



EASTERN LOS ANGELES
REGIONAL CENTER

Performance Contract 2023/2024

Department of Developmental Services Approved

January 17, 2023

Public Policy Performance Measures

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome									
<p>Number and percent of RC (Regional Center) caseload in Developmental Centers</p>	<p>Statement (North Star): 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. These efforts will also provide assistance and resource development to individuals who are transitioning from 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>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 22/23 and FY 23/24 based on the completion date of the homes.</p> <p>Baseline:</p> <table border="1" data-bbox="680 919 1600 1065"> <thead> <tr> <th></th> <th>Number (Percentage)</th> <th>Total Active Caseload</th> </tr> </thead> <tbody> <tr> <td>ELARC</td> <td>6 (0.04%)</td> <td>13,535</td> </tr> <tr> <td>Statewide Avg. Percentage</td> <td>235 (0.06%)</td> <td>384,188</td> </tr> </tbody> </table> <p>Activities:</p> <ul style="list-style-type: none"> The Outcome Coordinators initiate the discussion regarding community placement. They speak with the consumers, families, other members of the ID Team at the state developmental centers, public defenders, district attorneys, and other court personnel. Through the ID Team discussions, the Outcome Coordinators identify an appropriate placement in the community and identify the service provider. Once it is agreed upon to move forward with community placement, the identified placement, and the identified service provider, the Outcome Coordinator is engaged in numerous transition activities such 		Number (Percentage)	Total Active Caseload	ELARC	6 (0.04%)	13,535	Statewide Avg. Percentage	235 (0.06%)	384,188
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	<p>as the initial meet/greet, Transition Planning Meeting, ID Team meetings, cross training visits, and the Transition Review Meeting.</p> <ul style="list-style-type: none"> • The length of these activities can vary based on the consumer’s specific needs. Once the ID Team has agreed that the consumer is ready for placement, the Outcome Coordinator will advise the family/conservator and the Court. After the placement occurs, the Outcome Coordinator will visit the consumer 30 days after placement, 60 days after placement, 90 days after placement, and then quarterly thereafter based on the consumer’s birth month. • The Outcome Coordinator will also conduct unannounced visits as well to ensure that quality services are being provided. 									
<p>Number and percentage of minors residing with families</p>	<p>Statement (North Star): ELARC is committed to keeping children in their home or when not possible in a home like environment by providing 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. ELARC is committed to keeping children at home by providing 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>Baseline:</p> <table border="1" data-bbox="680 1000 1766 1146"> <thead> <tr> <th></th> <th>Total Children in Homes (Percentage)</th> <th>Total Children</th> </tr> </thead> <tbody> <tr> <td>ELARC</td> <td>7,213 (99.59%)</td> <td>7,243</td> </tr> <tr> <td>Statewide Avg. Percentage</td> <td>196,913 (99.60%)</td> <td>197,711</td> </tr> </tbody> </table> <p>Activities:</p> <ul style="list-style-type: none"> • Connect families with appropriate services (ELARC and/or community resources) in order to support families with children that may have high complex needs. • Connect families who prefer a traditional service model with creative and innovative services (ELARC and/or community resources). 		Total Children in Homes (Percentage)	Total Children	ELARC	7,213 (99.59%)	7,243	Statewide Avg. Percentage	196,913 (99.60%)	197,711
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	<ul style="list-style-type: none"> • Connect families with outreach and training on Self Determination in order to allow for alternative and creative ways to deliver services. • Community Services and Consumer Services Departments will collaborate on developing and expanding in-home services and supports that have been identified as necessary to maintain children at home. • 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. • Explore various guidance on 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. 																				
<p>Number and percent of adults residing in home settings</p>	<p>Statement (North Star): 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>Baseline:</p> <table border="1" data-bbox="680 1146 1898 1391"> <thead> <tr> <th></th> <th>Adults residing in an Adult Family Home Agency</th> <th>Adults residing in an Independent Living Setting</th> <th>Adults residing in the Home of a Parent or Guardian</th> <th>Adults residing in a Support Living Setting</th> <th>Total Adults in Home settings</th> <th>Total Adults</th> </tr> </thead> <tbody> <tr> <td>ELARC</td> <td>18 (0.29%)</td> <td>262 (4.17%)</td> <td>5034 (80.08%)</td> <td>268 (4.26%)</td> <td>5,582 (88.80 %)</td> <td>6,286</td> </tr> </tbody> </table>								Adults residing in an Adult Family Home Agency	Adults residing in an Independent Living Setting	Adults residing in the Home of a Parent or Guardian	Adults residing in a Support Living Setting	Total Adults in Home settings	Total Adults	ELARC	18 (0.29%)	262 (4.17%)	5034 (80.08%)	268 (4.26%)	5,582 (88.80 %)	6,286
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	Statewide Avg. %	1,529 (0.82%)	17,651 (9.48%)	125,589 (67.43%)	9,350 (5.02%)	154,119 (82.75%)	186,243
Number and percent of minors living in facilities serving > 6 individuals	<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 concerns are raised, services are identified for the needs identified. • Consumer Trends and Risk Management committees meet regularly to make recommendations for consumers who are having difficulties in their present living arrangements. <p>Statement (North Star): 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>						

