

**FAR NORTHERN REGIONAL CENTER
PERFORMANCE CONTRACT PLAN 2018**

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
Reduce percentage of clients in State Developmental Centers.	2013 0.51% 2014 0.42% 2015 0.38% 2016 0.33% 2017 0.30%	2013 0.37%* 2014 0.35%* 2015 0.33%* 2016 0.33% 2017 0.29%*	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.	FNRC will: <ul style="list-style-type: none"> • Implement a Community Placement Plan (CPP) for FY 2017/2018 that includes assessment, planning and resource development activities based upon the individual needs of persons served by FNRC currently living in Developmental Centers, emphasizing the closures of Sonoma DC, Porterville DC and Canyon Springs. • Collaborate with housing organizations to provide housing in perpetuity for persons with developmental disabilities including those moving from the Developmental Centers. • Utilize CPP funding to develop housing with service providers for deflection residential resources as approved by DDS.
Increase percentage of FNRC minors living with families.	2013 98.98% 2014 99.10% 2015 99.11% 2016 99.21% 2017 99.24%	2013 99.03%* 2014 99.96%* 2014 99.08% 2016 99.30%* 2017 99.31%*	Families will receive support services to prevent inappropriate out-of-home placements. Families and persons served will have access to information and education to make informed decisions that work for them.	FNRC will: <ul style="list-style-type: none"> • Develop and implement FNRC Orientation for persons served and for families. • Provide group parent training and supports to reduce behaviors that interfere with a child's ability to remain with the family in the community. • Evaluate and provide accommodations and modifications to family homes and vehicles. • 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.

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State Public Policy Performance Measure (Outcomes from DDS)	Statewide Average	FNRC's Outcomes	Objectives	Activities Summary
Increase percentage of adults residing in home settings (includes those residing in Adult Family Home Agency homes, those living independently, those living with parents or guardian, and those living in supported living settings).	2013 76.49% 2014 77.30% 2015 77.69% 2016 78.42% 2017 78.89%	2013 76.40% 2014 77.23% 2015 77.43% 2016 77.98% 2017 78.28%	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"> • Develop services and supports that allow individuals to have choices about where they live in the community. • Monitor all living situations to ensure individuals have the right to privacy, dignity, respect and freedom from coercion and controls. • Monitor Supported Living environments to ensure safe supports and services. • Develop models of support for adults who desire to live in the family home.
Maintain low percentage of minors living in licensed homes serving greater than 6 persons.	2013 0.07% 2014 0.07% 2015 0.06% 2016 0.06% 2017 0.05%	2013 0.00%* 2014 0.03%* 2015 0.04%* 2016 0.07% 2017 0.00%*	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"> • 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, but 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.
Reduce percentage of adults living in licensed homes serving greater than 6 persons.	2013 3.12% 2014 2.96% 2015 2.85% 2016 2.73% 2017 2.60%	2013 2.01%* 2014 1.92%* 2015 1.93%* 2016 1.88%* 2017 1.80%*	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"> • 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. • 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.

**FAR NORTHERN REGIONAL CENTER
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MEASURES RELATED TO EMPLOYMENT

EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)

State Public Policy Performance Measure	Statewide Average*	FNRC's Outcomes*	Objectives	Activities Summary
Number and percentage of clients, ages 16-64 with earned income (measured annually).	2013 12.5% 2014 13.1% 2015 13.6%	2013 21.4% 2014 26.8% 2015 26.9%	People with developmental disabilities seek to work, earn and be part of the economic life of their communities. FNRC supports opportunities for integrated competitive employment for working age individuals regardless of the severity of their disabilities.	<ul style="list-style-type: none"> • Develop a strategic plan that provides a timeline for the development of services and supports needed for individuals to achieve success in integrated and competitive employment. • Develop a variety of programs outside habilitation services that support individuals in paid internships or competitive employment. • Utilize paid internships and incentive payments to employers and service providers to increase work opportunities. • Develop Local Partnership Agreements (LPA) with local educational agencies and Department of Rehabilitation to identify ways these agencies will work together to streamline work service, including paid internships to qualified students. • Develop a work readiness curriculum to be presented to clients by peer advocates that that emphasizes the advantages of work and develops work readiness skills.
Average annual wages for clients, ages 16-64 (measured annually).	2013 \$ 541 2014 \$ 565 2015 \$ 604	2013 \$ 339 2014 \$ 301 2015 \$ 328	People with developmental disabilities deserve to earn real wages for real work.	<ul style="list-style-type: none"> • Work with Habilitation providers to find ways to move individuals out of Work Activity Programs that pays individuals for piece work and subminimum wage. • Work with Habilitation providers to find ways to move individuals out of supported employment groups that pay individuals subminimum wage based on time studies. • Provide quarterly trainings to individuals, families and providers about the impact of wages on Social Security and Medi-Cal benefits to eliminate fears about earning too much in wages. • Set up a money management service that will assist individuals in setting up and managing Achieving a Better Life Experience (ABLE) accounts so they can earn and save wages for their needs and their dreams.

