

*2018 PERFORMANCE CONTRACT: PROPOSED OUTCOMES AND ACTIVITIES*

**BLUE TEXT** is based upon the semi-annual results for 2017. All numbers were provided on July 17, 2017 by the California Department of Developmental Services. **GREEN TEXT** indicates new proposed Outcomes and Activities for the regional center.

*J. Public Policy Performance Measures*

Total active individuals: 16,479  
 Total active minors (Status 1 & 2; aged 0-17 years): 7,978  
     Early Start: 2,359  
 Total active adults (Status 2 & 8; aged 18+ years): 8,501

*(A). Contractual Measures:*

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

Baseline: 11 persons total; approximately 0.07% 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	Continue to implement MOUs with County

F	Mental Health Departments in the catchment area.
Activity G	Work with DDS, CMS, and vendors to develop enhanced behavioral homes and crisis beds
Activity H	Work with community service providers to develop innovative supportive living arrangements for individuals in or at risk of going to secure facilities, such as developmental centers.

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

Baseline: 7,890 minors total; approximately 98.90% 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: 643 total adults in their own homes;  
approximately 7.57% 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: 486 total adults in supported living,  
approximately 5.72% 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

Activity H	Work with community and government stakeholders on developing sustainable affordable housing options
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5. Outcome: Number/percent of adults residing in Adult Family Home Agencies

Baseline: 41; approximately 0.48% 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: 5,451; approximately 64.20% 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: 6,621; approximately 77.99% 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.
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9. Outcome: Number/percent of adults living in facilities serving >6.

Baseline: 140 adults total; approximately 1.65% 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
Activity F	Work with community service providers to develop innovative supportive living arrangements for individuals in or at risk of going to secure facilities, such as developmental centers.

*(B.) Required Public Policy Performance Measures*

10. Outcome (Disparity Measures): Progress in reducing disparities and improving equity in purchase of service\* expenditures.

Note: The most recent data available is from FY 2016. Please see the FY 2016 Purchase of Service Disparity report and datasets for further details.

\* Based on purchase of service expenditures.

(a) % total annual purchase of service expenditures by primary language:

<b>English</b>	79.90%
<b>Spanish</b>	12.28%
<b>Vietnamese</b>	03.43%
<b>Chinese</b>	01.47%
<b>Tagalog</b>	00.70%
<b>Other</b>	02.19%

(b) Number and % of individuals receiving only case management services by age and ethnicity\*:

<b>Ethnicity</b>	<b>0 - 2</b>	<b>3 - 21</b>	<b>22+</b>	<b>Total #</b>	<b>Total %</b>
<b>Asian</b>	27 (4.5%)	494 (26%)	106 (10%)	627	17.6%
<b>Black</b>	1 (12.5%)	34 (25.6%)	36 (14.7%)	71	18.4%
<b>Hispanic</b>	97 (4.9%)	238 (11.2%)	238 (11.2%)	1189	16.3%
<b>Native American</b>	0 (-%)	2 (100%)	4 (16.7%)	6	23.1%
<b>Other</b>	26 (4.2%)	284 (29%)	64 (12.7%)	374	17.8%
<b>Polynesian</b>	0 (0.0%)	2 (20%)	3 (21.4%)	5	17.2%
<b>White</b>	59 (7.3%)	538 (30.4%)	224 (7.6%)	821	14.8%

\*DDS did not provide a breakdown that included Filipinos.

(c) % total annual authorized services by residence type and ethnicity:

	<b>Home</b>	<b>ILS/SL S</b>	<b>RCH</b>	<b>Inst.</b>	<b>Med/Ps y</b>	<b>Other</b>
<b>White</b>	12.24	13.50	21.61	0.0002	0.64	0.21
<b>Hispanic</b>	15.75	03.05	7.69	0.0006	0.32	0.19
<b>Black</b>	0.07%	0.67	1.31	0.00	0.0000 8	0.000 5
<b>Native American</b>	0.0005	00.000 5	0.11	0.00	0.00	0.000 1

<b>Asian</b>	8.49	1.22	3.35	0.00008	0.00009	0.0007
<b>Polynesian</b>	0.0008	0.0005	0.0008	0.00	0.00	0.00
<b>Other</b>	4.88	0.88	2.34	0.00004	0.10%	0.0003

Goals	Increase the accessibility and use of authorized services by individuals and families of service by ethnicity and diagnosis; decrease the number of adults receiving only case management services; and increase the number of individuals satisfied with their services and supports.
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.
Activity F	Partner with existing and nascent grassroots organizations to develop 1:1, language-appropriate parent/peer-mentoring to encourage use of services.

11. Outcome (Employment Measures): Increase competitive integrated employment among adult individuals served by the regional center.



