

A Report to the Community February 2024

*The Lanterman Proposed 2024-25
Performance Plan*

Frank D. Lanterman Regional Center

Proposed Performance Plan, 2024-25

The Performance Plan is the identification and tracking of FDLRC's central performance goals and key objectives for the following year.

- Many of the identified goals are very prescriptive and taken directly out of the Regional Center's performance contract with the Department of Developmental Services
- Other goals have been added because of the implementation of the Regional Center Performance Measures, as developed by DDS with stakeholder input.
- Each goal has a set of activities that the Regional Center will conduct *and* report out on a quarterly basis to track the Center's performance and progress.

Proposed Performance Plan, 2024-25

A Satisfactory Performance: A Regional Center's performance is defined as *Satisfactory* if any of the following is true:

- It is an improvement over the prior year,
- Performance is better than the average of all regional centers, or
- It meets or exceeds the standard for that objective set by DDS.

Proposed Performance Plan, 2024-25

Changes in the Performance Plan: A Historically, the Performance Plan was developed and implemented following a calendar 12 month period (i.e. January 1, 2023 to December 31, 2023).

As of fiscal year 2024, the Department has changed the tracking of performance plans to match the Fiscal Year (i.e. July 1, 2024 to June 30, 2025).

Therefore, the Center is now presenting to the community the proposed 2024-25 Performance Plan for public input, before it is implemented as of July 1, 2024.

Proposed Objectives for 2024-25

What's New in '24-25?: In 2022, the Department of Developmental Services, with input from client and stakeholder communities, defined a vision and six measurement priorities for Regional Centers to guide the development of measures for FY's 2022-2025:

1. **Early Start** – Child Find and Identification; Timely Access to Early Start Services
2. **Employment** – Participation in Competitive Integrated Employment (CIE); Data Points and Reporting for CIE
3. **Equity and Cultural Competency** – Linguistic Diversity; Language Access (IPP translation); Service Coordinator Competency in Cultural & Ethnic Diversity
4. **Individual & Family Experience and Satisfaction** – Consumer/Family Satisfaction with RC Services
5. **Person-Centered Services Planning** – Service Plans Demonstrate Person-Centered Criteria; Service Coordination Facilitation Skills
6. **Service Coordination and Regional Center Operations** – Choice of Services within Regional Centers; Timely Service Authorizations; SC Competency; Intake Process

Proposed Objectives for 2024-25

What's New in '24-25?:

- Under each of the six Performance Measures, DDS identified several objectives or activities for Regional Centers to report on, to be implemented across three Phases. *** Note: Participation is voluntary but FDLRC is participating and has completed Phase I.*
- Phase One – was implemented and completed in 2023
- Phase Two – DDS is currently rolling out Phase Two objectives and reporting requirements
- Phase Three – Will be implemented in 2025

For more information about the DDS Regional Center Performance Measures, see https://www.dds.ca.gov/wp-content/uploads/2022/12/RCPM_handout_12132022.pdf

Living Options

Goal: To provide our clients with appropriate living options.

Plan:

- Continue our efforts to move our clients out of large institutions by developing homes in the community to meet the unique needs of these clients.
- Partner with Family Home Agencies to create more living opportunities for our adult clients.
- Continue to review needs of clients living in large facilities to evaluate potential to move to a smaller, more home-like setting.
- Provide financial planning training to clients and families who desire to live independently.

Family Support

Goal: To provide ongoing support to families via the Koch-Young Resource Center.

Plan:

- Report Provide technical assistance to support groups.
- Provide families with peer support partners.
- Promote information and referral services of regional center and generic resources.
- Provide parents with SCAT training to help them become more effective advocates for their children.

Performance Measure – Equity and Cultural Competency

Goal: All individuals and families supported by the regional centers experience service coordination that respects their culture.

Plan:

- Track the total number of IPP translation requests and completed IPP translations by language.
- Track the number and percentage of IPP translations that were completed within the 45 day standard.
- Annually report the percentage of Service Coordinators (SCs) including intake staff and first line supervisors participating in training related to cultural and linguistic competency.

Performance Measure – Equity and Cultural Competency Cont'd

Goal: Regional Center staff communicate with individuals they support in the individuals preferred spoken language.

