

FAR NORTHERN REGIONAL CENTER
“18 month” Calendar Year 2023 – June 2024 PERFORMANCE CONTRACT

FNRC’S Performance Goals are achieved when FNRC data exceeds the statewide average or has improved over the prior year’s performance
Data available for Calendar Year (CY) 2020 & 2021

PUBLIC POLICY PERFORMANCE MEASURES – Green font - when exceeds statewide average or improved from prior year – Red font - needs improvement

State Public Policy Performance Measure (Outcomes from DDS)	Statewide Average CY 2021	FNRC’s Baseline CY 2021	Objectives	Activities Summary
Increase percentage of FNRC minors living with families.	189,991 children or 99.58%	3,712 children or 99.60%	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. • Develop additional respite services • Promote more social skills development activities that allow children to interact with peers

PUBLIC POLICY PERFORMANCE MEASURES

State Public Policy Performance Measure (Outcomes from DDS)	Statewide Average CY 2021	FNRC’s Baseline CY 2021	Objectives	Activities Summary
Percentage of adults residing in independent living.	17,592 clients or 9.59%	1,229 clients or 26.82%	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. • Collaborate with Independent Living Providers to improve services to clients. • Work with community members on affordable housing. • Support individuals with maintaining tenancy once housing is secured.

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Percentage of adults residing in supported living.	9,369 clients or 5.11%	281 clients or 6.13%	Adults will be provided with additional supports in a supported living environment, if they so desire.	<p>FNRC will:</p> <ul style="list-style-type: none"> • 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. • Incorporate information and planning regarding emergency preparedness into IPP planning. • Provide training to clients, family members, service providers and law enforcement in prevention of abuse and effective response to abuse.
Percentage of adults residing in Family Home Agency (FHA) home.	1,557 clients or .85%	21 clients or .46%	Adults will have a partnership with family supports through FHA homes, if they so desire.	<p>FNRC will:</p> <ul style="list-style-type: none"> • Develop services and supports that allow individuals to have choices about where they live in the community. • Increase FHA providers • Develop models of support for adults who desire to live in a FHA home. • Conduct annual review of Adult Family Home Agencies. • Improve quality assurance activities
Percentage of adults residing in a family home (home of parent or guardian).	122,834 clients or 66.95%	2,181 clients or 47.59%	Adults will have family support by living in a family home.	<p>FNRC will:</p> <ul style="list-style-type: none"> • Develop models of support for adults who desire to live in the family home. • Ensure that all generic and natural supports are being utilized to the fullest extent. • Monitor family home environments to ensure safe supports and services. • Provide out-of-home respite options. • Refer to families to in-home respite agencies.

PUBLIC POLICY PERFORMANCE MEASURES

State Public Policy Performance Measure (Outcomes from DDS)	Statewide Average CY 2021	FNRC's Baseline CY 2021	Objectives	Activities Summary
Percentage of adults residing in home settings	151,352 clients or 82.50%	3,712 clients or 80.99%	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. (Data compiled includes total adults in FHA, Independent Living, home of	<p>FNRC will:</p> <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 the family home.

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			parent, & receiving Supported Living Services)	<ul style="list-style-type: none"> Provide information on generic and community resources.
Maintain low percentage of minors living in licensed homes serving greater than six (6) persons.	53 clients or 0.03%	0 clients or 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. 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. Develop 4 bed homes for children with complex medical needs.
Reduce percentage of adults living in licensed homes serving greater than six (6) persons.	3,263 clients or 1.78%	37 clients or 0.81%	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. Actively seek less restrictive home like settings.

MEASURES RELATED TO EMPLOYMENT
EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)

State Public Policy Performance Measure	Statewide Average CY 2020	FNRC’s Baseline CY 2020	Objectives	Activities Summary
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Number and percentage of individuals ages 16-64 with earned income (measured annually).	22,772 clients or 18.86%	857 clients or 27.47%	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"> Continue to expand programs outside habilitation services that support individuals in paid internships or competitive employment. Utilize paid internships and incentive payments to employers. Continue to 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 individuals, ages 16-64 (measured annually).	\$9,733	\$6,764.00	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 and Supported Employment Programs that pay workers piecemeal 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 earnings of individuals age 16-64 compared to all people with disabilities in California (measured annually)	2020 \$26,794		People with disabilities deserve to earn the same amount of wages as those without a disability.	<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.

