

**San Gabriel/Pomona Regional Center (SG/PRC)  
2017 Performance Contract Plan**

#	Public Policy Measure	Statewide Baseline	SGPRC Baseline	Planned Activities
1	<p><b>SG/PRC clients who are now residents of a State Developmental Center (SDC) will live in the community.</b>  <b>*(Less consumers live in developmental centers.)</b>  <b>* Note: statements in ( ) designate the public policy measure as stated by DDS.</b></p>	<p><b>1-2016 0.36%</b></p> <p><b>1-2017</b></p>	<p><b>1-2016 0.14%</b></p> <p><b>1-2017</b></p>	<p><b>a. Implement the Community Placement Plan (CPP) to develop resources to support individuals in the community.</b>  <b>b. Provide training to service providers to enhance their skills in serving clients with challenging behaviors.</b></p>
2	<p><b>Children served by SG/PRC live with families.</b>  <b>*(More children live with families).</b></p>	<p><b>1-2016 99.15%</b></p> <p><b>1-2017</b></p>	<p><b>1-2016 98.76%</b></p> <p><b>1-2017</b></p>	<p><b>a. Provide training to parents on topics such as behavior intervention and adaptive skills that increases families' capabilities to maintain their children in the home. This includes on-line training.</b>  <b>b. Continue SG/PRC Bio-Behavioral Client and Psychiatric Consultations as well as Crisis Services and Supports through CBEM.</b>  <b>c. Inform families of family or peer support groups/activities.</b>  <b>d. Advocate for use of generic resources, such as In-Home Support Services (IHSS), mental health services.</b></p>

**San Gabriel/Pomona Regional Center (SG/PRC)  
2017 Performance Contract Plan**

#	Public Policy Measure	Statewide Baseline	SGPRC Baseline	Planned Activities
3	<p>Adults served by SG/PRC live in home settings.            *(More adults live in home settings, as defined as independent living, supported living, Adult Family Home Agency (AFHA) homes and family homes).</p> <p>a. More adults live independently with supports (ILS)            b. More adults live in their own home with supports (SLS)            c. More adults live in certified homes of an Adult Family Home Agency</p>	<p>1-2016 78.04%</p> <p>1-2017</p>	<p>1-2016 69.76%</p> <p>1-2017</p>	<p>a. Service Coordinators to discuss and provide written information about various living options, such as independent living, supported living, and adult family homes, upon request.            b. Provide training to Service Coordinators on living options.            c. Provide family members with information about living options through outreach and education fairs.            d. Resource developers to encourage new providers of living options that are culturally sensitive and address diverse needs of the community.            e. Encourage all existing and new providers to comply with CMS regulations for Home and Community-Based Services (HCBS).</p>
4	<p>Children served by SG/PRC who reside in licensed facilities live with five or fewer other children.            *(Less children live in large facilities, as defined as having a capacity of more than six (6) people.)            Note: Facilities include both community care and health care.</p>	<p>1-2016 0.06%</p> <p>1-2017</p>	<p>1-2016 0.24%</p>	<p>a. Continue to work with large facilities to reduce their licensed capacity.            b. Provide assistance to the Los Angeles Department of Children Services (DCFS) in locating appropriate, smaller facilities for mutually served minor clients.            c. At least annually, Service Coordinators to discuss with families and/or DCFS the option for children to live in facilities with a capacity of 6 or fewer residents.            d. Assure that all residential services for children complies with CMS regulations for HCBS.</p>

**San Gabriel/Pomona Regional Center (SG/PRC)  
2017 Performance Contract Plan**

#	Public Policy Measure	Statewide Baseline	SGPRC Baseline	Planned Activities
5	<p>Adults served by SG/PRC who reside in licensed facilities live with five or fewer other adult residents.            *(Less adults live in large facilities, defined as having a capacity of more than six (6) people.)            Note: Facilities include both community care and health care – ARFs, ICF/DDs, ICF/DD-Hs, ICF/DD-Ns, and SNFs. RCFE's are excluded .</p>	<p>1-2016 2.78%</p> <p>1-2017</p>	<p>1-2016 7.61%</p> <p>1-2017</p>	<p>a. Continue to work with large facilities to reduce their licensed capacity.            b. At least annually, Service Coordinators to discuss with clients and their families the option to live in facilities with a capacity of 6 or fewer residents.            c. If appropriate and clients have an interest, discuss other living options, such as Adult Family Home certified homes and supported living arrangements.</p>
6	<p><b>POS Variance Measures</b></p> <p>Variance in the authorization of Purchase of Services (POS) among ethnic/racial groups for clients living at home with family will be reduced. In particular, adult Hispanic clients living at home with family will have increased authorizations over the previous reporting period.</p>			<p>a. Recruit and maintain a culturally diverse staff whose ethnicity, language and cultural background reflect that of our client population.            b. Provide information and training for staff and service providers to promote culturally-competent service delivery.            c. Seek input from our community regarding barriers to access and utilization of services, and ways to overcome these barriers, especially for adult Hispanic clients living with their families.            d. Review annual POS authorization data and monitor progress.</p>
7	<p><b>POS Variance Measures</b></p> <p>Variance in the utilization of POS identified in the IPP will be minimized, when comparing ethnic/racial groups .</p>			<p>a. Service Coordinators to review quarterly reports regarding utilization of authorized services to determine if clients/families are experiencing any difficulties.            b. Service Coordinators to follow up with clients/families who have lower than expected rates of utilization.</p>

