

Harbor Regional Center Performance Plan

Presentation of Performance Outcomes and Planned Activities for 2022 Public Process and Outcomes

Summary:

For the review of HRC Outcomes in Calendar year 2020 and mid-year 2021, and development of a Performance Plan for 2022, Harbor Regional Center engaged in a public process that included:

- Public Notices to our community beginning in **August and continuing through November 16, 2021**, on the HRC website, electronic newsletters, and social media.
 - Through our electronic newsletter, in English and Spanish, we reached between 19,000 – 21,000 members of the community with issues published on multiple dates.
 - Our web pages regarding the performance plan received 250 views.
 - Notices were shared with 1700 followers on Social Media
- A presentation at a public meeting on **September 8th, 2021**, entitled “What’s Happening At Harbor Regional Center.”
- Review with a focus group of public input, and revisions of draft plan, on **September 15, 2021**
- Presentation at the **November 16, 2021 public meeting of the Board of Trustees**, of the Performance Plan (Performance Outcomes as of 2020 and mid-year 2021, and Planned Activities for 2022) and
- Board approval of the plan, on Tuesday November 16, 2021

Spanish translation and interpretation of all notices and presentations was provided.

Public Meeting: “What’s Happening at Harbor Regional Center” September 8th, 2021



What's Happening
At Harbor
Regional Center

Public Meeting
SEPTEMBER 8, 2021 - 6:00PM - 7:30PM

- Join us on Zoom and hear the latest news about services and supports at HRC.
- What's new with outreach, family support and training, self-determination, employment and adult services, and more.
- Our performance on 2021 goals and our plans for 2022

Register in advance for this meeting:
https://us06web.zoom.us/webinar/register/WN_pz3M2CM4QnWC_tc20fL1gg

Habrá interpretación en español disponible
Interpretation services are available in other languages upon request by advance reservation, at least five (5) or more business days in advance of the event: at info@harborrc.org.



¿QUÉ SUCEDE EN EL HARBOR?
REUNIÓN PÚBLICA

8 de septiembre de 2021
6:00 - 7:30 pm

Presentado en inglés
Habrá interpretación en español disponible

Venga a reunirse en Zoom con HRC y escuche las últimas noticias sobre los servicios y apoyos de HRC. Compartiremos información acerca de:

- Apoyo y entrenamientos para la familia
- Alcance a diversas comunidades
- El programa autodeterminación
- La preparación para la edad adulta: vida después de la escuela, apoyo universitario, empleo y otras actividades para adultos
- Nuestro progreso en los objetivos de 2021 y nuestros planes para 2022

Para registrarse en Zoom:
https://us06web.zoom.us/webinar/register/WN_pz3M2CM4QnWC_tc20fL1gg

Flyers for this event were circulated on our website and on social media beginning in mid-August, 2021.

Attendees included thirty-six persons served/family members, two service providers, two representatives of the Department of Developmental Services, one representative of Disability Rights California, and 11 HRC Board and staff members.

Public Input Provided on HRC's Progress and Planned Activities at September 8th presentation:

Participants asked questions, and expressed interest and support for HRC plans to offer or continue the following activities.

- HRC Publications, available online and in print
- Information shared in the HRC Electronic Newsletter
- Expressed Interest in support groups for clients. Including sharing info about the Client Advisory Committee and groups in community
- Providing access to informational resources, assistive technology, in the HRC Resource Center. Glad that in person visits by appointment would be available
- Providing easy to understand information, in a family friendlier format, for newly diagnosed families
- Offer information regarding Self Determination Program
- Project SEARCH internship program for students in transition to adulthood
- Supported Employment Services
- College 2 Career Program

Additional Comments from participants at September 8th presentation:

"Some families cannot easily access online publications on the website."

"Thanks so much for the changes to providing info to newly diagnosed families. My son is now 22, but I still vividly remember how confusing all of this new stuff was at diagnosis (and for many years after). I'm really glad you are finding success with this change."

"Thank you for this presentation and the level of information provided."

"Wonderful to see the array of services HRC offers."

Focus Group

September 15, 2021

Participants of this focus group included seven persons served/family members, five board members, three service providers, and one staff. The focus group assisted us to modify our planned activities for 2022 where necessary, to ensure that they reflect the input provided at our meeting on September 8, 2021, on Planned Activities. These included:

- Continue to provide outreach, information, and training to new and continuing families, to increase awareness and access to services, including:
 - Distribution of information via Family Resource Center, print and online publications, videos, website, newsletter
- Continue to offer and collaborate with family support groups and develop additional groups as needed
- Continue to provide support for transition-age clients and their families to prepare for adulthood

- Provide information for clients and families to better understand the relationship between earned income, SSI, MediCal, etc.

Public Meeting of Board of Trustees

November 16, 2021

Attendees included thirty persons served/family members, one service provider, two representatives of the Department of Developmental Services, one representative of Disability Rights California, five representatives of the State Council on Developmental Disabilities and forty-three HRC Board and staff members.

At the public meeting on November 16, 2021, we provided an overview of our public input process thus far, a review of the outcome data on our progress through Year-End 2020, and early 2021, and the planned activities for 2022 for continued progress.

Online links were provided to view the September 8th presentation in English and Spanish, and to Year End Progress Data from 2020.

In addition, the presentation for this public meeting on November 16th was posted to HRC's website in both English and Spanish.

Public Input Provided on HRC's Progress and Planned Activities at November 16th Public Meeting:

Although we received several public comments during this public meeting of the Board of Trustees, only one comment was made regarding the Performance Outcomes or Plan. During discussion of planned activities to support adults, a participant asked a question regarding services available for adults, and thanked the presenter for the links to information on adult services, in English and Spanish, on the website.

With no additional input at that time, The Board of Trustees voted to approve the presentation and the Performance Plan for 2022.