MEASURES RELATED TO EMPLOYMENT

REGIONAL CENTER – PAID INTERNSHIP PROGRAM

State Public Policy Performance Measure	FNRC’s Outcomes	Objectives	Activities Summary

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<p>Number of adults who entered in competitive integrated employment following participation in Paid Internship Program.</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Statewide</td> <td style="width: 50%; text-align: center;">FNRC</td> </tr> <tr> <td style="text-align: center;">FY 2020/21 6</td> <td style="text-align: center;">7</td> </tr> <tr> <td colspan="2" style="text-align: center; font-size: small;">*Paid Internship Programs started by FNRC in 11/16</td> </tr> </table>	Statewide	FNRC	FY 2020/21 6	7	*Paid Internship Programs started by FNRC in 11/16		<p>Paid internships allow for individuals with disabilities to obtain work experience and skills to build a resume or compete for integrated employment.</p>	<p>FNRC will:</p> <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.
Statewide	FNRC								
FY 2020/21 6	7								
*Paid Internship Programs started by FNRC in 11/16									
<p>Percentage of adults who entered in competitive integrated employment following participation in a Paid Internship Program.</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Statewide</td> <td style="width: 50%; text-align: center;">FNRC</td> </tr> <tr> <td style="text-align: center;">FY 2020/21 14%</td> <td style="text-align: center;">18%</td> </tr> <tr> <td colspan="2" style="text-align: center; font-size: small;">*Paid Internship Programs started by FNRC in 11/16</td> </tr> </table>	Statewide	FNRC	FY 2020/21 14%	18%	*Paid Internship Programs started by FNRC in 11/16		<p>Paid internships allow for individuals with disabilities to obtain work experience and skills to build a resume or compete for integrated employment.</p>	<p>FNRC will:</p> <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
Statewide	FNRC								
FY 2020/21 14%	18%								
*Paid Internship Programs started by FNRC in 11/16									
<p>Average hourly or salaried wages and hours worked per week for adults who participated in a Pain Internship Program during the prior fiscal year.</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Statewide</td> <td style="width: 50%; text-align: center;">FNRC</td> </tr> <tr> <td style="text-align: center;"><u>Wages</u> FY 2020/21 \$14.25/hr</td> <td style="text-align: center;">\$14.08/hr</td> </tr> <tr> <td style="text-align: center;"><u>Hours Worked</u> FY 2020/21 17 hrs/wk</td> <td style="text-align: center;">18 hrs/wk</td> </tr> </table>	Statewide	FNRC	<u>Wages</u> FY 2020/21 \$14.25/hr	\$14.08/hr	<u>Hours Worked</u> FY 2020/21 17 hrs/wk	18 hrs/wk	<p>Paid internships allow for individuals with disabilities to obtain work experience and skills to build a resume or compete for integrated employment.</p>	<p>FNRC will:</p> <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
Statewide	FNRC								
<u>Wages</u> FY 2020/21 \$14.25/hr	\$14.08/hr								
<u>Hours Worked</u> FY 2020/21 17 hrs/wk	18 hrs/wk								

MEASURES RELATED TO EMPLOYMENT
REGIONAL CENTER – COMPETITIVE INTEGRATED EMPLOYMENT INCENTIVE PAYMENTS

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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;"> <tr> <td style="width: 50%;"></td> <td style="text-align: center;">Statewide</td> <td style="text-align: center;">FNRC</td> </tr> <tr> <td><u>Wages</u></td> <td></td> <td></td> </tr> <tr> <td>FY 2020/21</td> <td style="text-align: center;">\$14.81/hr</td> <td></td> </tr> <tr> <td></td> <td style="text-align: center;">\$14.49/hr</td> <td></td> </tr> <tr> <td><u>Hours Worked</u></td> <td></td> <td></td> </tr> <tr> <td>2020/21</td> <td style="text-align: center;">23 hrs/wk</td> <td style="text-align: center;">30 hrs/wk</td> </tr> </table>		Statewide	FNRC	<u>Wages</u>			FY 2020/21	\$14.81/hr			\$14.49/hr		<u>Hours Worked</u>			2020/21	23 hrs/wk	30 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.
	Statewide	FNRC																			
<u>Wages</u>																					
FY 2020/21	\$14.81/hr																				
	\$14.49/hr																				
<u>Hours Worked</u>																					
2020/21	23 hrs/wk	30 hrs/wk																			
Total number of 30-day, 6 month and 12 month incentive payments made for the fiscal year.	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="text-align: center;">Statewide</td> <td style="text-align: center;">FNRC</td> </tr> <tr> <td>FY 2020/21</td> <td></td> <td></td> </tr> <tr> <td>\$1000 payments made:</td> <td style="text-align: center;">33</td> <td style="text-align: center;">16</td> </tr> <tr> <td>\$1250 payments made:</td> <td style="text-align: center;">19</td> <td style="text-align: center;">10</td> </tr> <tr> <td>\$1500 payments made:</td> <td style="text-align: center;">17</td> <td style="text-align: center;">10</td> </tr> </table>		Statewide	FNRC	FY 2020/21			\$1000 payments made:	33	16	\$1250 payments made:	19	10	\$1500 payments made:	17	10	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. 			
	Statewide	FNRC																			
FY 2020/21																					
\$1000 payments made:	33	16																			
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\$1500 payments made:	17	10																			
Percentage of adults who have reported having integrated employment as a goal in their IPP.	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="text-align: center;">Statewide</td> <td style="text-align: center;">FNRC</td> </tr> <tr> <td>FY 2020/21</td> <td style="text-align: center;">35%</td> <td style="text-align: center;">N/A</td> </tr> </table>		Statewide	FNRC	FY 2020/21	35%	N/A	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. 												
	Statewide	FNRC																			
FY 2020/21	35%	N/A																			

