

**Frank D. Lanterman Regional Center  
2021 - 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. <b>Baseline 1/01/21 =</b></p> <p>- <b>Q1:</b></p> <p>Number of and percentage of RC caseload in IMD <b>Baseline 1/01/21 =</b></p> <p>- <b>Q1:</b></p>	<p>A. Develop 1 new individualized living option for clients moving into the community from the developmental centers, IMD's or Out-of-State. <b>Point Person – Pablo Ibanez</b></p> <p><b>Q1 –</b></p>
	<p>B. Assist 1 previously identified client to move into the community through the Community Placement Plan. <b>Point Person- Carmine Manicone</b></p> <p><b>Q1:</b></p>
<p>2. Maintain the percentage of children residing with families at 99%. <b>Baseline 1/01/21</b></p> <p>Number and percent of minors residing with families.</p> <p>- <b>Q1:</b></p>	<p>A. Provide technical assistance and support to ensure continued operation of support groups. <b>Point Person-Rose Chacana</b></p> <p><b>Q1-</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><b>Q1-</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><b>Q1-</b></p> <p><b>YTD-</b></p> <hr/> <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><b>Q1-</b></p> <p><b>YTD -</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. <b>Baseline 1/01/21</b></p> <ul style="list-style-type: none"> <li>- <b>Q1:</b></li> </ul> <p>Number and percent of adults residing in supported living. <b>Baseline 1/01/21</b></p> <ul style="list-style-type: none"> <li>- <b>Q1:</b></li> </ul> <p>Number and percent of adults residing in adult Family Home Agency homes.</p>	<p>A. Partner with an existing FHA (Family Home Agency) to create more living opportunities for our adult clients. <b>Point Person – Carmine Manicone</b></p> <p><b>Q1 –</b></p> <p>B. Promote trainings with clients and families concerning financial planning. <b>Point Person: Carmine Manicone</b></p> <p><b>Q1 –</b></p>

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<p><b>Baseline 1/01/21</b></p> <p>Number and percent of adults residing in family homes (home of parent or guardian). <b>Baseline 1/01/21</b></p> <p>- <b>Q1:</b></p>	
<p>4. Minimize the number and percent of minors living in facilities serving more than 6 clients. <b>Baseline 1/01/21</b></p> <p>- <b>Q1:</b></p>	<p>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></p> <p><b>Q1:</b></p>
<p>5. Minimize the number and percent of adults living in facilities serving more than 6 clients. <b>Baseline 1/01/21</b></p> <p>- <b>Q1:</b></p>	<p>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></p> <p><b>Q1:</b></p>
<p>6. Ensure that all clients have access to appropriate medical (including dental and vision) care.</p>	<p>A. Collaborate with Clinica Romero (FQHC) to assist FDLRC clients and their families to locate a medical home. <b>Point Person – Gwen Jordan</b></p> <p><b>Q1:</b></p> <p>B. Conduct 1 Reproductive Health and Self Advocacy (RHSA) training programs. <b>Point Person-Maureen Wilson</b></p> <p><b>Q1 –</b></p> <p>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></p> <p><b>Q1:</b></p>

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	<p>D. Designated clinical staff will consult with community partners such as DMH and local health care plans to identify psychiatrists and or psychiatric nurse practitioners to provide needed medication monitoring services for clients.</p> <p style="text-align: center;"><b>Point Person-Gwen Jordan</b></p> <p><b>Q1:</b></p> <hr/> <p>E. Work with LA Care and Health Net to ensure that clients enrolled in health plan are receiving the needed services.</p> <p style="text-align: center;"><b>Point Person-Gwen Jordan</b></p> <p><b>Q1:</b></p>
<p>7. Minimize the incidence of abuse of regional center clients.</p>	<p>A. Conduct annual training of service providers on responsibilities related to client rights and mandated abuse reporting.</p> <p style="text-align: center;"><b>Point Person-Maureen Wilson</b></p> <p><b>Q1:</b></p> <hr/> <p>B. Review all Special Incident Reports and ensure appropriate follow up on abuse issues.</p> <p style="text-align: center;"><b>Point Person- Carmine Manicone</b></p> <p><b>Q1:</b></p> <hr/> <p>C. Conduct 1 training program focused on personal safety and on sexual abuse and exploitation risk reduction.</p> <p style="text-align: center;"><b>Point Person-Maureen Wilson</b></p> <p><b>Q1 –</b></p>