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	<p>caring for a medically fragile/high medical need’s child and children with complex behavioral and psychiatric needs.</p> <ul style="list-style-type: none"> • 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>Number and percent of adults living in facilities serving > 6 individuals</p>	<p>Statement (North Star): 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>Baseline:</p> <table border="1" data-bbox="680 786 1892 932"> <thead> <tr> <th></th> <th>CCF (7+ Beds)</th> <th>ICF (7+ Beds)</th> <th>Nursing Facility</th> <th>Total Adults/7+ Beds</th> <th>Total Adults</th> </tr> </thead> <tbody> <tr> <td>ELARC</td> <td>9 (0.14%)</td> <td>3 (0.05%)</td> <td>21 (0.33%)</td> <td>33 (0.52%)</td> <td>6,286</td> </tr> <tr> <td>Statewide Avg. %</td> <td>1,466 (0.79%)</td> <td>755 (0.41%)</td> <td>967 (0.52%)</td> <td>3,188 (1.71%)</td> <td>186,242</td> </tr> </tbody> </table> <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 intermediate care nursing facilities targeting consumers with medical/healthcare needs. 		CCF (7+ Beds)	ICF (7+ Beds)	Nursing Facility	Total Adults/7+ Beds	Total Adults	ELARC	9 (0.14%)	3 (0.05%)	21 (0.33%)	33 (0.52%)	6,286	Statewide Avg. %	1,466 (0.79%)	755 (0.41%)	967 (0.52%)	3,188 (1.71%)	186,242
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	<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, specialized residential facilities) and alternatives to nursing facility placements in future.
<p><u>Employment</u></p> <p>Number and percentage of consumers ages 16-64 with earned income.</p>	<p><u>Statement (North Star):</u> 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><u>Baseline:</u> Adult consumers between the age of 16-64 who have competitive integrated (CIE) paid employment (minimum wage or above) 274</p>
<p>Average annual wages for consumers ages 16-64.</p>	<p><u>Activities:</u></p> <ul style="list-style-type: none"> • ELARC Employment Specialist (ES) will continue to support ELARC Service Coordinators (SC) and supervisors by participating in SC consultations, and IPP meetings, aimed at providing consumers and family members with comprehensive and updated information on the myriad of programs and practices designed prepare individuals for competitive and integrated ICIE) employment that include paid internship and supported employment work opportunities including micro-enterprise development
<p>Annual earnings of consumers ages 16-64 compared to all people with disabilities in CA.</p>	<ul style="list-style-type: none"> • ELARC ES will continue to make public presentations, to both stake-holder and self-advocate/family groups on employment legislation, trends in CIE, ELARC & partner agency-sponsored paid internship, supported employment (SE), and customized employment (CE) opportunities, and job-training opportunities

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<p>Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.</p>	<ul style="list-style-type: none"> • ELARC ES will continue to co-direct the activities associated with three(3) DDS approved Local Partnership Agreements (LPA’s) including the San Gabriel Valley LPA (SGLPA), Foothill Valley LPA (FVLPA), and Los Angeles Unified School District LPA (LAUSD LPA). Additionally, the Alhambra Unified School District LPA (AUSD LPA) will resume active status after a two-year suspension in PIP services due to the COVID-19 pandemic • ELARC ES, along with representatives from the ELARC Community Services Division, will continue to promote the value of PIP and CIE through public presentations, to employment service provider agencies to increase the pool of “approved” PIP & CIE service providers in order to address the high demand for PIP and CIE services & opportunities and to increase permanent employment placements • ELARC ES will work to increase the active participation of additional employment service provider agency 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 • ELARC ES will continue to work on developing increased employment resources through discussion with service provider community to expand employment exploration for individual with developmental disabilities, at additional local, private, county, and state agencies throughout the ELARC catchment area • ELARC ES will work with local education agency (LEA) representatives to create a new Project Search opportunity for ELARC consumers at California State University, Los Angeles (CSULA) • ELARC ES will conduct a survey to identify ELARC consumer family-owned businesses and to also gauge ELARC consumer family-owned businesses willingness to host a paid Internship Program (PIP) employment opportunity in an effort to expand meaningful PIP placement sites.
<p>Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.</p>	
<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</p>	