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

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State Public Policy Performance Measure	Outcomes				Objective	Activities Summary
Indicator showing the relationship between annual authorized services and expenditures by individual’s residence type and ethnicity.	Annual Authorized Services and Expenditures by Individual Residence Type and Ethnicity (FY 2020/21)				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. • 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 all can easily understand the information.
		Client Count	Authorized Per Capita	Expended Per Capita		
	Living at Home					
	White	4794	\$15,070	\$6,381		
	Hispanic	1056	\$15,908	\$6,567		
	Asian	161	\$12,999	\$6,172		
	African American	139	\$15,908	\$6,567		
	Native American	127	\$11,501	\$4,915		
	Living in Residential					
	White	742	\$101,346	\$78,996		
	Hispanic	28	\$128,765	\$99,156		
	Asian	5	\$78,915	\$56,086		
	African American	17	\$107,436	\$89,004		
	Native American	13	\$103,941	\$85,246		
	Living in ILS/SLS					
	White	1348	\$42,405	\$31,022		
	Hispanic	90	\$29,159	\$23,553		
	Asian	29	\$48,306	\$32,737		
	African American	51	\$33,985	\$23,944		
	Native American	42	\$34,627	\$24,846		

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

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<p>Percent of total annual purchase of service expenditures by individual’s ethnicity and age:</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 (FY 2020/21)			<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	834	\$10,030			\$4,140	
	Age: 3-21	2781	\$14,567			\$5,915	
	Age: 22+	3356	\$47,105			\$33,582	
	Hispanic						
	Age: 0-2	200	\$11,142			\$3,811	
	Age: 3-21	659	\$14,191			\$5,540	
	Age: 22+	303	\$36,464			\$23,566	
	African American						
	Age: 0-2	14	\$7,668			\$3,532	
	Age: 3-21	100	\$20,281			\$7,613	
	Age: 22+	97	\$44,001			\$31,339	
	Asian						
	Age: 0-2	25	\$4,953			\$1,845	
	Age: 3-21	81	\$12,151			\$4,493	
	Age: 22+	90	\$30,892			\$20,149	
	Native American						
	Age: 0-2	24	\$8,298			\$2,466	
Age: 3-21	70	\$13,765	\$6,932				
Age: 22+	92	\$34,486	\$24,466				

	Ethnicity (FY 2020/21)	Client Count		
	White			

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Number and percent of individuals receiving only case management services by age and ethnicity.	Age: 0-2	52	6.2%	Reduce disparities and improve equity in Purchase of Services (POS)	FNRC will:
	Age: 3-21	1184	42.6%		
	Age: 22+	441	13.1%		
	Hispanic				
	Age: 0-2	8	4.0%		
	Age: 3-21	239	36.4%		
	Age: 22+	69	21.4%		
	African American				
	Age: 0-2	1	7.1%		
	Age: 3-21	42	42.0%		
	Age: 22+	12	12.4%		
	Asian				
	Age: 0-2	3	12.0%		
	Age: 3-21	38	46.9%		
	Age: 22+	22	24.4%		
	Native American				
Age: 0-2	3	12.5%			
Age: 3-21	35	50.0%			
Age: 22+	16	17.4%			
					<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.

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:
	English	8807	\$17,721		
	Spanish	464	\$9,428		
	Hmong	44	\$6,303		
					<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.

THE FOLLOWING SHOWS HOW WELL FAR NORTHERN REGIONAL CENTER DID IN MEETING DDS COMPLIANCE MEASURES

Compliance Measures	Last Year	Current Year	Objectives	Activities Summary
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1. Timeliness unqualified independent audit with no findings.	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. Substantial compliance with the Department fiscal audit.	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 Services 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 with Vendor Audit Requirements per contract, Article III, Section 10.	Met	Met	FNRC will complete the necessary number of audits each year.	FNRC will develop and implement an audit plan.
6. CDER/ESR Currency.	98.54%	99.15%	FNRC will complete and update the CDER on a regular basis.	FNRC will provide CDER/ESR 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 timelines (ages 0-2).	100%	96.81%	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 or older.	96.81%	82.84%	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).
9. Individual Program Plan Development (W&I Code requirements)	98.26%	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.

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10. Individual Family Support Plan Development (Title 17 requirements).	95.2%	96.2%	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
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