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<p>8. Percent of total annual purchase of service expenditures by individual's ethnicity and age.</p> <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>	<p>A. Track respite service expenditures for clients' age three and above.  <b>Point Person- Carmine Manicone</b></p> <p><b>Q1:</b></p> <p>B. Provide training on respite service standard to clients and families.  <b>Q1:</b></p>																																								
<p>9. Provide a translated IPP to those who request it.</p>	<p>A. Track IPP translation requests and completed IPP translations by language.  <b>Point Person- Carmine Manicone</b></p> <p><b>Q1:</b></p>																																								
<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> <table border="1" data-bbox="800 735 1808 1109"> <thead> <tr> <th colspan="2" data-bbox="800 735 1094 776"><b>FY 2018-19</b></th> <th colspan="2" data-bbox="1094 735 1808 776"><b>FY 2019-20</b></th> </tr> <tr> <th data-bbox="800 776 1094 816"><b>Primary Language</b></th> <th data-bbox="1094 776 1325 816"><b>Count</b></th> <th data-bbox="1325 776 1619 816"><b>Avg. Per Capita</b></th> <th data-bbox="1619 776 1808 816"><b>Change +/-</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="800 816 1094 857"><b>English</b></td> <td data-bbox="1094 816 1325 857">7875</td> <td data-bbox="1325 816 1619 857">\$15,867</td> <td data-bbox="1619 816 1808 857"></td> </tr> <tr> <td data-bbox="800 857 1094 898"><b>Spanish</b></td> <td data-bbox="1094 857 1325 898">3561</td> <td data-bbox="1325 857 1619 898">\$9,238</td> <td data-bbox="1619 857 1808 898"></td> </tr> <tr> <td data-bbox="800 898 1094 938"><b>Korean</b></td> <td data-bbox="1094 898 1325 938">360</td> <td data-bbox="1325 898 1619 938">\$16,209</td> <td data-bbox="1619 898 1808 938"></td> </tr> <tr> <td data-bbox="800 938 1094 979"><b>Armenian</b></td> <td data-bbox="1094 938 1325 979">414</td> <td data-bbox="1325 938 1619 979">\$18,697</td> <td data-bbox="1619 938 1808 979"></td> </tr> <tr> <td data-bbox="800 979 1094 1019"><b>Tagalog</b></td> <td data-bbox="1094 979 1325 1019">66</td> <td data-bbox="1325 979 1619 1019">\$18,393</td> <td data-bbox="1619 979 1808 1019"></td> </tr> <tr> <td data-bbox="800 1019 1094 1060"><b>Cantonese Chinese</b></td> <td data-bbox="1094 1019 1325 1060">41</td> <td data-bbox="1325 1019 1619 1060">\$15,874</td> <td data-bbox="1619 1019 1808 1060"></td> </tr> <tr> <td data-bbox="800 1060 1094 1101"><b>Russian</b></td> <td data-bbox="1094 1060 1325 1101">37</td> <td data-bbox="1325 1060 1619 1101">\$9,710</td> <td data-bbox="1619 1060 1808 1101"></td> </tr> <tr> <td data-bbox="800 1101 1094 1141"><b>Arabic</b></td> <td data-bbox="1094 1101 1325 1141">31</td> <td data-bbox="1325 1101 1619 1141">\$19,588</td> <td data-bbox="1619 1101 1808 1141"></td> </tr> </tbody> </table>	<b>FY 2018-19</b>		<b>FY 2019-20</b>		<b>Primary Language</b>	<b>Count</b>	<b>Avg. Per Capita</b>	<b>Change +/-</b>	<b>English</b>	7875	\$15,867		<b>Spanish</b>	3561	\$9,238		<b>Korean</b>	360	\$16,209		<b>Armenian</b>	414	\$18,697		<b>Tagalog</b>	66	\$18,393		<b>Cantonese Chinese</b>	41	\$15,874		<b>Russian</b>	37	\$9,710		<b>Arabic</b>	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>A. Obtain information by mailing surveys to all Lanterman families to track their level of satisfaction with services and supports received by family member.  <b>Point Person- Carmine Manicone</b></p> <p><b>Q1:</b></p>																																								

