

**Frank D. Lanterman Regional Center  
2020 - Performance Plan**

Goal	Objectives
<p>1. Decrease the number of Lanterman clients residing in Institutional settings or Out-of-State</p> <p>Number and percentage of RC caseload in DC.</p> <p>Number of and percentage of RC caseload in IMD</p>	<p>A. Develop 1 new individualized living options for clients moving into the community from the developmental centers, IMD's or Out-of-State. <b>Point Person – Karen Ingram</b></p>
	<p>B. Assist 2 previously identified clients to move into the community through the Community Placement Plan. <b>Point Person- Carmine Manicone</b></p>
<p>2. Maintain the percentage of children residing with families at 99%.</p> <p>Number and percent of minors residing with families.</p>	<p>A. Provide technical assistance and support to ensure continued operation of support groups. <b>Point Person-Rose Chacana</b></p>
	<p>B. Provide Peer Support Partners at critical life transitions for all families requesting such assistance.  <b>Point Person: Rose Chacana</b></p>
	<p>C. Promote information and referral services of regional center and generic resources. <b>Point Person: Rose Chacana</b></p>

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	<p>D. Provide Service Coordination and Advocacy Training (SCAT) for all eligible parents who request it to improve their ability to advocate for their child.</p> <p><b>Point Person-Rose Chacana</b></p>
<p>3. Increase the number and percent of adults residing in home settings.</p> <ul style="list-style-type: none"> <li>- Independent Living</li> <li>- Supported Living</li> <li>- FHA</li> <li>- Family Home</li> </ul> <p>Number and percent of adults residing in independent living.</p> <p>Number and percent of adults residing in supported living.</p> <p>Number and percent of adults residing in adult Family Home Agency homes.</p> <p>Number and percent of adults residing in family homes (home of parent or guardian).</p>	<p>A. Partner with affordable housing developers to explore the possibility of setting aside units for LRC clients and families.</p> <p><b>Point Person – Karen Ingram</b></p> <p>B. Promote trainings with clients and families concerning financial planning.</p> <p><b>Point Person: Carmine Manicone</b></p>

Goal	Objectives
4. Minimize the number and percent of minors living in facilities serving more than 6 clients.	A. Annually review service needs of each child residing in a facility serving more than 6 clients to determine the appropriateness of an alternative living option. <b>Point Person- Carmine Manicone</b>
5. Minimize the number and percent of adults living in facilities serving more than 6 clients.	A. Identify clients living in large facilities, evaluate their needs for level of service/care and transition those for whom it is appropriate to a more appropriate environment. <b>Point Person – Carmine Manicone</b>
6. Ensure that all clients have access to appropriate medical (including dental and vision) care.	A. Develop collaborative relationship with an existing FQHC to assist with completion of comprehensive health assessments for adults and children who are otherwise unable to access primary medical care. <b>Point Person-Gwen Jordan</b>
	B. Conduct 1 Reproductive Health and Self Advocacy (RHSA) training programs. <b>Point Person-Maureen Wilson</b>
	C. Promote good oral health by continuation of screenings, education of caregivers and clients, and referral to dental professionals. <b>Point Person-Gwen Jordan</b>
	D. Identify two community based providers to increase psychiatric services for our clients. . <b>Point Person-Gwen Jordan</b>
	E. Work with LA Care and Health Net to ensure that clients enrolled in health plan are receiving the needed services. <b>Point Person-Gwen Jordan</b>

Goal	Objectives
7. Minimize the incidence of abuse of regional center clients.	A. Conduct annual training of service providers on responsibilities related to client rights and mandated abuse reporting. <b>Point Person-Maureen Wilson</b>
	B. Review all Special Incident Reports and ensure appropriate follow up on abuse issues. <b>Point Person- Carmine Manicone</b>
	C. Conduct 1 training program focused on personal safety and on sexual abuse and exploitation risk reduction. <b>Point Person-Maureen Wilson</b>
8. Percent of total annual purchase of service expenditures by individual's ethnicity, age, and language. <ul style="list-style-type: none"> <li>- Birth to age two</li> <li>- Age three to 21 years</li> <li>- Age twenty-two and older</li> </ul>	A. Track respite service expenditures for clients' age three and above.  B. Provide training on respite service standard to clients and families.
9. Provide a translated IPP to those who request it.	A. Track IPP translation requests and completed IPP translations by language. <b>Point Person- Carmine Manicone</b>