*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 earning that are unreported.

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MEASURES RELATED TO EMPLOYMENT

EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) CONTINUED

State Public Policy Performance Measure	Statewide (California)	Objective	Activities Summary
Annual earning of consumers ages 16-64 compared to people with all disabilities in California (measured annually).	General Population Employment Rate: 78.8% People with a Disability Employment Rate: 32.8% People with a Developmental Disability Employment Rate: 12.5%	People with disabilities deserve to earn the same amount wages as those without a disability.	Develop a strategic plan that provides a timeline for the development of services and supports needed for individuals to achieve success in integrated and competitive employment.

MEASURES RELATED TO EMPLOYMENT

REGIONAL CENTER – PAID INTERNSHIP PROGRAM

State Public Policy Performance Measure	FNRC Outcomes	Objective	Activities Summary
Number of adults who were placed in competitive integrated employment following participation in a Paid Internship Program.	2016 - 1* *Paid Internship Programs started by FNRC in 11/16	Paid internships allow for individuals with disabilities to obtain work experience and skills to build a resume or compete for integrated employment.	Develop a strategic plan that encourages service providers to find paid internships in the community and to offer supports so interns receive job offers or specific skills for resume building.
Percentage of adults were placed in competitive, integrated employment following participation in a Paid Internship Program.	2016 - 100%* *Paid Internship Programs started by FNRC in 11/16	Paid internships allow for individuals with disabilities to obtain work experience and skills to build a resume or compete for integrated employment.	Develop a strategic plan that encourages service providers to find paid internships in the community and to offer supports so interns receive job offers or specific skills for resume building
Average wages and hours worked for adults who participated in a Paid Internship Program.	2016 Avg Wages - \$11.09/hr 2016 Avg Hours – 21 hrs/wk	Paid internships allow for individuals with disabilities to obtain work experience and skills to build a resume or compete for integrated employment.	Develop a strategic plan that encourages service providers to find paid internships in the community and to offer supports so interns receive job offers or specific skills for resume building

MEASURES RELATED TO EMPLOYMENT

REGIONAL CENTER – COMPETITIVE INTEGRATED EMPLOYMENT INCENTIVE PAYMENTS

State Public Policy Performance Measure	FNRC Outcomes	Objective	Activities Summary
Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made.	2016/17 - Average Wages Earned: \$10.25 *Incentive payments started 7/1/16 2016/17– Average Hours Worked: 21 hrs/week	Incentive payments are available to providers for placement and retention of regional center clients, consistent with a client’s Individual Program Plan (IPP).	Develop a strategic plan that encourages service providers to find community integrated employment and fund placement incentives when jobs are found and maintained.

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MEASURES RELATED TO EMPLOYMENT

REGIONAL CENTER – COMPETITIVE INTEGRATED EMPLOYMENT INCENTIVE PAYMENTS (Continued)

State Public Policy Performance Measure	FNRC Outcomes	Objective	Activities Summary
The total number of \$1000, \$1250 and \$1500 incentive payments made for the fiscal year.	2016/17 \$1000 payments made: 3 \$1250 payments made: 1 \$5000 payments made 0	Incentive payments are available to providers for placement and retention of regional center clients, consistent with a client's Individual Program Plan (IPP).	Develop a strategic plan that encourages service providers to find community integrated employment and fund placement incentives when jobs are found and maintained.
Percentage of adults who have reported having integrated employment as a goal in their IPP.	2016/17 - .25%	Integrated employment is work found in the community that is competitive and pays minimum wage or more.	Using person centered planning, the ID Team will discuss integrated employment as a goal in each individual's IPP.