**San Gabriel/Pomona Regional Center (SG/PRC)  
2017 Performance Contract Plan**

#	Local Measures	Baseline Measurement	Planned Activities
8	Adults served by SG/PRC have jobs that pay minimum wage or better.	Measured using the CDER element 028 - Employment #8 -- answers 2, 3, 4 combined	<ul style="list-style-type: none"> <li>a. Collaborate with Department of Rehabilitation to enhance employment opportunities for clients.</li> <li>b. Collaborate with public schools to prepare students for work and to enhance employment opportunities.</li> <li>c. Encourage Supported Employment Programs (SEP) to secure more jobs for SG/PRC clients.</li> <li>d. Provide information to parents and clients regarding the benefits of work and how work affects - or does not affect -- SSI and SSA benefits, including the WorkNow website.</li> <li>e. Refer clients to services that secure competitive and integrated employment.</li> </ul>
9	More adult clients participate in individualized employment services.	Measured using the POS data and reports provided by Department of Rehabilitation and specific vendors of these services.	<ul style="list-style-type: none"> <li>a. Refer adult clients to programs and services that promote individualized employment or volunteer activities.</li> <li>b. Encourage vendors to increase opportunities for clients to achieve objectives leading to inclusive work, including college support, tailored day program, and individualized SEP.</li> </ul>
10	Clients three years and older have access to medical care that meets their needs.	Measured using the CDER element 14 -- answers 3 and 4 combined.	<ul style="list-style-type: none"> <li>a. Continue to meet with LA Care and Health Net to coordinate medical services for our clients.</li> <li>b. Explore options for additional medical resources to serve our clients, including medical specialists.</li> <li>c. Provide information to clients, families and service providers on health issues and steps to promote health.</li> </ul>

#	Local Measures	Baseline Measurement	Planned Activities
11	Clients three years and older have access to dental care that meets their needs.	Measured using the CDER element 15 – answer 3 and 4 combined.	<ul style="list-style-type: none"> <li>a. Explore options for additional dental resources.</li> <li>b. SG/PRC Dental Coordinator will provide consultation and resource information to service coordinators to assist families and clients.</li> </ul>
12	Clients who receive vendored services and supports from SG/PRC providers in residential and day programs/services are protected from physical abuse, including sexual abuse.	Measured based on SIR data and SG/PRC Quality Assurance complaint tracking.	<ul style="list-style-type: none"> <li>a. SG/PRC Risk Management Committee to review incidents of abuse and continue to develop strategies to reduce incidents.</li> <li>b. Provide training to service providers on prevention of abuse, including the Zero Tolerance Policy.</li> <li>c. Provide training to clients to help them recognize report , and prevent suspected abuse.</li> </ul>

**San Gabriel/Pomona Regional Center (SG/PRC)  
2017 Performance Contract Plan**

#	Compliance Measures	Measurement Methodology SG/PRC Baseline	Planned Activities
	<b>Unqualified independent audit with no material findings</b> <b>*(Passes independent audit)</b>	<b>Yes</b>  <b>Based on independent audit</b>	<b>Continue Generally Accepted Accounting Principles (GAAP). Maintain good business practices. Maintain compliance with state contract and Medicaid Waiver requirements .</b>
	<b>Substantial compliance with DDS fiscal audit</b> <b>*(Passes DDS audit)</b>	<b>Yes</b>  <b>Based on DDS criteria</b>	<b>Same as above</b>
	<b>Accuracy percent of POS fiscal projections (based on February SOAR)</b>	<b>Based on DDS formula</b>	
	<b>Operates within Operations (OPS) budget</b> <b>*(Didn't overspend operations budget)</b>	<b>Yes</b>	<b>Continue to manage expenses within the allocated Operations budget .</b>
	<b>Compliance with vendor audit requirements</b> <b>*(Audits Vendors as required per Contract, Article III, Section 10)</b>	<b>Yes</b>	<b>Continue to complete required number and types of vendor fiscal reviews.</b>

#	Compliance Measures	Measurement Methodology SG/PRC Baseline	Planned Activities
	Operates within Operations (OPS) budget *(Didn't overspend operations budget)	Yes  Actual expenditures	Continue to manage expenses within the allocated Operations budget .
	Certified to participate in Home and Community-Based Waiver Program *(Participates in the federal waiver)	Yes  Based on waiver monitoring	.Continue to review eligible cases for compliance with HCBS requirements. Continue to add new eligible cases to meet enrollment targets.
	Individuals have Current Client Development Evaluation Report (CDER) or Early Start Report (ESR). * (CDERs /ESRs currency)	CDER = 96.11%  Status 1 and 2 on CMF	Continue timely completion of the CDER/ESR.
	Intake/assessment and IFSP time lines (0-2)	Early Start Report	Early Start Report
	Intake/assessment time lines for consumers ages 3 and above	96.89%  CMF:calculated by subtracting	Continue to provide timely completion of intake/assessment for children 3 years of age and older and adults.

#	Compliance Measures	Measurement Methodology SG/PRC Baseline	Planned Activities
	Individual Program Plan (IPP) requirements are met. (WIC requirements)	99.78% DDS review per WIC 4646.5(c)(3)	Continue to provide timely completion of Individual Program Plans (IPPs) for clients receiving services under the Lanterman Act.
	Individualized Family Service Plan (IFSP) requirements are met. (CCR Title 17 requirements)	94.80% Early Start Report	Continue to provide timely completion of Individualized Family Service Plans (IFSP) for infants and toddlers birth through 2 years of age.