



Enclosure A

**SCLARC PERFORMANCE CONTRACT
OUTCOMES, MEASURES AND ACTIONS**

Regional Center **South Central Los Angeles Regional Center**

Calendar Year(s) **2020**

Public Policy Performance Measures

| | Goal | Outcome Measure | Baseline Data May 2019 | Activities Regional Center will Employ to Achieve Outcome |
|----|----------------------------------------------------|------------------------------------------|-------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | Reduce the number of consumers residing in the DC. | Number and percent of RC caseload in DC. | 23 consumers reside in the DC. This is 0.14% of all consumers served. The statewide average is 0.10%. | <ul style="list-style-type: none"> • Continue to develop and implement the Community Placement Plan. <ul style="list-style-type: none"> ○ Transition and placement activities will continue for hard to serve consumers and those moving from FDC and PDC. • CPP 2018-19 resource development in progress includes: <ul style="list-style-type: none"> ○ Crisis services facility for consumers with acute mental health and/or severe behavioral issues. ○ A step-down residential facility designed to be a permanent home for consumers transitioning from the crisis home or other acute mental health settings. ○ Crisis response services ○ Day Services for those with severe mental health and/or behavioral issues. • Continue to deflect placements from the DC and IMDs for all consumers except those with mandated court placements. |

| | Goal | Outcome Measure | Baseline Data May 2019 | Activities Regional Center will Employ to Achieve Outcome |
|----|--------------------------------------------------------------------|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2. | Increase the number of minors residing with families. | Number and percent of minors residing with families | 9,152 children reside in their own homes or in foster homes. This is 99.58% of all children served. The statewide average is 99.42%. | <ul style="list-style-type: none"> • Continue to develop and provide the services and supports needed to assist families in keeping their children at home. • Continue to contract with an agency that provides after hour's crisis response services. • Provide training to parents on topics including behavior intervention. • Maintain the agency's MOU with community agencies such as the Department of Children and Family Services, California Children Services, and LA County Mental Health in conjunction with other regional centers. |
| 3. | Increase the number of consumers residing in independent living. | Number and percent of adults residing in independent living. | 261 SCLARC consumers receive independent living services. This is 3.52% of all adult consumers living in home settings. The statewide average is 10.39%. | <ul style="list-style-type: none"> • Continue to provide independent living training to consumers interested in becoming more self-reliant in specific areas. |
| 4. | Increase the number of consumers residing in supported living. | Number and percent of adults residing in supported living | 536 SCLARC consumers reside in supported living. This is 7.23% of all adult consumers living in home settings. The statewide average is 5.33%. | <ul style="list-style-type: none"> • Increase the number of supported living opportunities for consumers. • Increase involvement with affordable housing coalitions and with governmental agencies involved with housing. • Continue efforts to access financing to make it possible for consumers to own their own homes. |
| 5. | Increase the number of consumers residing in AFHA certified homes. | Number and percent of adults residing in AFHA homes. | 48 consumers reside in AFHA certified homes. This is 0.65% of all adult consumers living in home settings. The statewide average is 0.95%. | <ul style="list-style-type: none"> • Encourage existing AFHAs to recruit family homes to meet the needs of consumers wanting to reside with a family. • Increase the number of consumers placed in AHFA certified family homes. |