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<p>provider if the individual is still engaged in CIE after thirty (30) consecutive days. There will be an additional incentive payment made if the individual remains in CIE for six (6) consecutive months. There will be an additional incentive payment if the individual remains in CIE for twelve (12) consecutive months.</p>	
<p>Percentage of adults who reported having competitive, integrated employment as a goal in their IPP.</p>	
<p><u>Reducing Disparity and Improving Equity in Purchase of Services Expenditures</u></p> <p>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><u>Statement (North Star):</u></p> <p>ELARC will ensure that language and cultural competency inform the delivery of services and supports for all individuals and families served. Facilitating consistent access to information and services, promoting equitable outcomes and reducing disparities in Purchase of Service will be given the highest priority.</p> <p><u>Activities:</u></p> <ul style="list-style-type: none"> • The Enhanced Service Coordination Program will continue to support individuals and families in underserved communities. Enhanced Service Coordination is intended to improve service access and delivery by providing case management services at a 1:40 ratio. The Enhanced Service Coordination Program will continue to serve the Spanish, Cantonese and Mandarin speaking communities. Based on the information in our Annual POS Data Report the communities served may change.

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<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"> • The Cultural Specialist will oversee our Agency's efforts to ensure that the delivery of services and supports are culturally and linguistically informed and inclusive of all communities served. • The Community Access Coordinators will work to enhance the competency and knowledge of individuals served and their families to navigate the Regional Center system in order to facilitate access to information, services and supports available. Collaboration with Community Based Organizations working with underserved communities within ELARC's catchment area will be prioritized. • Will develop and translate materials specific to ELARC's community to continue to improve and facilitate consistent access to information and services.

Compliance Performance Measures

<i>Compliance Performance Measure</i>		
	December 2020	December 2021
Unmodified independent audit with no material finding(s).	Yes	Yes
Substantial compliance with the Department fiscal audit.	Yes	Yes
Operates within operations budget.	Yes	Yes
Certified to participate in Home and Community- Based Waiver.	Yes	Yes
Compliance with Vendor Audit Requirements per contract, Article III, Section 10.	Met	Met

<i>Compliance Performance Measure</i>	<i>Activities Regional Center Will Employ to Achieve Outcome</i>										
Client Developmental Evaluation Report (CDER) Currency	<p>Statement (North Star): ELARC will ensure that CDER information is entered into SANDIS (RC Database) in a timely and accurate manner.</p> <p>Baseline:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 35%;">Have Current CDER (Percentage)</th> <th style="width: 35%;">Grand Total Persons</th> </tr> </thead> <tbody> <tr> <td>ELARC</td> <td style="text-align: center;">11,210 (99.32%)</td> <td style="text-align: center;">11,287</td> </tr> <tr> <td>Statewide Avg. %</td> <td style="text-align: center;">323,657 (98.21%)</td> <td style="text-align: center;">329,548</td> </tr> </tbody> </table> <p>Activities:</p> <ul style="list-style-type: none"> Service Coordinator will enter accurate and current CDER information for consumers during their birth month. Service Coordinators will receive and utilize a tracking form to alert of CDERs due the following month. 			Have Current CDER (Percentage)	Grand Total Persons	ELARC	11,210 (99.32%)	11,287	Statewide Avg. %	323,657 (98.21%)	329,548
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	<ul style="list-style-type: none"> • Information and Training unit staff will consult with Services Coordinators on correction of CDER errors as needed. • Supervisors will monitor accuracy and accountability via the CDER error report.
<p>Early Start Report (ESR) Currency</p>	<p>Statement ((North Star): ELARC will ensure that ESR information is entered into the ESR program in a timely and accurate manner once the initial IFSP is conducted and annually thereafter.</p> <p>Activities</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, in addition to recording transition planning data. • Supervisors will monitor accuracy and accountability via the “Early Start Reports” and “Federal Reports” tabs of the ESR Program. • Implementation of the State Systemic Improvement Plan. By using the same assessment tool at both the child’s entry into and exit from Early Start. ELARC is using the Developmental Assessment of Young Children – 2 (DAYC-2) to assess the social and emotional developmental domain. • Initial ESR should include referral source in order to identify child find areas of outreach.
<p>Intake/assessment and IFSP time lines (0-2)</p>	<p>Statement (North Star): 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>Activities:</p> <ul style="list-style-type: none"> • Continuing to work in collaboration with IT department with P2, Therefore, ViaTron, Efax to move streamline intake and service coordination. • Continue to expand with child find efforts, building community partners and