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12. Number and percent of individuals, by race/ethnicity, whose IPP/IFSP includes all of the services and supports needed.	<p>A. Obtain information by mailing satisfaction surveys to all Lanterman families to track whether IPP/IFSP includes all the services and supports their family member needs.</p> <p><b>Q1:</b></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>B. Obtain information by mailing satisfaction surveys to all Lanterman families to track if families feel that services and supports have made a positive difference in the life of their family member?</p> <p><b>Q1:</b></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: Pablo Ibanez</b></p> <p><b>Q1 -</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.</p> <p><b>Point Person: Pablo Ibanez</b></p> <p><b>Q1 –</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: Pablo Ibanez</b>  Q1 –
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: Pablo Ibanez</b>  Q1 –
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: Pablo Ibanez</b>  Q1 –
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: Pablo Ibanez</b>  Q1
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: Pablo Ibanez</b>  Q1 -



Goal	Objectives
21. Total number of \$1000, \$1250 and \$1500 incentive payments made for the fiscal year.	<p>A. Employment Specialist to collect and maintain database to track information.  <b>Point Person: Pablo Ibanez</b></p> <p><b>Q1 –</b></p>
22. Percentage of adults who reported having integrated employment as a goal in their IPP.	<p>A. Establish baseline by obtaining information for individuals ages 22 – 40 on who has employment as a goal in their IPP.</p> <p>B. Conduct audit of random sample client files to confirm this information.  <b>Point Person: Pablo Ibanez</b></p> <p><b>Q1 –</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.  <b>Point Person-Kaye Quintero</b></p> <p><b>Q1 –</b></p>
B. Demonstrate substantial compliance with DDS fiscal audit.	<p>A. Achieve an audit outcome with no first-tier findings.  <b>Point Person-Kaye Quintero</b></p> <p><b>Q1 –</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.  <b>Point Person-Kaye Quintero</b></p> <p><b>Q1 –</b></p>

Goal	Objectives
D. Operate within the center's OPS budget.	A. Operate within the center's allocation as specified in the contract with DDS. <b>Point Person-Kaye Quintero</b> <b>Q1 –</b>
E. Maintain certification to participate in Medicaid Waiver.	A. Review Medicaid Waiver audit report and ensure that all areas of identified follow-up have been addressed. <b>Point Person- Jocelyn Doucette.</b> <b>Q1 -</b>
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> <b>Q1 –</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> <b>Q1:</b>

Goal	Objectives
I. Demonstrate compliance with timelines for intake/assessment for clients age 3 and above.	<p>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></p> <p><b>Q1:</b></p>
J. Demonstrate compliance with requirements for IPP development as specified in W& I Code section 4646.5 (c)(3).	<p>A. Conduct SC training addressing audit findings to ensure compliance with specific requirements of W&amp;I Code 4646.5 (c)(3).  <b>Point Person-Maureen Wilson</b></p> <p><b>Q1 –</b></p>
	<p>B. Continue supervisor review and internal audits, as necessary, to assess SC compliance with requirements of W&amp;I Code section 4646.5 (c)(3).  <b>Point Person- Carmine Manicone</b></p> <p><b>Q1:</b></p>
K. Demonstrate compliance with Title 17 criteria for IFSP development as specified in the “Audit Review, March, 2018”	<p>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></p>
	<p>B. Continue supervisor review and internal audits as needed to ensure the IFSP is held within required timelines, timeliness of provision of services, timeliness of referral to LEA (Lead Education Agency) location of services are identified, and services are being provided in the natural environment.</p> <p><b>Point Person – Carmine Manicone</b></p> <p><b>Q1-</b></p>