

**FAR NORTHERN REGIONAL CENTER
PERFORMANCE CONTRACT PLAN 2021**

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.	2016 0.33% 2017 0.30% 2018 0.17% 2019 0.12% 2020 0.08%	2016 0.33% 2017 0.29%* 2018 0.21% 2019 0.18% 2020 0.16%*	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 the Community Placement Plan (CPP) and Community Resource Development Plan (CRDP), which includes assessment, planning and resource development activities based on the individual needs of persons served by FNRC. • Continue development of intensive services model homes FNRC area to meet the needs of individuals with intensive health, mental health, and behavioral needs. • Continue to develop resources that will provide Safety net services that meet the needs of individuals at risk of moving to locked facilities.
Increase percentage of FNRC minors living with families.	2016 99.21% 2017 99.24% 2018 99.33% 2019 99.38% 2020 99.48%	2016 99.30%* 2017 99.31%* 2018 99.15% 2019 99.04% 2020 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"> • Provide parent training and supports to reduce behaviors that interfere with a child's ability to remain in the family home. • Identify unmet needs and develop resources. • Provide and educate families about respite, hospice care, crisis services and other supports they need to maintain a child in the family home and in the community. • Evaluate and provide accommodations and modifications to family homes and vehicles.

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PUBLIC POLICY PERFORMANCE MEASURES

State Public Policy Performance Measure (Outcomes from DDS)	Statewide Average	FNRC's Outcomes	Objectives	Activities Summary
Percentage of adults residing in independent living.	2018 10.60% 2019 10.46% 2020 10.06%	2018 29.52%* 2019 29.05%* 2020 28.27%*	Adults will live independently, if they so desire.	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. • Develop models of support for adults who desire to live independently. • Work with community members on affordable housing. • Support individuals with maintaining tenancy once housing is secured.
Percentage of adults residing in supported living.	2018 5.46% 2019 5.36% 2020 5.28%	2018 5.92%* 2019 6.10%* 2020 6.19%*	Adults will be provided with additional supports in a supported living environment, if they so desire.	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. • Work with community members on affordable housing. • Increase SLS providers. • Monitor Supported Living environments to ensure safe supports and services, individuals have the right to privacy, dignity, respect and freedom from coercion. • Develop models of support for adults who desire to live in supported living.
Percentage of adults residing in Family Home Agency (FHA) home.	2018 .96% 2019 .96% 2020 .93%	2018 .57% 2019 .61% 2020 .55%	Adults will have a partnership with family supports through FHA homes, if they so desire.	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. • Develop models of support for adults who desire to live in a FHA home. • Increase FHA providers.
Percentage of adults residing in a family home (home of parent or guardian).	2018 62.82% 2019 63.42% 2020 64.98%	2018 43.75% 2019 44.62% 2020 45.29%	Adults will have family support by living in a family home.	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 family home environments to ensure safe supports and services. • Develop models of support for adults who desire to live in the family home.

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PUBLIC POLICY PERFORMANCE MEASURES

State Public Policy Performance Measure (Outcomes from DDS)	Statewide Average	FNRC's Outcomes	Objectives	Activities Summary
Percentage of adults residing in home settings	2016 78.42% 2017 78.89% 2018 79.85% 2019 80.20% 2020 81.25%	2016 77.98% 2017 78.28% 2018 79.76% 2019 80.38% 2020 80.31%	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 six (6) persons.	2016 0.06% 2017 0.05% 2018 0.04% 2019 0.04% 2020 0.04%	2016 0.07% 2017 0.00%* 2018 0.00%* 2019 0.00%* 2020 0.03%*	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. • Provide and educate families about respite, hospice care, crisis services and other supports they need to maintain a child in the family home and in the community. • Evaluate and provide accommodations and modifications to family homes and vehicles • Develop resources to ensure smaller settings with 4 or fewer children whenever possible so that each child has their own bedroom.
Reduce percentage of adults living in licensed homes serving greater than six (6) persons.	2016 2.73% 2017 2.60% 2018 2.41% 2019 2.31% 2020 2.06%	2016 1.88% 2017 1.80% 2018 1.52% 2019 1.12% 2020 0.82%	FNRC supports living arrangements that are small. Our preference is that homes serve four (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. • Develop resources to ensure that there are adequate resources in smaller settings. • 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, and privacy with keys to their homes.

