



**EASTERN LOS ANGELES**  
REGIONAL CENTER

# Performance Contract 2024/2025

**DRAFT**

**March 21, 2024**

## Public Policy Performance Measures

<b>Public Policy Performance Measure</b>	<b>Activities Regional Center will Employ to Achieve Outcome</b>									
Number and percent of RC (Regional Center) caseload in Developmental Centers	<p><b>Statement (North Star):</b>                      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 2 Enhanced Behavior Support Homes (EBSH) and 1 Community Crisis Home (CCH) with placements anticipated to occur in FY 23/24 and FY 24/25 based on the completion date of the homes.</p> <p><b>Baseline:</b></p> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <thead> <tr> <th style="width: 40%;"></th> <th style="width: 30%;">Number (Percentage)</th> <th style="width: 30%;">Total Active Caseload</th> </tr> </thead> <tbody> <tr> <td>ELARC</td> <td>7 (0.05%)</td> <td>14,684</td> </tr> <tr> <td>Statewide Average</td> <td>224 (0.05%)</td> <td>423,241</td> </tr> </tbody> </table> <p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• The Outcome Coordinators initiate the discussion regarding community placement. They speak with the individuals, 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 as the initial meet/greet, Transition Planning Meeting, ID Team meetings, cross training visits, and the Transition Review Meeting.</li> </ul>		Number (Percentage)	Total Active Caseload	ELARC	7 (0.05%)	14,684	Statewide Average	224 (0.05%)	423,241
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	<ul style="list-style-type: none"> <li>• The length of these activities can vary based on the individual’s specific needs. Once the ID Team has agreed that the individual 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 individual 30 days after placement, 60 days after placement, 90 days after placement, and then quarterly thereafter based on the individual’s birth month.</li> <li>• The Outcome Coordinator will also conduct unannounced visits as well to ensure that quality services are being provided.</li> </ul>															
<p>Number and percentage of minors residing with families</p>	<p><b>Statement (North Star):</b>                      ELARC is committed to keeping children in their home. ELARC will continue to place the highest priority on keeping families informed about supports and services and providing necessary supports and services. The vision for the upcoming year is ongoing staff training, ongoing collaboration with community partners, and ongoing development of support services and resources.</p> <p><b>Baseline:</b></p> <table border="1" data-bbox="680 857 1892 1040"> <thead> <tr> <th></th> <th>Foster Home (Child) (Percentage)</th> <th>Own Home- Parent/Guardian</th> <th>Total Children in Homes</th> <th>Total Children (Status 1 and 2)</th> </tr> </thead> <tbody> <tr> <td>ELARC</td> <td>146 (1.81%)</td> <td>7,909 (97.97%)</td> <td>8,055 (99.78%)</td> <td>8,073</td> </tr> <tr> <td>Statewide Average</td> <td>5,780 (2.56%)</td> <td>219,630 (97.11%)</td> <td>225,410 (99.67%)</td> <td>226,163</td> </tr> </tbody> </table> <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 with complex needs. Provide ongoing staff trainings to ensure that Service Coordinators are knowledgeable and have the skills to match families with supports and services to keep children in the home.</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> </ul>		Foster Home (Child) (Percentage)	Own Home- Parent/Guardian	Total Children in Homes	Total Children (Status 1 and 2)	ELARC	146 (1.81%)	7,909 (97.97%)	8,055 (99.78%)	8,073	Statewide Average	5,780 (2.56%)	219,630 (97.11%)	225,410 (99.67%)	226,163
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	<ul style="list-style-type: none"> <li>• Community Services and Consumer Services Departments will collaborate on developing and expanding in-home services as well as community supports that have been identified as necessary to maintain children at home.</li> <li>• Inform and assist community partners of ELARC’s commitment for children to reside in safe 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 reunite the child with their family when appropriate.</li> <li>• Continue our commitment to the System of Care work that ELARC is an active participant in based on Assembly Bill 2083 (AB2083).</li> <li>• Hire and train the System of Care Specialist, a new position for ELARC.</li> <li>• Create a reduced caseload for the System of Care Specialist.</li> <li>• Connect the System of Care Specialist to community partners to continue to strengthen those relationships.</li> <li>• System of Care Specialist will explore the “red phone” protocol with partners in Los Angeles County.</li> <li>• Continued collaboration with Easter Seals for ongoing ELARC staff training.</li> <li>• Continued collaboration with Optimist Youth Homes and Family Services. Optimist provides different levels of care for children in and at-risk of foster care. Through grant funding Optimist developed a training series for caregivers supporting children with intellectual and developmental disabilities. The following trainings are planned for 2024:             <ol style="list-style-type: none"> <li>1. Autism Spectrum Disorder 101: Diagnosis Criteria</li> <li>2. ADHD Presentation in Children and Helpful Adaptations</li> <li>3. Knowing Your Rights: Advocating for Medical and Educational Support</li> <li>4. For Caregivers: Coping with Secondary Trauma and Building Resilience</li> <li>5. How Trauma Effects the Brain and Everyday Functioning</li> </ol> </li> </ul>

