process.</p> <ul style="list-style-type: none"> <li>• Will continue to provide ongoing training for parents to increase their understanding in navigating the Regional Center system.</li> <li>• Will continue to 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.</li> <li>• Will translate Person Centered Thinking Training materials into Chinese and Spanish to ensure that materials are cultural and linguistically informed.</li> </ul> |

## Compliance Performance Measures

| <i>Compliance Performance Measure</i>  |
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| Unmodified independent audit with no material finding(s).                        |
| Substantial compliance with the Department fiscal audit.                         |
| Operates within operations budget.   |
| Certified to participate in Home and Community- Based Waiver.                    |
| 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>  |
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| Client Developmental Evaluation Report (CDER)/Early Start Report (ESR) Currency | <p><b><u>Statement:</u></b><br/>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><b><u>Activities:</u></b></p> <p><b><u>CDER</u></b><br/>Service Coordinator will enter accurate and current CDER information for consumers during birth month.</p> <ul style="list-style-type: none"> <li>▪ Supervisors will monitor accuracy and accountability via the CDER error report.</li> <li>▪ Utilize a tracking form to alert SCs of CDERs due the following month.</li> </ul> <p><b><u>ESR</u></b></p> <ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Supervisors will monitor accuracy and accountability via the “Early Start Reports” and “Federal Reports” tabs of the ESR Program.</li> <li>▪ ES Department to collaborate with Assessment and Special Services division to include in the psychological evaluations age equivalent development levels in all 5 developmental domains, especially in the areas of</li> </ul> |

| <b>Compliance Performance Measure</b>                               | <b>Activities Regional Center Will Employ to Achieve Outcome</b>   |
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|   | <p>communication and cognition, (as instructed by Elise Parnes with the Department of Developmental Services.)</p> <ul style="list-style-type: none"> <li>▪ Implementation of the State Systemic Improvement Plan.</li> </ul>  |
| <p>Intake/assessment and IFSP time lines (0-2)</p>                  | <p><b>Statement:</b><br/>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><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Continuing to work in collaboration with IT department with John Joyner / P2, Therefore, ViaTron, Efax to move streamline intake and service coordination.</li> <li>• Continuing to expand with child find efforts, building community partners and community outreach activities.</li> <li>• Expansion of early start department with 1 new SC position 7/21, 4 new intake coordinators (on going growth), 1 new supervisor position.</li> </ul> |
| <p>Intake/assessment time lines for consumers ages 3 and above</p>  | <p><b>Statement:</b><br/>ELARC will ensure that intake and assessment time lines for applicants ages three and above are met.</p> <p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Will continue to maintain timeline compliance throughout the year.</li> </ul>   |
| <p>Individual Program Plan (IPP) Development (WIC requirements)</p> | <p><b>Statement:</b><br/>All active cases will have a current IPP which is reflective of a person- centered approach and adheres to all WIC requirements</p>   |

| <b><i>Compliance Performance Measure</i></b>                                      | <b><i>Activities Regional Center Will Employ to Achieve Outcome</i></b>   |
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|   | <p><b><u>Activities</u></b></p> <ul style="list-style-type: none"> <li>• Continue trainings at all Consumer Services meetings (quarterly), new staff trainings for IPP development (monthly), Person Centered Practices (monthly).</li> <li>• The implementation of hands on training by supervisors of new staff and providing peer mentors.</li> <li>• Increased emphasis on Person Centered Practices and planning for staff to further enhance IPP development.</li> <li>• Service Provider Training offered by the Person Centered Planning/Autism Specialist.</li> <li>• Enhanced Person Centered Training to address cultural diversity &amp; competence</li> <li>• In an effort to improve and move toward a more Person Centered Agency, all units will receive tailored Person Centered Training by our PCP/Autism Specialist.</li> <li>• Person Centered Training to newly eligible individuals &amp; families to increase knowledge and understanding.</li> </ul> |
| <p>Individual Family Services Plan (IFSP) Development (Title 17 Requirements)</p> | <p><b><u>Statement:</u></b><br/>           Continue to with implementation of SSIP. A training grant was awarded to support staff and consultants to learn and develop critical skills based on evidence based practice to ensure fidelity. Our proposed training program utilizes two evidence based models strengthening families and 5 protective factors and DIR / Floortime principals and strategies which offer relationship based theory and concrete practical strategies.</p> <p><b><u>Activities:</u></b></p> <ul style="list-style-type: none"> <li>▪ Initial IFSP to be completed within 45 days of referral.</li> <li>▪ Early Start services will be initiated in a timely manner upon obtaining parental consent.</li> <li>▪ Early Start services will be provided within the child’s natural environment</li> </ul>   |

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|                                       | <p>or the IFSP will contain appropriate justification for the service not being provided in the natural environment.</p> <ul style="list-style-type: none"> <li>▪ The service coordinator will update the ESR annually.</li> <li>• ELARC will provide timely notification, not fewer than 90 days before the child’s 3<sup>rd</sup> birthday, to Part B services for all children served in Early Start.</li> <li>• 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.</li> <li>• Implementation of IFSP format includes a structured family assessment.</li> <li>• Continued training with staff in department meetings on child and family outcomes.</li> <li>• Cross training with Los Angeles County Department of Child &amp; Family Services (DCFS)/RC on Child Abuse Prevention Treatment Act (CAPTA) requirements.</li> <li>• Working with the Department of Children and Family Services to ensure ELARC receives holder of educational rights to complete the IFSP within 45 days.</li> <li>• Implementation of the State Systemic Improvement Plan.</li> </ul> |