| | Goal | Outcome Measure | Baseline Data May 2019 | Activities Regional Center will Employ to Achieve Outcome |
|----|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6. | Increase the number of adult consumers residing in family homes (home of parent or guardian). | Number and percent of adults residing in family homes (home of parent or guardian). | 5,236 adult consumers reside in family homes (home of parent or guardian). This is 70.61% of all adult consumers living in home settings. The statewide average is 63.81%. | <ul style="list-style-type: none"> • Advocate for the increased use of In-Home Support Services (IHSS) for consumers and families. • Assist families in securing SSI benefits as soon as possible when a consumer becomes an adult. • Continue to contract with agencies that provide after-hours ‘crisis response services. • Provide families with information regarding care giver support, in-home support services, hospice care and senior resources. |
| 7. | Increase the number of adult consumers residing in home settings. | Number and percent of adults residing in home settings. | 6,081 consumers reside in home settings. This is 82.01% of all consumers residing in home settings. The statewide average is 80.49%. | <ul style="list-style-type: none"> • Continue to carry out activities specified in outcomes 2 through 6. |
| 8. | Reduce the number of minors residing in residential facilities with 7 or more beds. | Number and percent of minors living in facilities serving > 6. | <p>4 minors reside in community care facilities with 7 or more beds. This is 0.04% of all children served. The statewide average is 0.02%.</p> <p>There are 6 children residing in intermediate care facilities with 7 or more beds. This is 0.07% of all children served. The statewide average is 0.02%.</p> <p>There are no children residing nursing facilities with 7 or more beds. The statewide average is 0%.</p> | <ul style="list-style-type: none"> • Develop new residential resources that serve four or less consumers. • Identify children at risk of institutional placement and develop local community resources to meet their identified needs. |

| | Goal | Outcome Measure | Baseline Data May 2019 | Activities Regional Center will Employ to Achieve Outcome |
|-----|-----------------------------------------------------------------------|---------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9. | Reduce the number of adults living in facilities with 7 or more beds. | Number and percent of adults living in facilities serving > 6 | <p>71 adults reside in community care facilities with 7 or more beds. This is 0.96% of all adults served. The statewide average is 1.03%.</p> <p>65 adults reside in intermediate care facilities with 7 or more beds. This is 0.88% of all adults served. The statewide average is 0.58%.</p> <p>68 adults reside in nursing facilities with 7 or more beds. This is 0.92% of all adults served. The statewide average is 0.65%.</p> | <ul style="list-style-type: none"> • Continue to develop new residential resources that serve 4 or less consumers. • Increase the development of 4-bed residential facilities that can meet the service needs of consumers with chronic, yet stable medical issues. • Continue to disseminate, educate and actively discuss living options for adults such as AFHA, SLS and small residential facilities as alternatives to large group living arrangements with consumers and their families. |
| | Goal | Outcome Measure | Baseline Data December 2018 | Activities Regional Center will Employ to Achieve Outcome |
| 10. | Unqualified independent audit with no material finding(s) | Unqualified independent audit with no material finding(s) | During the last reporting period no material findings were issued during the independent audit. | <ul style="list-style-type: none"> • Continue to strive to achieve unqualified independent audits with no material finding(s). |
| 11. | Substantial compliance with DDS fiscal audit | Substantial compliance with DDS fiscal audit | During the last reporting period, SCLARC was in compliance with the DDS fiscal audit. | <ul style="list-style-type: none"> • Continue to strive to achieve substantial compliance with DDS fiscal audits. |
| 12. | Accuracy percent of POS fiscal projections (based on February SOAR) | Accuracy percent of POS fiscal projections (based on February SOAR) | During the last reporting period, SCLARC's fiscal projections were accurate. | <ul style="list-style-type: none"> • Continue to strive for 100% accuracy of POS fiscal projections (based on February SOAR). |
| 13. | Operates within OPS budget | Operates within OPS budget | During the last reporting period, SCLARC was found to be operating within its operations budget. | <ul style="list-style-type: none"> • Continue to operate within OPS budget. |