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<p>10. Total annual per capita Purchase of Service expenditures by primary language (for primary languages chosen by 30 or more consumers only)</p>	<p>A. Establish baseline data for future planning purposes.</p> <hr/> <p><b>FY 2018-19</b></p> <table border="1" data-bbox="806 375 1808 711"> <thead> <tr> <th>Primary Language</th> <th>Count</th> <th>Average Per Capita Expenditures</th> </tr> </thead> <tbody> <tr> <td>English</td> <td>7875</td> <td>\$15,867</td> </tr> <tr> <td>Spanish</td> <td>3561</td> <td>\$9,238</td> </tr> <tr> <td>Korean</td> <td>360</td> <td>\$16,209</td> </tr> <tr> <td>Armenian</td> <td>414</td> <td>\$18,697</td> </tr> <tr> <td>Tagalog</td> <td>66</td> <td>\$18,393</td> </tr> <tr> <td>Cantonese Chinese</td> <td>41</td> <td>\$15,874</td> </tr> <tr> <td>Russian</td> <td>37</td> <td>\$9,710</td> </tr> <tr> <td>Arabic</td> <td>31</td> <td>\$19,588</td> </tr> </tbody> </table>	Primary Language	Count	Average Per Capita Expenditures	English	7875	\$15,867	Spanish	3561	\$9,238	Korean	360	\$16,209	Armenian	414	\$18,697	Tagalog	66	\$18,393	Cantonese Chinese	41	\$15,874	Russian	37	\$9,710	Arabic	31	\$19,588
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<p>11. 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>B. Obtain information by use of the National Core Indicators (NCI) Survey: Overall are you satisfied with the services and supports your family currently received?</p>																											
<p>12. Number and percent of individuals, by race/ethnicity, whose IPP/IFSP includes all of the services and supports needed.</p>	<p>A. Obtain information by use of the National Core Indicators (NCI) Survey: IPP/IFSP includes all the services and supports family member needs</p>																											
<p>13. Number and percent of families, by race/ethnicity who report that services have made a difference in helping their family member at home.</p>	<p>B. Obtain information by use of the National Core Indicators (NCI) Survey: Do you feel that services and supports have made a positive difference in the life of your family?</p>																											

Goal	Objectives
<p>14. Document number and percentage of clients, ages 16-64 with earned income.</p>	<p>A To obtain this information the following tasks will be completed:</p> <ul style="list-style-type: none"> <li>• Service Coordinators will be trained to complete employment information on the CDER and in the IPP.</li> <li>• The Employment Specialist will work with Service Providers to ensure they report client earnings and job related information.</li> <li>• The Employment Specialist will conduct regular meetings with Service Coordinators regarding the importance of reporting accurate employment information for their clients.</li> <li>• The Employment Specialist will conduct at least two trainings for families to promote Employment for their family members.</li> <li>• The Employment Specialist will review reports received from EDD, DDS and other sources to assist in the reporting of information.</li> <li>• Work collaboratively with SELPAs, Department of Rehabilitation, and supported employment providers to ensure that clients transition from school to work. Participate in transition fairs.</li> </ul> <p><b>Point Person: Karen Ingram</b></p>
<p>15. Document annual wages for clients ages 16-64.</p>	<p>A. Information will be obtained from EDD reports distributed by DDS.  <b>Point Person: Karen Ingram</b></p>

