

**FAR NORTHERN REGIONAL CENTER  
PERFORMANCE CONTRACT PLAN 2017**

FNRC's Performance Goals are achieved (\*) when FNRC data exceeds the statewide average or has improved over the prior year's performance.

**PUBLIC POLICY PERFORMANCE MEASURES**

State Public Policy Performance Measure (Outcomes from DDS)	Statewide Average	FNRC's Outcomes	Objectives	Activities Summary
<p>1. Reduce percentage of clients in State Developmental Centers.</p>	<p>2012 0.63% 2013 0.51% 2014 0.42% 2015 0.38% 2016 0.33%</p>	<p>2012 0.41%* 2013 0.37%* 2014 0.35%* 2015 0.33%* 2016 0.33%</p>	<p>FNRC has a long-term housing plan that identifies the resources and options required to meet the needs of persons with developmental disabilities for affordable and accessible housing in Butte, Glenn, Lassen, Modoc, Plumas, Shasta, Siskiyou, Tehama and Trinity Counties.</p>	<p>FNRC will:</p> <ul style="list-style-type: none"> <li>• Implement a Community Placement Plan (CPP) for FY 2016/2017 that includes assessment, planning and resource development activities based upon the individual needs of persons served by FNRC currently living in Developmental Centers, with emphasis on the closure of Sonoma DC.</li> <li>• Collaborate with housing organizations to provide housing in perpetuity for persons with developmental disabilities including those moving from the Developmental Centers.</li> <li>• Utilize CPP funding to develop housing with service providers for deflection residential resources as approved by DDS.</li> </ul>
<p>2. Increase percentage of FNRC minors living with families.</p>	<p>2012 98.92% 2013 98.98% 2014 99.10% 2015 99.11% 2016 99.21%</p>	<p>2012 99.04%* 2013 99.03%* 2014 99.96%* 2015 99.08% 2016 99.30%*</p>	<p>Families will receive support services to prevent inappropriate out-of-home placements.</p> <p>Families and persons served will have access to information and education to make informed decisions that work for them.</p>	<p>FNRC will:</p> <ul style="list-style-type: none"> <li>• Develop and implement FNRC Orientation for persons served and families.</li> <li>• Provide group parent training and supports to reduce behaviors that interfere with a child's ability to remain with the family in the community.</li> <li>• Evaluate and provide accommodations and modifications to family homes and vehicles.</li> <li>• Provide families with respite, hospice care, crisis services and other supports they need to maintain a child in the family home and in the community.</li> </ul>

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3. Increase percentage of adults residing in home settings (includes living with family, parent or conservator; adult family home agency-FHA; independent living, or supported living arrangements).	2012 75.29% 2013 76.49% 2014 77.30% 2015 77.69% 2016 78.42%	2012 76.49%* 2013 76.40% 2014 77.23% 2015 77.43% 2016 77.98%	Home can be defined in many ways, but it is the place where a person wants to be. Adults served by FNRC will live in home settings.	FNRC will: <ul style="list-style-type: none"> <li>• Develop services and supports that allow individuals to have choices about where they live in the community.</li> <li>• Monitor all living situations to ensure individuals have the right to privacy, dignity, respect and freedom from coercion and controls.</li> <li>• Monitor Supported Living environments to ensure safe supports and services.</li> <li>• Develop models of support for adults who desire to live in the family home.</li> </ul>
4. Maintain low percentage of minors living in licensed homes serving greater than 6 persons.	2012 0.08% 2013 0.07% 2014 0.07% 2015 0.06% 2016 0.05%	2012 0.00%* 2013 0.00%* 2014 0.03%* 2015 0.04%* 2016 0.07%	Children belong in loving inclusive homes. FNRC will continue developing alternative living arrangements that meet children's support needs in the least restrictive setting.	FNRC will: <ul style="list-style-type: none"> <li>• When children are at risk, FNRC may utilize an intensive service residence for short-term stabilization. Services can be identified and provided to allow the child to successfully transition back to their home, or if that is not possible, we will place the child in a small home, with six or fewer children, and where each child has their own bedroom.</li> </ul>
5. Reduce percentage of adults living in licensed homes serving greater than 6 persons.	2012 3.31% 2013 3.12% 2014 2.96% 2015 2.85% 2016 2.73%	2012 2.34%* 2013 2.01%* 2014 1.92%* 2015 1.93%* 2016 1.88%*	FNRC supports living arrangements that are small. Our preference is that homes serve 4 or fewer people and provide adults with private bedrooms and baths.	FNRC will: <ul style="list-style-type: none"> <li>• Assess individuals served by FNRC living in large skilled nursing facilities to see if they can be appropriately served in a small home serving 6 or fewer people.</li> <li>• Share valued-based preferences and CMS Final Rule requirements at Residential Provider orientation: Homes for four or fewer people with rooms of their own, choice of roommates, access to food and visitors at any time, privacy with keys to their homes.</li> </ul>