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	community outreach activities. <ul style="list-style-type: none"> Continuing to expand the early start department staff to meet the 45 day timeline. Continuing resource development to build vendor capacity. 																			
Intake/assessment time lines for consumers ages 3 and above	<p>Statement: ELARC will ensure that intake and assessment time lines for applicants ages three and above are met.</p> <p>Baseline:</p> <table border="1" data-bbox="688 607 1892 719"> <thead> <tr> <th></th> <th><= 142 days</th> <th>142-240 days</th> <th>Over 240 days</th> <th>Grand Total</th> </tr> </thead> <tbody> <tr> <td>ELARC</td> <td>270 (99.63%)</td> <td>0 (0.00%)</td> <td>1 (0.37%)</td> <td>271</td> </tr> <tr> <td>Statewide Avg. %</td> <td>8,645 (95.05%)</td> <td>348 (3.83%)</td> <td>102 (1.12%)</td> <td>9,095</td> </tr> </tbody> </table> <p>Activities:</p> <ul style="list-style-type: none"> Will continue to maintain timeline compliance throughout the year. 						<= 142 days	142-240 days	Over 240 days	Grand Total	ELARC	270 (99.63%)	0 (0.00%)	1 (0.37%)	271	Statewide Avg. %	8,645 (95.05%)	348 (3.83%)	102 (1.12%)	9,095
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Individual Program Plan (IPP) Development (WIC requirements)	<p>Statement (North Star): All active cases will have a current IPP which is reflective of a person- centered approach and adheres to all WIC requirements</p> <p>Activities</p> <ul style="list-style-type: none"> Continue trainings at all Consumer Services meetings (quarterly) and new staff trainings for IPP development (monthly). The implementation of hands on training by supervisors of new staff and providing peer mentors. Increased emphasis on Person Centered Practices and planning for staff to further enhance IPP development. Enhanced Person Centered Training to address cultural diversity & competence In an effort to improve and move toward a more Person Centered Agency, all departments and Management will receive tailored Person Centered Training by our PCP/Autism Specialist. 																			

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	<ul style="list-style-type: none"> • Person Centered Practices 2 Day Training provided by our PCP/ Autism Specialist to newly eligible individuals, families, new staff, vendors and the community to increase knowledge and understanding
<p>Individual Family Services Plan (IFSP) Development (Title 17 Requirements)</p>	<p>Statement (North Star): Continue with implementation of SSIP. Our proposed training program continues to utilize two (2) evidence based models: strengthening families and five (5) protective factors and DIR / Floortime principals and strategies which offer relationship-based theory and concrete practical strategies. In addition staff participated in a training for Person Centered Thinking (PCT) in order to ensure that IFSP’s are family/person centered.</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. • Interagency agreements with local school districts will be updated to reflect Part C regulations. Cross training with LEA’s. • Implementation of IFSP format includes a structured family assessment. • Continued training with staff in department meetings on child and family outcomes including PCT strategies. • Continue cross training with Los Angeles County Department of Child & Family Services (DCFS)/RC. • Working with the Department of Children and Family Services to ensure ELARC receives holder of educational rights to complete the IFSP within 45 days. Collaboration with DCFS to

<i>Compliance Performance Measure</i>	<i>Activities Regional Center Will Employ to Achieve Outcome</i>
	<p>streamline referral process via a dedicated portal.</p> <ul style="list-style-type: none"> • Implementation of the State Systemic Improvement Plan. IFSP to include an outcome related to the social emotional development for each child.