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16. Document annual earnings of clients ages 16-64 compared to people with all disabilities in CA.	A. Information will be obtained from EDD reports distributed by DDS. <b>Point Person: Karen Ingram</b>
17. Document number of adults who have obtained competitive, integrated employment following participation in a Paid Internship Program.	A. Employment Specialist to collect and maintain database to track information. <b>Point Person: Karen Ingram</b>
18. Document percentage of adults who have obtained competitive, integrated employment following participation in a Paid Internship Program.	A. Employment Specialist to collect and maintain database to track information. <b>Point Person: Karen Ingram</b>
19. Document average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year.	A. Employment Specialist to collect and maintain database to track information. <b>Point Person: Karen Ingram</b>
20. Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made.	A. Employment Specialist to collect and maintain database to track information. <b>Point Person: Karen Ingram</b>
21. Total number of \$1000, \$1250 and \$1500 incentive payments made for the fiscal year.	A. Employment Specialist to collect and maintain database to track information. <b>Point Person: Karen Ingram</b>

Goal	Objectives
22. Percentage of adults who reported having integrated employment as a goal in their IPP.	<p>A. Obtain information by use of the National Core Indicators (NCI) Survey – Yes/No/Don't Know: Individual has community employment as a goal in his/her IPP.</p> <p>B. Conduct audit of sample client files to confirm this information.</p> <p><b>Point Person: Karen Ingram</b></p>

**Goals Reflecting Compliance Outcomes**

Goal	Objectives
A. Achieve an unqualified independent audit with no material findings	<p>A. Continue to conduct regional center business in a manner consistent with generally accepted accounting principles.</p> <p><b>Point Person-Kaye Quintero</b></p>
B. Demonstrate substantial compliance with DDS fiscal audit.	<p>A. Achieve an audit outcome with no first-tier findings.</p> <p><b>Point Person-Kaye Quintero</b></p>
C. Project POS expenditures as reflected on SOAR within 10% of actuals as defined in DDS measurement methodology.	<p>A. Review and refine, as appropriate, current strategies for developing accurate SOAR projections.</p> <p><b>Point Person-Kaye Quintero</b></p>
D. Operate within the center's OPS budget.	<p>A. Operate within the center's allocation as specified in the contract with DDS.</p> <p><b>Point Person-Kaye Quintero</b></p>
E. Maintain certification to participate in Medicaid Waiver.	<p>A. Review Medicaid Waiver audit report and ensure that all areas of identified follow-up have been addressed.</p> <p><b>Point Person- Jocelyn Doucette.</b></p>



Goal	Objectives
F. Demonstrate compliance with Vendor Audit Requirements per contract, Article III, Section 10.	A. Implement a vendor audit plan that identifies the types and numbers of vendors to be audited and that meets the targets established in the contract. <b>Point Person-Kaye Quintero</b>
G. Maintain current CDERs and Early Start Reports for all regional center clients.	A. For calendar year 2020, this compliance measure is on hold pending full implementation of the new Early Start Report (ESR).
H. Demonstrate compliance with timelines for completing Intake/assessment and IFSP development for client's age 0-3.	A. Continue requirement for completion of intake/assessment within 35 days to allow sufficient time for SC to develop IFSP. <b>Point Person – Carmine Manicone</b>
I. Demonstrate compliance with timelines for intake/assessment for clients age 3 and above.	A. Maintain current procedures for intake and assessment of clients age 3 and above, assuring compliance with the 120-day assessment period. <b>Point Person- Carmine Manicone</b>
J. Demonstrate compliance with requirements for IPP development as specified in W& I Code section 4646.5 (c)(3).	A. Conduct SC training addressing audit findings to ensure compliance with specific requirements of W&I Code 4646.5 (c)(3). <b>Point Person-Maureen Wilson</b>
	B. Continue supervisor review and internal audits, as necessary, to assess SC compliance with requirements of W&I Code section 4646.5 (c)(3). <b>Point Person- Carmine Manicone</b>
K. Demonstrate compliance with Title 17 criteria for IFSP	A. Continue requirement for completion of intake/assessment within 35 days to allow sufficient time for SC to develop IFSP. <b>(See goal H)</b>

Goal	Objectives
<p>development as specified in "IFSP Review Criteria-2001."</p>	<p>B. Continue supervisor review and internal audits as needed to ensure the IFSP is held within required timelines, location of services are identified, an explanation is noted when services are not in the natural environment and transition plans are present where applicable.  <b>Point Person – Carmine Manicone</b></p>