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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).	2016 16.00% 2017 16.00% 2018 16.00% 2019 No data	2016 30.00%* 2017 30.00%* 2018 27.00%* 2019 No data	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.	FNRC will: <ul style="list-style-type: none"> • 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. • 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.
Average annual wages for clients, ages 16-64 (measured annually).	2016 \$8,327 2017 \$9,033 2018 \$10,317 2019 No data	2016 \$4,683 2017 \$5,311 2018 \$6,524 2019 No data	People with developmental disabilities deserve to earn real wages for real work.	FNRC will: <ul style="list-style-type: none"> • Work with Habilitation providers to find ways to move individuals out of Work Activity Programs and Supported Employment Programs that pay workers piece work and subminimum wage, and using time studies. • Provide trainings to individuals, families and providers about how wages can affect Social Security and Medi-Cal benefits so they are not afraid to earn wages. • Set up a money management service that will help people set up and manage Achieving a Better Life Experience (ABLE) accounts so they can earn and save wages for their needs and their dreams.
Annual earning of consumers age 16-64 compared to people with out disabilities in California (measured annually)	2016 \$8,327 2017 \$9,033 2018 \$10,317 2019 No data		People with disabilities deserve to earn the same amount of wages as those without a disability.	FNRC will: <ul style="list-style-type: none"> • 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.

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MEASURES RELATED TO EMPLOYMENT

REGIONAL CENTER – PAID INTERNSHIP PROGRAM

State Public Policy Performance Measure	FNRC's Outcomes		Objectives	Activities Summary	
Number of adults who were placed in competitive integrated employment following participation in a Paid Internship Program.	Statewide	FNRC	Paid internships allow for individuals with disabilities to obtain work experience and skills to build a resume or compete for integrated employment.	FNRC will: <ul style="list-style-type: none"> 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. 	
	2016/17	1*			
	2017/18	6			
	2018/19	9			
	2019/20	No data available			
*Paid Internship Programs started by FNRC in 11/16					
Percentage of adults were placed in competitive, integrated employment following participation in a Paid Internship Program.	Statewide	FNRC	Paid internships allow for individuals with disabilities to obtain work experience and skills to build a resume or compete for integrated employment.	FNRC will: <ul style="list-style-type: none"> 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 	
	2017/18	18%			5%
	2018/19	13%			13%
	2019/20	No data available			18%
	*Paid Internship Programs started by FNRC in 11/16				
Average wages and hours worked for adults who participated in a Paid Internship Program.	Statewide	FNRC	Paid internships allow for individuals with disabilities to obtain work experience and skills to build a resume or compete for integrated employment.	FNRC will: <ul style="list-style-type: none"> 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 	
	<u>Wages</u>				
	2017/18	\$11.64/hr			\$11.27/hr
	2018/19	\$12.45/hr			\$11.87/hr
	2019/20	No data available			\$12.65/hr
	<u>Hours Worked</u>				
	2017/18	18 hrs/wk			17 hrs/wk
	2018/19	17 hrs/wk			18 hrs/wk
	2019/20	No data available			18 hrs/wk

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MEASURES RELATED TO EMPLOYMENT