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<p>6. Percent of total annual purchase of service authorizations and 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>Reduce disparities and improve equity in Purchase of Services (POS).</p>	<b>Authorized</b>	<b>Expended</b>	<b>Utilized</b>	<p>FNRC will:</p> <ul style="list-style-type: none"> <li>• Continue to recruit and maintain a culturally diverse staff.</li> <li>• Continue to provide training to staff and service providers which will encourage a culturally rich and competent service delivery system.</li> <li>• Continue to work in partnership with community groups. Develop outreach, information and activities about the regional center service system in a culturally sensitive manner.</li> </ul>		
		(in thousands)					
		English					
		0-2	\$ 1,843	\$ 1,013		55%	
		3-21	\$ 23,977	\$ 13,127		55%	
		22+	\$ 104,800	\$ 83,120		79%	
		Spanish					
		0-2	\$ 192	\$ 105		55%	
		3-21	\$ 2,113	\$ 953		45%	
		22+	\$ 2,419	\$ 1,790		74%	
SE Asian							
0-2	\$ 1	\$ 1	100%				
3-21	\$ 10	\$ 5.3	53%				
22+	\$ 226	\$ 155	69%				
<p>7. Percent of total annual Purchase of Service expenditures by individual's primary language.</p>	<p>Reduce disparities and improve equity in Purchase of Services (POS).</p>	<b>Expenditures</b>	<b>% Total POS</b>		<p>FNRC will:</p> <ul style="list-style-type: none"> <li>• Continue to recruit and maintain a culturally diverse staff.</li> <li>• Continue to provide training to staff and service providers which will encourage a culturally rich and competent service delivery system.</li> <li>• Continue to work in partnership with community groups. Develop outreach, information and activities about the regional center service system in a culturally sensitive manner.</li> <li>• Offer education supports to individuals and their families utilizing bi-lingual cross cultural communication mentors during the intake process and continuing until an IFST of IPP is developed and implemented.</li> </ul>		
		English		\$97,261,014		85%	
		Spanish		\$ 2,849,617		3%	
		Hmong		\$ 137,680		0.02%	
		ASL		\$ 89,082		0.01%	
		Other Languages		\$11,186,249		11%	

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<p>10. Number and percent of individuals, by race/ethnicity who are satisfied with the services and supports received by the family and family member.</p>	<p>Reduce disparities and improve equity in Purchase of Services (POS).</p>	<p>Child Family Survey 12/13            White 78% Satisfaction with Services            Hispanic 75% Satisfaction with Services            Asian 83% Satisfaction with Services</p> <p>Adult Family Survey 13/14            White 84% Satisfaction with Services            Hispanic 76% Satisfaction with Services            Asian 100% Satisfaction with Services</p>	<p>Services which are received but are not satisfactory are not acceptable services. In an effort to determine if families and individuals are pleased with the services purchased by the regional center, FNRC will utilize the most recent responses available of the National Core Indicator (NCI) survey. FNRC will take available POS data to determine what services were purchased, and attempt to apply satisfaction responses obtained from the NCI surveys to the data. If we are not successful in applying the data, we will contact a sample of families by phone and in person to discuss satisfaction with services. This first look at "satisfaction" should help us understand if services are being delivered in a culturally responsive manner.</p>