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Number and percent of adults residing in home settings	<p><b>Statement (North Star):</b>                      ELARC will ensure adult individuals are encouraged to exercise their rights to permanent, safe, affordable, accessible and inclusive living arrangement of their choice in the communities in which they want to live and work. This may include owning, renting, or leasing the home where the individual resides</p> <p><b>Baseline:</b></p> <table border="1" data-bbox="680 532 1892 857"> <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>17 (0.26%)</td> <td>278 (4.21%)</td> <td>5339 (80.84%)</td> <td>268 (4.26%)</td> <td>5,885 (89.11 %)</td> <td>6,604</td> </tr> <tr> <td>Statewide Average</td> <td>1,452 (0.74%)</td> <td>17,896 (9.09%)</td> <td>135,873 (69.02%)</td> <td>9,403 (4.78%)</td> <td>164,624 (83.63%)</td> <td>196,854</td> </tr> </tbody> </table> <p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Continue to work with existing Family Home Agency (FHA) vendors to increase developments of certified families within the catchment area.</li> <li>• Conduct outreach to statewide FHA to add Family Home Agency (FHA) vendors to ELARC’s resource list.</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 adult individuals 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> </ul>							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	17 (0.26%)	278 (4.21%)	5339 (80.84%)	268 (4.26%)	5,885 (89.11 %)	6,604	Statewide Average	1,452 (0.74%)	17,896 (9.09%)	135,873 (69.02%)	9,403 (4.78%)	164,624 (83.63%)	196,854
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	<ul style="list-style-type: none"> <li>• Housing Specialist to continue coordinating 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 adult individuals living arrangement each time the IPP is reviewed. Over time as issues and concerns are raised, services are identified for their needs.</li> <li>• Adult individuals Trends and Risk Management committees meet regularly to make recommendations for adult individuals who are having difficulties in their present living arrangements.</li> <li>• The Housing Vision team is working to develop a Housing Plan for the ELARC Community that will speak to the need for permanent, safe, affordable, accessible, inclusive homes for the individuals we serve and their families in the communities in which they want to live and work.</li> <li>• Attend regular city council meetings within the catchment area to advocate for the development affordable housing and set asides for the DD population.</li> <li>• ELARC’s intra-agency - Consumer and Community Services will collaborate in meeting during the SLS/ILS forum and address concerns/issues with the services providers.</li> </ul>																							
<p>Number and percent of minors living in facilities serving &gt; 6 individuals</p>	<p><b>Statement (North Star):</b> 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><b>Baseline:</b></p> <table border="1" data-bbox="680 1146 1892 1295"> <thead> <tr> <th></th> <th>CCF (7+ Beds)</th> <th>ICF (7+ Beds)</th> <th>Nursing Facility</th> <th>Total Children/7+ Beds</th> <th>Total Children</th> </tr> </thead> <tbody> <tr> <td>ELARC</td> <td>0 (0.00%)</td> <td>0 (0.00%)</td> <td>0 (0.00%)</td> <td>0 (0.00%)</td> <td>8,073</td> </tr> <tr> <td>Statewide Average</td> <td>14 (0.01%)</td> <td>42 (0.02%)</td> <td>4 (0.00%)</td> <td>60 (0.03%)</td> <td>226,163</td> </tr> </tbody> </table>							CCF (7+ Beds)	ICF (7+ Beds)	Nursing Facility	Total Children/7+ Beds	Total Children	ELARC	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	8,073	Statewide Average	14 (0.01%)	42 (0.02%)	4 (0.00%)	60 (0.03%)	226,163
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	<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 the Outcome Coordinator and any unmet needs will be relayed to Community Services Division for resource development activities.</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> </ul>																							
<p>Number and percent of adults living in facilities serving &gt; 6 individuals</p>	<p><b>Statement (North Star):</b> ELARC is committed to providing all adult individuals, 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>Baseline:</b></p> <table border="1" data-bbox="680 1214 1892 1365"> <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>2 (0.03%)</td> <td>25 (0.38%)</td> <td>36 (0.55%)</td> <td>6,604</td> </tr> <tr> <td>Statewide Average</td> <td>1,324 (0.67%)</td> <td>730 (0.37%)</td> <td>946 (0.48%)</td> <td>3,000 (1.52%)</td> <td>196,854</td> </tr> </tbody> </table>							CCF (7+ Beds)	ICF (7+ Beds)	Nursing Facility	Total Adults (7+ Beds)	Total Adults	ELARC	9 (0.14%)	2 (0.03%)	25 (0.38%)	36 (0.55%)	6,604	Statewide Average	1,324 (0.67%)	730 (0.37%)	946 (0.48%)	3,000 (1.52%)	196,854
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	<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 individuals 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 individuals 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 individual in less restrictive living arrangements.</li> <li>• 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.</li> <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 (North Star):</b></p> <p>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>Baseline:</b></p> <p>Adult individuals between the age of 16-64 who have competitive integrated (CIE) paid employment (minimum wage or above) 745 earning an income; 364 (48%) earning at or above minimum wage and considered CIE.</p>
<p>Average annual wages for consumers</p>	



