

2016 PERFORMANCE CONTRACT: PROPOSED OUTCOMES AND ACTIVITIES

**BLUE TEXT** is based upon the semi-annual results for 2015. All numbers were provided on June 26, 2015 by the California Department of Developmental Services. **GREEN TEXT** indicates new proposed Outcomes and Activities for the regional center.

I. Public Policy Performance Measures

Total active individuals: 15,168

Total active minors (aged 0-17 years): 7,336

Total active adults (aged 18+ years): 7,831

1. Outcome: Number/percent of Regional Center caseload in Developmental Centers

Baseline: 19 persons total; approximately 0.13% of total SARC population.

Goal	Reduce the #/% of Regional Center caseload in Developmental Centers
Activity A	Placement of consumers residing in Developmental Centers contingent upon appropriate and quality housing being available
Activity B	Provide Vendor oversight and assistance to increase the effectiveness of community integration services in serving consumers whose needs challenge the service system.
Activity C	Implement the Community Placement Plan (CPP).
Activity D	Ensure follow-up of the Quality Management System activities for consumers placed in the community from developmental centers.
Activity E	Continue to ensure community Health Care and Dental Services system are responsive to care providers and emergency services procedures are in place.
Activity F	Continue to implement MOUs with County Mental Health Departments in the catchment area.
Activity G	Work with DDS, CMS, and vendors to develop enhanced behavioral homes and crisis beds

2. Outcome: Number/percent of minors (aged 0-17 years) residing with families:

Baseline: 7,208 minors total; approximately 98.59% of total children 0-17 years

Goal	Increase the #/% of children living in family homes
Activity A	Provide information to families on the array of family support services
Activity B	Continue to develop with Parents Helping Parents and Family Resource Centers to support families in our catchment area
Activity C	Increase family and community awareness of existing day care providers with vacancies
Activity D	Attend ongoing meetings with the Department of Family and Children's Services to better coordinate appropriate services for children and their families
Activity E	Increase the number of behavioral intervention agencies
Activity F	Continue support and representation at the Family Mental Health Collaborative and in conjunction with County Mental Health at the Mental Health Service Act meetings
Activity G	Increase outreach to minority/under-served populations to increase awareness and use of services

3. Outcome: Number/percent of adults (aged 18+ years) residing in independent living

Baseline: 654 total adults in their own homes; approximately 8.38% of adults

Goal	Increase the #/% of adults choosing to live in their own homes with ILS support
Activity A	Increase and maintain housing options for adults choosing to live in their own homes
Activity B	Increase the number of Independent Living vendors
Activity C	Expand existing providers of Independent Living Services
Activity D	Increase internal and community understanding of Independent Living Services
Activity E	Work with community and government stakeholders on developing sustainable affordable housing options
Activity G	Increase outreach to minority/under-served populations to increase awareness and use of services

4. Outcome: Number/percent of adults in supported living

Baseline: 440 total adults in supported living, approximately 5.64% of adults

Goal	Increase the #/% of adults choosing to live in their own homes with Supported Living
Activity A	Increase and maintain housing options for adults choosing to live in their own homes with Supported Living Services
Activity B	Increase the number of Supported Living vendors
Activity C	Expand existing providers of Supported Living Services
Activity D	Increase internal and community understanding of Supported Living Services
Activity E	Work with service providers on the sustainability of their programs
Activity G	Increase outreach to minority/under-served populations to increase awareness and use of services

5. Outcome: Number/percent of adults residing in Adult Family Home Agencies

Baseline: 37; approximately 0.47% of adults

Goal	Increase the #/% of adults residing in Adult Family Home Agencies
Activity A	Work in collaboration with Adult Family Home Agencies to continue to make the scheduled placements throughout the year into prepared family teaching homes
Activity B	Increase internal and community understanding of Adult Family Home Agency model
Activity C	Expand the service to more communities in our catchment area.