| | Goal | Outcome Measure | Baseline Data December 2018 | Activities Regional Center will Employ to Achieve Outcome |
|-----|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 14. | Certified to participate in Waiver | Certified to participate in Waiver | SCLARC was certified to participate in the Waiver program during the last reporting period. | <ul style="list-style-type: none"> Continue to be certified to participate in Waiver. |
| 15. | Compliance with Vendor Audit Requirements per contract, Article III, Section 10 | Compliance with Vendor Audit Requirements per contract, Article III, Section 10 | During the last reporting period SCLARC met its vendor audit requirements pursuant to Article III, Section 10. | <ul style="list-style-type: none"> Continue to strive to remain in compliance with vendor audit requirements per contract, Article III, Section 10. |
| 16. | Current CDER/ESR Reports | CDER/ESR Currency | 13,424 consumers have current CDERs. This is 98.63% of the consumers served. The statewide average is 98.34%. The baseline for this objective is based on May 2019 data. | <ul style="list-style-type: none"> Continue to produce current CDER/ESR reports. |
| 17. | Intake/assessment and IFSP time lines (0-3) completed within appropriate timelines | Intake/assessment and IFSP time lines (0-3) | 55.4% based in 2018 year end data. | <ul style="list-style-type: none"> Continue to work towards completing intake/assessment and IFSP for children 0-3 within the appropriate timelines. |
| 18. | Intake/assessment time lines for consumers ages 3 and above completed within 142 days | Intake/assessment time lines for consumers ages 3 and above | <p>600 consumers completed the intake process within 142 days. This is 99.01% of all consumers participating in the intake process. The statewide average is 90.56%.</p> <p>5 consumers completed the intake process between 143 and 240 days. This is 0.83% of all consumers participating in the intake process. The statewide average is 8.05%.</p> <p>It took more than 240 days for 1 consumer to complete the intake process. This is 0.17% of all consumers participating in the intake process. The statewide average is 1.39%.</p> | <ul style="list-style-type: none"> Continue to strive to complete intake/assessment time lines for consumers ages 3 and above within 142 days. |

| | Goal | Outcome Measure | Baseline Data December 2018 | Activities Regional Center will Employ to Achieve Outcome |
|-----|----------------------------------------------------------------------------------------|------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| 19. | Comply with WIC requirements when completing IPP development for waiver consumers. | IPP Development (WIC requirements) | 100% based on the 2018 year end data. | <ul style="list-style-type: none"> Continue to comply with WIC requirements when completing IPPs for waiver consumers. |
| 20. | Comply with Title 17 requirements when completing IFSP development for children (0-3). | IFSP Development (Title 17 requirements) | 54.40% based on the 2018 year end data. | <ul style="list-style-type: none"> Continue to complete IFSP development for children (0-3) within appropriate timelines. |

Disparity Measures

| | Goal | Outcome Measure | Baseline Data December 2017 and 2018 | Activities Regional Center will Employ to Achieve Outcome |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 21. | Per Capita purchase of service expenditures by individual’s primary language (for primary languages chosen by 30 or more consumers only). | Prior fiscal years purchase of service data and CMF. | <p>Fiscal Year 2017/2018 Annual Expenditures and Authorized Services by Language-</p> <p>Per Capita Expenditures – All Ages:</p> <ul style="list-style-type: none"> • English- \$14,035 • Spanish- \$7,212 <p>Per Capita Authorized Services- All Ages:</p> <ul style="list-style-type: none"> • English- \$18,482 • Spanish- \$9,866 | <ul style="list-style-type: none"> • Continue to work with the parent advisory committee to build stronger relationships with monolingual parents and increase communication regarding service needs. • Continue language focused support groups that provide training and information to monolingual families. • Continue language focused consumer and family orientations for stakeholders new to the regional center system; thereby making them aware of regional center services and generic resources. |
| 22. | <p>Increase in percentage 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. | Prior fiscal year purchase of service data and CMF. | <p>The difference between fiscal year 2017 and 2018 Annual Expenditures and Authorized Services were:</p> <p>Birth to age two, inclusive:</p> <ul style="list-style-type: none"> • American Indian or Alaska Native – 0 • Asian- 0 • African American- 2% • Hispanic- 2% • Native Hawaiian or other Pacific Islander- 0% • Other Ethnicity- 0% • White- 0 <p>Age three to 21, inclusive:</p> <ul style="list-style-type: none"> • American Indian or Alaska Native – 0% • Asian- (4%) • African American- (23%) • Hispanic- 4% • Native Hawaiian or other Pacific Islander- 0 | <ul style="list-style-type: none"> • Continue to work with the parent advisory committee to build stronger relationships with monolingual parents and increase communication regarding service needs. • Continue language focused support groups that provide training and information to monolingual families. • Continue language focused consumer and family orientations for stakeholders new to the regional center system; thereby making them aware of regional center services and generic resources. |