Plan:

- Annually report on the number of bilingual Service Coordinators (SCs), intake staff, and first line supervisors for each language; to be reported by June 2025.
- Annually report on the ratio of staff, including SCs, intake staff and first line supervisors who are bilingual compared to the preferred spoken language needs of people served by the Center, to be reported by June 2025.

Performance Measure – Equity and Cultural Competency Cont'd

Baseline: Number of bilingual SCs, Intake & first line supervisors in 2023:

- English (Monolingual) – 20 (10%)
- English/Spanish – 131 (69%)
- English/Armenian – 9 (4%)
- English/Korean – 13 (7%)
- English/Other – 15 (8%)*

* Other includes 15 staff that are trilingual (with the following languages: Chinese, Swahili, French, Arabic, Farsi, and Russian)

Preferred spoken language needs of people served by the Center in 2023:

- English – 65%
- Spanish – 26%
- Armenian – 4%
- Korean – 3%
- Other – 2%

Performance Measure – Person-Centered Service Planning

Goal: All individuals and families supported by the regional center receive a person centered IPP that meets their service needs.

Plan:

- Annually report on the number of Service Coordinators (SCs) who have been trained in Person-Centered Planning.
- Implement the DDS approved Person-Centered IPP document within one year of receipt.

Employment

Goal: To secure integrated and competitive employment for our clients.

Plan:

- Service Coordinators will be trained to complete employment information on CDER and in the IPP.
- Service Providers will be trained to ensure they report client earnings and job related information.
- The Center will conduct an annual training for families to promote Employment for their family members.
- Work with SELPAs, Department of Rehabilitation, and supported employment providers to ensure that clients transition from school to work. Participate in transition fairs.

Employment (continued)

- Annually report on the percentage of adults who reported having integrated employment as a goal in their IPP, as obtained by use of the most current National Core Indicators (NCI) Adult Client Survey.
- The Employment Specialist will collect and maintain a database to track information on Paid Internships (PIP) and Competitive Integrated Employment (CIE).
- The Employment Specialist will report on the total number of incentive payments made for the fiscal year for the following amounts: \$2,000, \$2,500, and \$3,000.

Performance Measure – Early Start

Goal:

Children who are eligible for Early Start are identified and enrolled in a timely manner.

Children and families have timely access to Early Start services to minimize the impact of developmental delays.

Plan:

- Report the number of outreach/child find activities supported by RC staff or funding, reported by type of activity.
- Track the rate of IFSP completion within the federally required 45-day timeframe from receipt of referral, stratified by language, race and ethnicity and reported as an average and range.

Health & Safety

Goal: To assure that our clients have access to appropriate medical care and are free from neglect and abuse.

Plan:

- Continue collaboration with Clinica Romero (FQHC) to assist Lanterman families to locate a medical home.
- Conduct 1 Reproductive Health and Self Advocacy training programs.
- Consult with potential partners such as DMH, local health care plans, vendored providers, and community resources to identify resources to increase access to mental health services.
- Work with LA Care and HealthNet to ensure that clients enrolled in health plans are receiving the needed services.
- Conduct training of service providers on client rights and mandatory abuse reporting.
- Review all special incident reports and ensure appropriate follow-up on abuse issues.
- Conduct 1 training program focused on personal safety and on sexual abuse and exploitation risk reduction.

Disparity

Goal: To continue the Center's efforts to reduce purchase of service disparities.

Plan:

- Focus efforts on respite services: track purchases by ethnicity, age and language and also provide training on the respite service standards to families.
- Translate Individual Program Plans into the family's preferred language.
- Analyze per capita purchase of service expenditures by primary language.
- Utilize information from National Core Indicators (NCI) surveys to measure level of client/family satisfaction with services and supports.

Compliance Indicators

To be continued from 2023:

- Achieve an audit outcome with no first tier findings.
- Demonstrate substantial compliance with DDS fiscal audit.
- Make accurate POS fiscal projections.
- Operate within the center's operations budget.
- Maintain certification to participate in Medicaid Waiver.
- Demonstrate compliance with vendor audit requirements.
- Complete intake/assessments and IFSP/IPPs within required timeframes for all new clients, 0-3 and over age 3.
- Demonstrate compliance with IPP development requirements in the Welfare and Institutions Code.
- Demonstrate compliance with IFSP development requirements in Title 17.

Please submit any written input by March 22, 2024:

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