MEASURES RELATED TO REDUCING DISPARITIES AND IMPROVING EQUALITY IN PURCHASE OF SERVICES EXENDITURES

State Public Policy Performance Measure	Outcomes			Objective	Activities Summary	
	Client Count	Authorized Per Capita	Expended Per Capita			
Annual purchase of service authorizations and expenditures by individual's ethnicity and age, per capita: <ul style="list-style-type: none"> • 0 to age two, inclusive • Age 3 to 21, inclusive • 22 years and older 	White			Reduce disparities and improve equity in Purchase of Services (POS).	FNRC will: <ul style="list-style-type: none"> • Continue to recruit and maintain a culturally diverse staff. • Continue to provide training to staff and service providers which will encourage a culturally rich and competent service delivery system. • Continue to work in partnership with community groups. Develop outreach, information and activities about the regional center service system in a culturally sensitive manner. 	
	0-2	714	\$ 8,120			\$ 4,349
	3-21	2,300	\$ 6,917			\$ 4,073
	22+	3,260	\$ 26,492			\$ 21,777
	Hispanic					
	0-2	183	\$ 8,706			\$ 4,289
	3-21	477	\$ 6,658			\$ 3,404
	22+	260	\$ 23,717			\$ 18,424
	African American					
	0-2	17	\$ 6,227			\$ 2,754
	3-21	69	\$ 8,299			\$ 5,325
	22+	103	\$ 26,997			\$ 22,476
	SE Asian(Hmong, Laotian, Thai, Vietnamese)					
0-2	9	\$ 5,295	\$ 3,540			
3-21	76	\$ 5,911	\$ 3,553			
22+	76	\$ 9,820	\$ 7,216			

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MEASURES RELATED TO REDUCING DISPARITIES AND IMPROVING EQUALITY IN PURCHASE OF SERVICES EXENDITURES (Continued)

State Public Policy Performance Measure	Outcomes			Objective	Activities Summary	
	Client Count	Authorized Per Capita	Expended Per Capita			
Annual authorized services and expenditures by individual's residence type and ethnicity, per capita, age 22 years and older.	<u>Living at Home</u>			Reduce disparities and improve equity in Purchase of Services (POS).	FNRC will: <ul style="list-style-type: none"> • Continue to recruit and maintain a culturally diverse staff. • Continue to provide training to staff and service provider which will encourage a culturally rich and competent service delivery system. • Continue to work in partnership with community groups. Develop outreach, information and activities about the regional center service system in a culturally sensitive manner. • Continue to recruit service providers who can deliver services to individuals in a culturally sensitive manner. 	
	White	1,060	\$14,688			\$ 9,852
	Hispanic	150	\$16, 203			\$10,849
	African American	27	\$19,089			\$12,781
	Asian	50	\$ 6,774			\$ 4,816
	<u>Living in Residential</u>					
	White	2,200	\$32,180			\$27,523
	Hispanic	110	\$33,963			\$28,754
	African American	76	\$29,806			\$25,920
	Asian	26	\$15,677			\$11,832
	<u>Living in ILS/SLS</u>					
	White	1,350	\$22,074			\$18,265
	Hispanic	79	\$21,748			\$17,685
African American	49	\$13,883	\$10,135			
Asian	24	\$16,988	\$13,662			
Number and percentage of individuals, by race/ethnicity who are satisfied with the services and supports received by the family and family member.	Family Guardian Survey 13/14			Reduce disparities and improve equity in Purchase of Services (POS).	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.	
	White	84.3 Satisfaction with Services				
	Hispanic	100% Satisfaction with Services				
	Asian	0 Answered				
	African Amer.	100% Satisfaction with Services				
	Adult Family Survey 13/14					
	White	83.7% Satisfaction with Services				
	Hispanic	61.5% Satisfaction with Services				
	Asian	100% Satisfaction with Services				
	African Amer.	100% Satisfaction with Services				

**FAR NORTHERN REGIONAL CENTER
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The following shows how well Far Northern Regional Center did in meeting DDS Compliance Measures:

Compliance Measures	Last Year	Current Year	Objectives	Activities Summary
1. Independent audit with no major problems	Yes	Yes	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.	Yes	Yes	FNRC is in substantial compliance with DDS audits	FNRC will correct audit findings from prior year audits
3. Accuracy of Purchase of Service Projections	Yes	Yes	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	Yes	Yes	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	Yes	Yes	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	Met	Met	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.	96.68%	96.36%	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.	96.82%	97.43%	FNRC will meet timelines for intake, eligibility evaluations and IFSP/IPP development.	FNRC will work to ensure children determined eligible for Early State service will have an initial IFSP completed with services in place within 45 days of initial referral.

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

Compliance Measures	Last Year	Current Year	Objectives	Activities Summary
9. Intake and assessment timelines for individuals 3 years and older by the Lanterman Act.	99.49%	100%	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.	99.83%	99.83%	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.	96.82%	97.43%	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