| | | | | |
|--|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| | | | <ul style="list-style-type: none"> • Other Ethnicity- (3%) • White- (3%) <p>Twenty-two and older:</p> <ul style="list-style-type: none"> • American Indian or Alaska-Native – 0% • Asian- 1% • African American- 24% • Hispanic- 26% • Native Hawaiian or other Pacific Islander- 0% • Other Ethnicity- (1%) • White- (5)% | |
|--|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

Employment Measures

| | Goal | Outcome Measure* | Baseline Data December 2016 and 2017 | Activities Regional Center will Employ to Achieve Outcome |
|-----|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 23. | Increase the number and percentage of consumers, age 16-64 with earned income. | Employment Development Department (EDD) data—changes in number and percentage of consumers ages 16-64 with earned income as reported to EDD. | <p>The number of SCLARC consumers with earned income in 2016 was 540. This represents 8% of the 16-64 aged consumers served. Statewide, there were 25,236 consumers with earned income, representing 17% of the consumers served that fall within this age bracket.</p> <p>In 2017 the number was 599. This number also represents 8% of the consumers served. Statewide, there were 27,182 consumers between 16 and 64 with earned income.</p> | <ul style="list-style-type: none"> • SCLARC will collaborate with vendors and local businesses to increase the number of competitive, integrated employment opportunities for consumers. • SCLARC will conduct an outreach campaign to promote the value, talent and skills that people with intellectual disabilities bring to the workforce. |
| 24. | Increase in the average annual wages for consumers ages 16-64. | EDD data—average annual wages as reported to EDD for consumers age 16-64. | The average annual wages earned by SCLARC consumers in 2017 was \$10,618.00. | <ul style="list-style-type: none"> • SCLARC will collaborate with vendors and local businesses to increase the number of competitive, integrated employment opportunities that pay wages that are at minimum wage or above. • SCLARC will conduct an outreach campaign to promote the value, talent and skills that people with intellectual disabilities bring to the workforce. |
| 25. | Increase in annual earnings of consumers ages 16-64 compared to people with all disabilities in CA. | EDD data- consumer wage data compared to people with all disabilities as reported to EDD. | DDS reports data is not available on a semi-annual basis. | <ul style="list-style-type: none"> • SCLARC will collaborate with vendors and local businesses to increase the number of competitive, integrated employment opportunities that pay wages that are at minimum wage or above. • SCLARC will conduct an outreach campaign to promote the value, talent and skills that people with intellectual disabilities bring to the workforce. |

| | Goal | Outcome Measure | Baseline Data May 2019 | Activities Regional Center will Employ to Achieve Outcome |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 26. | Increase in number of adults who were placed in competitive, integrated employment following participation in a paid internship program. | Data collected manually from service providers by SCLARC. | Six consumers move to competitive, integrated employment following participation in a Paid Internship Program. | <ul style="list-style-type: none"> • SCLARC will work to increase the number of vendored resources that will work to secure paid internship opportunities for consumers. • SCLARC will encourage employment and day program vendors to seek paid internship opportunities that will most likely lead to competitive, integrated employment. |
| 27. | Increase in the percentage of adults who were placed in competitive, integrated employment following participation in a paid internship program. | Data collected manually from service providers by SCLARC. | The increase in the percentage of adults who were placed in competitive, integrated employment following participation in a paid internship program is 6%. | <ul style="list-style-type: none"> • SCLARC will collaborate with vendors and local businesses to increase the number of competitive, integrated employment opportunities that pay wages that are at minimum wage or above. • SCLARC will conduct an outreach campaign to promote the value, talent and skills that people with intellectual disabilities bring to the workforce. |
| 28. | Increase in the average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year. | Data collected manually from service providers by SCLARC. | <p>The average hourly wage changed from \$11.64 per hour to \$12.50 per hour. This represents a \$0.86 per hour average increase.</p> <p>The average hours worked per week changed from 13.61 to 19.28. This represents an average increase of 5.67 hours per week.</p> | <ul style="list-style-type: none"> • SCLARC will encourage vendored resources to seek paid internship opportunities for consumers that pay above minimum wage and allow consumers to work as many hours per week as possible. |