6. Outcome: Number/percent of adults residing in family homes (home of parent or guardian).

Baseline: 4,801; approximately 61.51% of adults

Goal	Increase support options for adults choosing to reside in family homes of their parent, guardians and/or conservators.
Activity A	Continue to identify and disseminate information regarding generic, community and regional center resources.
Activity B	Increase the number of "out of home" respite agencies, transportation providers, appropriate day program resources and community crisis intervention supports.
Activity C	Increase outreach to minority/under-served populations to increase awareness and use of services

7. Outcome: Total number/percent of adults residing in home settings.

Baseline: 5,932; approximately 76.00% of adults

Goal	Increase the#/% of adults residing in home settings.
Activity A	Increase housing options for adults choosing to live in home settings.
Activity B	Increase the number of Supported Living providers.
Activity C	Increase number of Independent Living providers
Activity D	Continue placements throughout year into Adult Family Home Agency homes.
Activity E	Increase internal and community understanding about Supported Living services, Independent Living services and about the Adult Family Home model.
Activity F	Continue to identify and disseminate information regarding generic, community and regional center resources.
Activity G	Increase the number of transportation providers, appropriate day program resources and community crisis intervention supports.
Activity H	Continue to implement MOU with County Mental Health Departments in catchment area.
Activity I	Increase outreach to minority/under-served populations to increase awareness and use of services

8. Outcome: Number/percent of minors living in facilities serving >6.

Baseline: 1 (0.00%); 0.01% of minors

Goal	Maintain or reduce the #/% of minors living in facilities serving >6
Activity A	Develop new children's residential care homes serving less than 7 children.
Activity B	Continue on-going meetings with Community Care Licensing.
Activity C	Provide vendor trainings on topics relevant to maintaining a safe and healthy home environment.
Activity D	Develop and improve relationships with foster home agencies.

9. Outcome: Number/percent of adults living in facilities serving >6.

Baseline: 148 adults total; approximately 1.90% of adults

Goal	Decrease the #/% of adults living in facilities serving more than 6 adults.
Activity A	Develop new adult residential care homes with <7 adults per home.
Activity B	Continue on-going meetings with Community Care Licensing.
Activity C	Provide vendor trainings on topics relevant to maintaining a safe and healthy home environment.
Activity D	Increase awareness about residential care homes serving less than 7 adults per home and other living options and supports.
Activity E	Work with DDS, CMS, and vendors to develop enhanced behavioral homes, crisis beds and crisis intervention services

10. Outcome: Number/percent of adults in supported employment. (Measure under development by DDS.)

Measures are still pending from DDS

Goal	Increase opportunities for adults to be in Supported Employment.
Activity A	Increase internal and community understanding about Supported Employment option.
Activity B	Increase community's awareness that regional center consumers are apart of the pool of available job applicants.
Activity C	Increase communication and coordination with the Department of Rehabilitation.
Activity D	Increase coordination with adult day programs and Work Activity Programs to transition appropriate individuals to Supported Employment.

11. Outcome: Number/percent of adults with earned income and average wage (aggregate). (Measure under development by DDS)

Measures are still pending from DDS

Goal	Increase opportunities for adults to earn income and an average wage.
Activity A	Increase community's awareness that regional center consumers are a part of the pool of available job applicants.
Activity B	Recognize agencies and companies that employ people with developmental disabilities.
Activity C	Partner with schools and the Department of Rehabilitation in workgroups that explore job opportunities, locate employers who are willing to develop jobs for the developmentally disabled, and identify (and partner with) these employers and agencies.
Activity D	Partner with local public agencies and not-for-profit agencies such as San Jose's Work2Future and Project Search to increase their outreach to our community and to identify and develop appropriate work opportunities.
Activity E	Partner with local post-senior special education programs to find appropriate work opportunities for individuals transitioning to regional center community services.

12. Outcome: Number/percent of adults in competitive employment. (Measure under development by DDS)

Measures are still pending from DDS

Goal	Increase opportunities for adults to have competitive employment.
Activity A	Increase community's awareness that regional center consumers are a part of the pool of available job applicants.
Activity B	Recognize agencies and companies that employ people with developmental disabilities (i.e. employer recognition awards).
Activity C	Increase the regional center community's awareness of competitive work opportunities and job placement assistance agencies in their area.
Activity D	Develop an "Employment First" policy.