REGIONAL CENTER – COMPETITIVE INTEGRATED EMPLOYMENT INCENTIVE PAYMENTS

State Public Policy Performance Measure	FNRC's Outcomes		Objectives	Activities Summary																																						
Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made.	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;"></th> <th style="width: 35%;">Statewide</th> <th style="width: 30%;">FNRC</th> </tr> </thead> <tbody> <tr> <td colspan="3">Wages</td> </tr> <tr> <td>2017/18</td> <td>\$11.93/hr</td> <td>\$12.01/hr</td> </tr> <tr> <td>2018/19</td> <td>\$12.76/hr</td> <td>\$12.28/hr</td> </tr> <tr> <td>2019/20</td> <td>No data available</td> <td>\$12.86/hr</td> </tr> <tr> <td colspan="3">Hours Worked</td> </tr> <tr> <td>2017/18</td> <td>22 hrs/wk</td> <td>24 hrs/wk</td> </tr> <tr> <td>2018/19</td> <td>22 hrs/wk</td> <td>30 hrs/wk</td> </tr> <tr> <td>2019/20</td> <td>No data available</td> <td>25 hrs/wk</td> </tr> </tbody> </table>		Statewide	FNRC	Wages			2017/18	\$11.93/hr	\$12.01/hr	2018/19	\$12.76/hr	\$12.28/hr	2019/20	No data available	\$12.86/hr	Hours Worked			2017/18	22 hrs/wk	24 hrs/wk	2018/19	22 hrs/wk	30 hrs/wk	2019/20	No data available	25 hrs/wk	Incentive payments are available to providers for placement and retention of regional center clients, consistent with a client's Individual Program Plan (IPP).	FNRC will: <ul style="list-style-type: none"> • 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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The total number of \$1000, \$1250 and \$1500 incentive payments made for the fiscal year.	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;"></th> <th style="width: 35%;">Statewide</th> <th style="width: 30%;">FNRC</th> </tr> </thead> <tbody> <tr> <td colspan="3">2017/18</td> </tr> <tr> <td>\$1000 payments made:</td> <td>29</td> <td>8</td> </tr> <tr> <td>\$1250 payments made:</td> <td>21</td> <td>8</td> </tr> <tr> <td>\$1500 payments made:</td> <td>13</td> <td>3</td> </tr> <tr> <td colspan="3">2018/19</td> </tr> <tr> <td>\$1000 payments made:</td> <td>43</td> <td>8</td> </tr> <tr> <td>\$1250 payments made:</td> <td>39</td> <td>4</td> </tr> <tr> <td>\$1500 payments made:</td> <td>27</td> <td>2</td> </tr> <tr> <td colspan="3">2019/20</td> </tr> <tr> <td>\$1000 payments made:</td> <td>No data available</td> <td>9</td> </tr> <tr> <td>\$1250 payments made:</td> <td></td> <td>5</td> </tr> <tr> <td>\$1500 payments made:</td> <td></td> <td>4</td> </tr> </tbody> </table>		Statewide	FNRC	2017/18			\$1000 payments made:	29	8	\$1250 payments made:	21	8	\$1500 payments made:	13	3	2018/19			\$1000 payments made:	43	8	\$1250 payments made:	39	4	\$1500 payments made:	27	2	2019/20			\$1000 payments made:	No data available	9	\$1250 payments made:		5	\$1500 payments made:		4	Incentive payments are available to providers for placement and retention of regional center clients, consistent with a client's Individual Program Plan (IPP).	FNRC will: <ul style="list-style-type: none"> • 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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Percentage of adults who have reported having integrated employment as a goal in their IPP.	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;"></th> <th style="width: 35%;">Statewide</th> <th style="width: 30%;">FNRC</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>27%</td> <td>14%</td> </tr> <tr> <td>2015/16</td> <td>27%</td> <td>22%</td> </tr> <tr> <td>2017/18</td> <td>29%</td> <td>30%</td> </tr> <tr> <td>2018/19</td> <td>No data available</td> <td></td> </tr> </tbody> </table>		Statewide	FNRC	2014/15	27%	14%	2015/16	27%	22%	2017/18	29%	30%	2018/19	No data available		Integrated employment is work found in the community that is competitive and pays minimum wage or more.	FNRC will: <ul style="list-style-type: none"> • Using person centered planning, the ID Team will discuss integrated employment at as a goal in each individual's IPP. 																								
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MEASURES RELATED TO REDUCING DISPARITIES AND IMPROVING EQUALITY IN PURCHASE OF SERVICES EXPENDITURES