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The following shows how well Far Northern Regional Center did in meeting DDS Compliance Measures:

<b>Compliance Measures</b>	<b>Last Year</b>	<b>Current Year</b>	<b>Objectives</b>	<b>Activities Summary</b>
1. Independent audit with no major problems	<b>Yes</b>	<b>Yes</b>	FNRC obtains an independent audit every year, and receives no material findings	Continue to conduct its accounting within generally accepted accounting principles, and standard regional center practices.
2. Department of Developmental Services Fiscal Audit with substantial compliance.	<b>Yes</b>	<b>Yes</b>	FNRC is in substantial compliance with DDS audits	FNRC will correct audit findings from prior year audits
3. Accuracy of Purchase of Service Projections	<b>Yes</b>	<b>Yes</b>	FNRC will report Purchase of Service projections in accordance with DDS instructions and current data.	FNRC will review Purchase of Service spending trends with Executive Team and project Purchase of Service expenditures monthly.
4. Operates within Operations Budget	<b>Yes</b>	<b>Yes</b>	FNRC will live within its Operations allocation	FNRC will continue to prepare regular Operations reports to the Board of Directors. FNRC will continue to explore all operations efficiencies.
5. Certified to participate in the Medicaid Home and Community Based Waiver	<b>Yes</b>	<b>Yes</b>	To remain certified to participate in the Home and Community Based Waiver Services.	FNRC trains all staff on Federal program participating to ensure that FNRC meets all requirements to be certified to participate in the waiver. Work is monitored on an on-going basis to ensure compliance with rules.
6. Compliance is maintained with DDS Contract, Article III, Section 10, which requires auditing of vendors	<b>Partially Met</b>	<b>Yes</b>	FNRC will complete the necessary number of audits each year.	FNRC will develop and implement an audit plan.
7. Client Development Evaluation Report, (CDER) are updated as required.	<b>98.02%</b>	<b>98.49%</b>	FNRC will complete and update the CDER on a regular basis.	FNRC will provide CDER training to support staff, Service Coordinators and Managers on a routine basis. New employees will be trained in a timely manner.
8. Intake/Assessment and IFSP time lines for 0-2 years of age.	<b>95.82%</b>	<b>96.82%</b>	FNRC will meet timelines for intake, eligibility evaluations and IFSP/IPP	FNRC will work to ensure children determined eligible for Early State service will have an initial IFSP

			development.	completed with services in place within 45 days of initial referral.
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<b>Compliance Measures</b>	<b>Last Year</b>	<b>Current Year</b>	<b>Objectives</b>	<b>Activities Summary</b>
9. Intake and assessment timelines for individuals 3 years and older by the Lanterman Act.	<b>99.49%</b>	<b>100%</b>	FNRC will meet timelines for intake, eligibility evaluations and IPP development.	FNRC will work to ensure individuals 3 years and older who are determined eligible for regional center services will be provided with timely completion of intake/assessment (142 days or less).
10. Individual Program Plans will be developed as required by the Lanterman Act.	<b>YES</b>	<b>YES</b>	The individual planning process is conducted to determine the life goals, strengths, gifts and concerns of the person we serve.	FNRC will develop individual plans in the spirit of the Lanterman Act and to meet the requirements of WIC 4646.5.
11. Individual Family Support Plan will be developed as required by the Lanterman Act.	<b>YES</b>	<b>YES</b>	The individual planning process is conducted for the child and the family to support the family and provide services to the children we serve.	FNRC will develop plans to support children and their families in the spirit of the Lanterman Act and to meet the requirements of WIC 4685.2