13. Outcome: Access to medical and dental services. (Measure under development by DDS)

Measures are still pending from DDS

Goal	Increase the accessibility of medical and dental services for the people SARC serves
Activity A	Provide training opportunities at scheduled intervals for Residential Care Home providers to increase their knowledge of health and medical issues of regional center consumers.
Activity B	Continue to develop relationships and vendor medical and dental providers in the community with understanding about developmental disabilities
Activity C	Continue exploring collaborative possibilities with dental schools statewide interested in working with persons with developmental disabilities
Activity D	Continue to explore collaborative possibilities with local hospitals interested in partnering with dentists to offer sedation for persons with developmental disabilities
Activity E	Implement collaborative program between dental and behavioral specialists to reduce anxiety and increase access to dental care.

14. Outcome: Number of people that SARC serves per thousand who are victims of abuse. (Measure under development by DDS)

Measures are still pending from DDS

Goal	Engage in preventative strategies that decrease the likelihood of the people that San Andreas serves becoming victims of abuse.
Activity A	Collaborate with providers and local colleges to continue to provide classes on healthy relationships and sexuality to consumers.
Activity B	Continue to develop with the cooperation of the local police department, a community safety plan for consumers of the regional center.
Activity C	Continue ongoing meetings with Child Protective Services and Adult Protective Services.
Activity D	Continue to investigate collaborative training opportunities with APS and CPS.
Activity E	Continue to provide trainings to vendors regarding what constitutes a Serious Incident and how to prevent and report them.

Activity F	Continue to explore opportunities to provide persons served by the regional center information about abuse and its prevention.
Activity G	Continue providing opportunities for persons served by the regional center to participate in peer support groups.
Activity H	Implement stress-management workshops for parents/caregivers.

## 15. Outcome: Purchase of Service Disparities

Measures are still pending from DDS

Goal	Increase the accessibility and use of authorized services by individuals and families of minority ethnicities or languages.
Activity A	Collaborate with community representatives and shareholder organizations to develop outreach and education opportunities for minority groups.
Activity B	Continue ethnicity- and language-specific community outreach.
Activity C	Continue to prioritize the hiring of bilingual/bicultural staff, use of translation services for meetings and documentation, and to offer regional center reports in preferred and threshold languages.
Activity D	Continue to offer transcultural and culturally-sensitive training to regional center staff and providers.
Activity E	Continue to prioritize the development of bilingual/bicultural service providers, with a focus on insufficiently-served regions.

## II. Compliance Measures:

### 1. Outcome: Compliance with unqualified independent audit.

FY1 (2010): Yes, in compliance for FY 2010

FY2 (2011): Yes, in compliance for FY 2011

FY3 (2012): Yes, in compliance for FY 2012

FY4 (2013): Yes, in compliance for FY 2013

FY5 (2014): Yes, in compliance for FY 2014



FY6 (2015): Yes, in compliance for FY 2015

Activity: Comply with Generally Accepted Accounting Principles.

2. Outcome: Substantial compliance with DDS fiscal audit.

Y1 (12/10): Yes, in compliance

Y2 (06/11): Yes, in compliance

Y3 (11/12): Yes, in compliance

Y4 (11/13): Yes, in compliance

Y5 (10/14): Yes, in compliance

Y6 (06/15): Yes, in compliance

Activity: Utilize the DDS standards for substantial compliance and conduct internal monitoring based on these standards.

3. Outcome: Accuracy percent of POS fiscal projections.

FY1 (2010): Yes, met for FY 2010

FY2 (2011): Yes, met for FY 2011

FY3 (2012): Yes, met for FY 2012

FY4 (2013): Yes, met for FY 2013

FY5 (2014): Yes, met for FY 2014

FY6 (2015): Yes, met for FY 2015

Activity: Monitor projections on a monthly basis to ensure fiscal projections are within 10% of actual final expenditures.