State Public Policy Performance Measure	Outcomes				Objective	Activities Summary
Annual authorized services and expenditures by individual's residence type and ethnicity, per capita, age 22 years and older	Annual Authorized Services and Expenditures by Individual Residence Type and Ethnicity				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. • Fund Promotores services to provide families with information about Regional Center services and how to access needed or desired services • Present the information in a friendly format so that the information can be easily understood by all.
		Client Count	Authorized Per Capita	Expended Per Capita		
	Living at Home					
	White	1152	\$26,868	\$17,073		
	Hispanic	52	\$25,721	\$13,800		
	Asian	46	\$16,289	\$9,400		
	African American	28	\$29,030	\$15,979		
	Native American	26	\$20,578	\$9,318		
	Living in Residential					
	White	732	\$83,352	\$68,790		
	Hispanic	28	\$105,241	\$79,183		
	Asian	7	\$60,461	\$43,867		
	African American	15	\$97,772	\$84,263		
	Native American	12	\$87,426	\$75,793		
	Living in ILS/SLS					
	White	1328	\$38,693	\$28,491		
	Hispanic	82	\$28,480	\$21,650		
	Asian	21	\$40,164	\$31,233		
	African American	44	\$34,939	\$24,925		
	Native American	41	\$26,014	\$17,754		

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

<p>Annual purchase of service authorizations and expenditures by individual's ethnicity and age, per capita:</p> <ul style="list-style-type: none"> • 0 to age 2, inclusive • Age 3-21, inclusive • 22 years and older 	Annual POS Authorizations and Expenditures by Individual's Ethnicity and Age Per Capita			<p>Reduce disparities and improve equity in Purchase of Services (POS)</p>	<p>FNRC will:</p> <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. 	
		Client Count	Authorized Per Capita			Expended Per Capita
	White					
	Age: 0-2	398	\$6,813			\$2,689
	Age: 3-21	2612	\$14,859			\$6,064
	Age: 22+	3278	\$44,250			\$32,456
	Hispanic					
	Age: 0-2	88	\$8,753			\$3,049
	Age: 3-21	650	\$13,467			\$5,215
	Age: 22+	309	\$33,548			\$21,813
	African American					
	Age: 0-2	5	\$4,113			\$1,829
	Age: 3-21	91	\$15,585			\$7,067
	Age: 22+	92	\$43,585			\$31,594
	Asian					
	Age: 0-2	14	\$3,542			\$708
	Age: 3-21	62	\$11,734			\$3,882
Age: 22+	74	\$27,243	\$18,856			
Native American						
Age: 0-2	5	\$5,368	\$1,521			
Age: 3-21	61	\$13,998	\$5,051			
Age: 22+	83	\$32,707	\$23,172			

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Individuals receiving only case management services by age and ethnicity.	Client Count		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.
	White			
	Age: 0-2	31		
	Age: 3-21	947		
	Age: 22+	355		
	Hispanic			
	Age: 0-2	2		
	Age: 3-21	193		
	Age: 22+	34		
	African American			
	Age: 0-2	2		
	Age: 3-21	33		
	Age: 22+	7		
	Asian			
	Age: 0-2	0		
	Age: 3-21	40		
	Age: 22+	25		
Native American				
Age: 0-2	0			
Age: 3-21	34			
Age: 22+	15			

Per capita Purchase of Service (POS) expenditures by individual's primary language (chosen by 30 or more consumers).	Language Per Capita	Client Count	Per Capita Expenditure	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.
	English	7832	\$18,476		
	Spanish	458	\$7,519		
	Hmong	37	\$6,329		

**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. 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.
4. 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.
5. 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.
6. Client Development Evaluation Report, (CDER) are updated as required.	95.99%	95.87%	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.
7. Intake/Assessment and IFSP time lines for 0-2 years of age.	99.47%	97.65%	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.
8. Intake and assessment timelines for individuals 3 years and older by the Lanterman Act.	97.65%	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).

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9. Individual Program Plans will be developed as required by the Lanterman Act.	100%%	N/A	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.
10. Individual Family Support Plan will be developed as required by the Lanterman Act.	95.6%	95.6%	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