<b>Public Policy Performance Measure</b>	<b>Activities Regional Center will Employ to Achieve Outcome</b>
ages 16-64.	<p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• ELARC Employment Team (ET) will continue to support ELARC Service Coordinators (SC) and supervisors by participating in SC consultations and IPP meetings, aimed at providing individuals 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.</li> <li>• ELARC ET will continue to make public presentations, to both stake-holder and self-advocate/family groups on employment legislation, trends in CIE, ELARC &amp; partner agency sponsored paid internship, supported employment (SE), and customized employment (CE) opportunities, along with job-training opportunities.</li> <li>• ELARC ET 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.</li> <li>• ELARC ET, 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 &amp; CIE service providers in order to address the high demand for PIP and CIE services &amp; opportunities and to increase permanent employment placements.</li> <li>• ELARC ET will work to increase the active participation of additional employment service provider agency representatives on the ELARC Employment Forum &amp; 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 ET 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.</li> <li>• ELARC ET will work with local education agency (LEA) representatives to create a new Project Search opportunity for ELARC.</li> </ul>
Annual earnings of consumers ages 16-64 compared to all people with 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.	

<b>Public Policy Performance Measure</b>	<b>Activities Regional Center will Employ to Achieve Outcome</b>
<p>Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made.</p>	<ul style="list-style-type: none"> <li>• ELARC ES will promote the two new DDS grant employment programs in career pathways (CP) and assistance with the development of individual operated and owned micro-enterprises (ME) as viable employment pathways to competitive and integrated <i>employment (CIE)</i>.</li> <li>• ELARC ET will oversee the development of a new series of workshops on employment designed and presented by the new Family Advisory Committee (FAC).</li> <li>• ELARC ET will finalize the creation of ELARC’s first Employer/Business Advisory Committee (BAC) and will grow the active membership of local industry leaders and regional employer representatives.</li> </ul>
<p>Incentive payments will be made to 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>	

<b>Public Policy Performance Measure</b>	<b>Activities Regional Center will Employ to Achieve Outcome</b>
<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><u>Statement (North Star):</u></b>                      ELARC will ensure that language and cultural competency inform the delivery of services and supports for 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><b><u>Activities:</u></b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• Will develop and translate materials specific to ELARC’s community to continue to improve and facilitate consistent access to information and services.</li> </ul>
<p>Indicator showing the relationship between annual authorized services and expenditures by individual’s residence type and ethnicity.</p>	