4. Outcome: Operate within OPS budget.

FY1 (2010): Yes, met for FY 2010

FY2 (2011): Yes, met for FY 2011

FY3 (2012): Yes, met for FY 2012

FY4 (2013): Yes, met for FY 2013

FY5 (2014): Yes, met for FY 2014

FY6 (2015): Yes, met for FY 2015

Activity: Conduct on-going monitoring of OPS expenditures.

5. Outcome: Certified to participate in Home and Community Based Services Waiver.

- Y1 (12/10): Yes, maintained certification during 2010
- Y2 (10/11): Yes, maintained certification during 2011
- Y3(10/12): Yes, maintained certification during 2012
- Y4 (11/13): Yes, maintained certification during 2013
- Y5 (10/14): Yes, maintained certification during 2014

Y6 (06/15): Yes, maintained certification during 2015

Activity: Implement all activities associated with meeting on-going HCBS Waiver compliance.

6. Outcome: Compliance with Vendor Audit Requirements per contract, Article III, Section 10.

- Y1 (12/10): Yes, met for 2010
- Y2 (10/11): Yes, met for 2011
- Y3 (10/12): Yes, met for 2012
- Y4 (11/13): Yes, met for 2013
- Y5 (10/14): Yes, met for 2014

Y6 (06/15): Yes, met for 2015

Activity: Follow DDS audit plan guidelines and perform other audits as needed.

7. Outcome: CDER/ESR Currency.

- Y1 (12/10): 12,161 CDER/ESR current, or approximately 95% current
- Y2 (06/11): 12,381 CDER/ESR current, or approximately 95% current
- Y3 (10/12): 10,917 CDER current, or approximately 91% current. ESR not included.
- Y4 (11/13): 12,291 CDER current, or approximately 85.3% current. ESR estimate on 06/13: 62%
- Y5 (10/14): 12,727 CDER current, or approximately 99.43% current  
1,516 ESR current, or approximately 97.79% current

Y6 (06/15): 13,060 CDER current, or approximately 99.11% current  
1,904 ESR current, or approximately  
Total compliance: 99.19%

Activity: Ensure the currency of CDER/ESRs.

8. Outcome: Intake/assessment and IFSP timeliness for children 0-36 months.

Y1 (12/12): 1,022 with 77% timely or late with exceptional family circumstance

Y2 (11/13): 1,165 with 74% timely or late with exceptional family circumstance

Y3 (10/14): 1,126 with 85% timely or late with exceptional family circumstance

Y4 (06/15): Not yet released

Activity: Comply with intake/assessment and IFSP timelines for children 0-36 months.

9. Outcome: Intake/assessment time lines for people age 3 and above.

Y1 (12/10): 15 intakes overdue 143-240 days  
1 intake overdue >241 days

Y2 (12/11): 5 intakes overdue 143-240 days  
0 intakes overdue >241 days

Y3 (11/12): 8 intakes overdue 143-240 days  
0 intakes overdue >241 days

Y4 (11/13): 3 intakes overdue 143-240 days  
2 intakes overdue >241 days

Y5 (10/14): 6 total; approximately 2.27% intakes overdue (143-240 days total)

2 total; approximately 0.92% intakes overdue >241 days  
Total intakes tear-to-date: 216

Y6 (06/15): -2 total; approximately 1.08% intakes overdue (143-240 days total)

-0 total; approximately 0.00% intakes overdue (241 or more days total)

-Total intakes year-to-date: 185

Activity: Comply with intake/assessment time lines for people age 3 and above.

10. Outcome: Individual Program Plan Development (WIC requirements)

Y1 (12/10): 99%  
Y2 (12/11): 98%  
Y3-5 (2012-2014): 98%

Y6 (06/15): This data is now released every three years by DDS; SARC has not yet had its 2015 evaluation.

Activity: Comply with WIC requirements related to the development of the Individual Program Plan (IPP)

11. Outcome: Individual Family Services Plan (IFSP) Development (Title 17 requirements)

Y1 (12/10): 86%  
Y2 (12/11): 98%  
Y3 (12/12): 98%  
Y4 (11/13): 98%  
Y5 (10/14): 98%

Y6 (06/15): Not yet released

Activity: Comply with Title 17 requirements related to the development of the Individual Family Services Plan (IFSP)