| | Goal | Outcome Measure | Baseline Data May 2019 | Activities Regional Center will Employ to Achieve Outcome |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 29. | Increase in the average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of those whom incentive payments have been made. | Data collected manually from service providers by SCLARC. | The average hourly wage is \$12.50 per hour. The average hours worked per week is 19.59 hours per week. | <ul style="list-style-type: none"> • SCLARC will continue to market the incentive payment opportunities to vendors and encourage employment and day program vendors to work to secure competitive, integrated employment for consumers. • SCLARC will work to increase the number of vendored resources that will work to secure competitive, integrated employment opportunities. |
| 30. | Increase the total number of \$1000, \$1250, and \$1500 incentive payments made for the fiscal year. | Number of service providers who received incentive payments for assisting individuals with finding and maintaining integrated employment. | A total of 43 CIE payments were dispensed during the 2018/2019 fiscal year. That is an increase of 39 payments. | <ul style="list-style-type: none"> • SCLARC will continue to promote the incentive program and encourage all types of vendors to assist consumers with finding integrated employment and maintaining the job once hired. |
| 31. | Increase the percentage of adults who report having integrated employment as a goal in their IPP. | Nation Core Indicator (NCI) Survey question indicated that the individual has community employment as a goal in his/her IPP. | 19% of the 365 consumers who responded to the 2014/15 National Core Indicators' survey indicated that they had community employment as a goal in his/her IPP. Data for 2016/2017 pending. | <ul style="list-style-type: none"> • SCLARC's service coordinators will discuss and encourage consumers to seek integrated employment during the person centered planning and IPP development process. • SCLARC's service coordinators and employment specialist will work with vendored day services and employment programs to assist consumers with finding and securing integrated employment. |

*EDD data reflects wages reported to EDD for the purpose of unemployment insurance reporting. There is a limitation of the data, as some people have contract earnings that are unreported.

Additional SCLARC Performance Objectives

| | Goal | Outcome Measure | Baseline Data May 2019 | Activities Regional Center will Employ to Achieve Outcome |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 32. | Establish partnerships with local educational agencies, and the Department of Rehabilitation (DOR). | Number of school districts and educational agencies with MOUs with SCLARC and DOR | SCLARC has a MOU with LAUSD. | <ul style="list-style-type: none"> SCLARC’s Employment Specialist will work with the other four local school districts and educational agencies to develop MOUs with the district, SCLARC and DOR. |
| 33, | Increase the number of consumers who receive information regarding the Employment First Policy, opportunities for employment and available supports to achieve integrated, competitive, employment. | Number of consumers who receive information regarding the Employment First Policy and opportunities for integrated employment | <p>SCLARC’s Employment Specialist has provided Employment First presentations to consumers, parents and staff at 4 high schools in SCLARC’s catchment area. Presentations occurred at the following locations:</p> <ul style="list-style-type: none"> Paramount USD on January 17, 2019 Downey USD on March 19, 2019 Banneker CTC on March 21, 2019 Perez CTC on March 28, 2019 | <ul style="list-style-type: none"> SCLARC’s Employment Specialist will continue to provide Employment First presentations to consumers and family members. |
| 34 | Increase the number of consumers who receive information regarding community resources. | Number of consumers who receive information regarding community resources including EBT eligibility, WIC, city and county recreation department services, educational institutions, etc. | Consumers currently receive information from a variety of sources. But, they rarely have the opportunity to participate in an event where several agencies are gathered together to provide information about their programs, products, and/or services. | <ul style="list-style-type: none"> SCLARC’s CAC will sponsor the Resource Fair during the 2020 calendar year. |

Proposed 2020 Draft Performance Contract 9-2019