## Compliance Performance Measures

<i>Compliance Performance Measure</i>		
	December 2021	December 2022
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><b>Statement (North Star):</b>                      ELARC will ensure that CDER information is entered into SANDIS (RC Database) in a timely and accurate manner.</p> <p><b>Baseline:</b></p> <table border="1" style="width: 100%; border-collapse: collapse; margin-left: 20px;"> <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;">12,112 (99.17%)</td> <td style="text-align: center;">12,213</td> </tr> <tr> <td>Statewide Average</td> <td style="text-align: center;">349,376 (96.92%)</td> <td style="text-align: center;">360,470</td> </tr> </tbody> </table> <p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>Service Coordinator will enter accurate and current CDER information in SANDIS (RC Database) in a timely and accurate manner.</li> <li>Service Coordinators new to ELARC will receive training on how to enter accurate CDER information in SANDIS (RC database).</li> <li>Service Coordinators and Supervisors will utilize the SANDIS Welcome Screen and CDER Overdue report to be alerted of CDERs due the following month and overdue.</li> <li>Service Coordinators will consult with Training Supervisor on correction of CDER errors as needed and during office hours.</li> <li>Training Supervisor will provide Supervisors with a quarterly report on Overdue CDERS</li> </ul>			Have Current CDER (Percentage)	Grand Total Persons	ELARC	12,112 (99.17%)	12,213	Statewide Average	349,376 (96.92%)	360,470
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	<p>and CDER Errors.</p> <ul style="list-style-type: none"> <li>• Supervisors will monitor accuracy and accountability via the CDER error report.</li> <li>• Chart Day will be utilized to clean up CDER errors as well as overdue CDERs.</li> </ul>
<p>Early Start Report (ESR) Currency</p>	<p><b>Statement ((North Star):</b>                      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><b>Activities</b></p> <ul style="list-style-type: none"> <li>• The service coordinator will enter accurate information and current ESR information for individuals 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.</li> <li>• Supervisors will monitor accuracy and accountability via the “Early Start Reports” and “Federal Reports” tabs of the ESR Program.</li> <li>• 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.</li> <li>• Initial ESR should include referral source in order to identify child find areas of outreach.</li> </ul>
<p>Intake/assessment and IFSP time lines (0-2)</p>	<p><b>Statement (North Star):</b>                      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 clients.</p> <p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Continue to work in collaboration with IT department, P2, Therefore, and Efax to streamline intake and ongoing service coordination.</li> <li>• Continue to expand the child find efforts, building community partners and community outreach activities.</li> <li>• Continue to expand the Early Start Department staff to meet the 45 day timeline.</li> <li>• Continue to conduct resource development in order to build vendor capacity.</li> </ul>

<b>Compliance Performance Measure</b>	<b>Activities Regional Center Will Employ to Achieve Outcome</b>				
Intake/assessment time lines for consumers ages 3 and above	<b>Statement:</b> ELARC will ensure that intake and assessment time lines for applicants ages three and above are met.				
	<b>Baseline:</b>				
		<= 142 days	142-240 days	Over 240 days	Grand Total
	ELARC	142 (98.39%)	0 (0.00%)	4 (1.61%)	249
	Statewide Avg. %	11,650 (78.32%)	2,176 (14.63%)	1,048 (7.05%)	14,874
	<b>Activities:</b> <ul style="list-style-type: none"> <li>Will continue to maintain timeline compliance throughout the year.</li> </ul>				
Individual Program Plan (IPP) Development (WIC requirements)	<b>Statement (North Star):</b> All active cases will have a current IPP which is reflective of a person- centered approach and adheres to all WIC requirements				
	<b>Activities</b> <ul style="list-style-type: none"> <li>Continue trainings at all Consumer Services meetings (quarterly) and new staff trainings for IPP development (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>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 departments and Management will receive tailored Person Centered Training by our PCP/Autism Specialist.</li> <li>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</li> </ul>				

<b>Compliance Performance Measure</b>	<b>Activities Regional Center Will Employ to Achieve Outcome</b>
Individual Family Services Plan (IFSP) Development (Title 17 Requirements)	<p><b>Statement (North Star):</b>                      Continue with implementation of the State Systemic Improvement Plan (SSIP). Our proposed training program continues to utilize two (2) evidence-based models: Strengthening Families and Five (5) Protective Factors and DIR/Floortime principles 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 and person centered.</p> <p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Will continue to maintain timeline compliance throughout the year by utilizing strategies stated in the Progress Report and Community Involvement sections for the IFSP Development measure.</li> <li>• Continue trainings on a monthly basis for new staff on the development of the IFSP.</li> <li>• Supervisors will attend initial IFSP meetings for all staff, beginning with new staff.</li> <li>• Continue to implement peer mentor/buddy system for new staff.</li> <li>• Continue to provide trainings emphasizing Person Centered Practices</li> <li>• Schedule upcoming refresher course on the Social/Emotional Development of children, birth to three.</li> </ul>