(a) Total number of local partnership agreements per county:

Santa Clara	Monterey	Santa Cruz	San Benito

(b) Earned Income

(i) Number and percentage of consumers, ages 16-64, with earned income: Pending

(ii) Average annual wages for consumers ages 16-64: Pending

(iii) Annual earnings of consumers ages 16-64 compared to all people with disabilities in California: Pending

#	%	Avg Wage	State Avg
	overall		

(c) Paid Internship Program

(i) Number and percentage of adults who participated in the Paid Internship Program during the fiscal year: Pending

(ii) Number and percentage who were placed in competitive, integrated employment following participation: Pending

<b>Participated</b>	#	%
<b>Placed</b>	#	%

(iii) Average hourly or salaried wages and hours worked per week for adults who participated in a Paid

Internship Program during the prior fiscal year:  
Pending

	Average Wage	Average Hours
Salaried		
Hourly		

(d) Incentive Program

(i) Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made:  
Pending

	Average Wage	Average Hours
Salaried		
Hourly		

(ii) The number and percentage of adults on whose behalf \$1000, \$1250, and \$1500 incentive payments were made for the fiscal year:

\$1000	#	
\$1250	#	
\$1500	#	

(e) Percentage of adults who reported having integrated employment as a goal in their IPP: Pending

Goal	Ensure that individuals with developmental disabilities are afforded the opportunity for competitive integrated employment as adults.
Activity A	Partner with County Offices of Education, Special Education Local Plan Areas, and school districts to focus Individual Transition Plans on pre-vocational and vocational skills as part of the Individual Education Plan process.
Activity B	Partner with local businesses and corporations to increase the number of paid integrated work opportunities available.
Activity	Partner with the Department of Rehabilitation to

C	increase the number of individuals receiving and successfully transitioning from supported employment.
Activity D	Insure that adult day programs focus on vocational opportunities through partnerships, trainings, and quality assurance.
Activity E	Increase the number of individuals earning income by tracking the number of individuals with earned income, their annual wages, and their earnings compared to the statewide average for people with developmental disabilities.
Activity F	Administer and increase participation in the Paid Internship Program by tracking the number and percentage of individuals placed in competitive, integrated employment following participation; their average salaried wages and hours worked per week during the internship and for those on whose behalf incentive payments have been made following the internship; and the total number of \$1,000, \$1,250, and \$1,500 incentive payments have been made.
Activity G	Increase the number of adults who have competitive integrated employment as a goal in their Individual Program Plan by tracking the percentage of adults who have said goal in their IPP.

*6. Local Measures*

12. Outcome: Center for Medicare and Medicaid Services  
Final Rule

Measure under development

Goal	Ensure the provision of appropriate services and supports in accordance with the assessed needs of the individual and the individual's choices to optimize autonomy and independence.
Activity A	Work with the Department, community stakeholders, individuals served and their families, service providers, and regional center employees to develop and implement individual program plans consistent with Person-Centered Planning.
Activity B	Review person-centered plans every six months or as needed.
Activity C	Work with adult day program service providers to integrate individuals served through engagement with the broader community.
Activity D	Work with individuals served, their families, and their services and supports (e.g. Department of Rehabilitation, adult day programs, and local education agencies) to seek employment and work in competitive, integrated settings.
Activity E	Work with individuals served, their families, and their services and supports (e.g. regional center service providers and local education agencies) to control personal resources.
Activity F	Work with individuals served, their families, and public and private agencies with an obligation to serve the individual to ensure that the individual receives services in the community with the same degree of access as any community member.

*II. Compliance Measures:*

1. Outcome: Compliance with unqualified independent audit.

FY1 (2011): Yes, in compliance for FY 2012  
FY2 (2012): Yes, in compliance for FY 2013  
FY3 (2013): Yes, in compliance for FY 2014  
FY4 (2014): Yes, in compliance for FY 2015  
FY5 (2015): Yes, in compliance for FY 2016

FY6 (2016): Yes, in compliance for FY 2017

Activity: Comply with Generally Accepted Accounting Principles.

2. Outcome: Substantial compliance with DDS fiscal audit.

Y1 (11/12): Yes, in compliance  
Y2 (11/13): Yes, in compliance  
Y3 (10/14): Yes, in compliance  
Y4 (06/15): Yes, in compliance  
Y5 (10/15): Yes, in compliance

Y6 (09/17): Results pending

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 (2012): Yes, met for FY 2012  
FY2 (2013): Yes, met for FY 2013  
FY3 (2014): Yes, met for FY 2014  
FY4 (2015): Yes, met for FY 2015  
FY5 (2016): Yes, met for FY 2016

FY6 (2017): Yes, met for FY 2017

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 (2012): Yes, met for FY 2012  
FY2 (2013): Yes, met for FY 2013  
FY3 (2014): Yes, met for FY 2014  
FY4 (2015): Yes, met for FY 2015  
FY5 (2016): Yes, met for FY 2016

FY6 (2017): Yes, met for FY 2017

Activity: Conduct on-going monitoring of OPS expenditures.

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

Y1 (10/12): Yes, maintained certification during 2012  
Y2 (11/13): Yes, maintained certification during 2013  
Y3 (10/14): Yes, maintained certification during 2014  
Y4 (06/15): Yes, maintained certification during 2015  
Y5 (10/16): Yes, maintained certification during 2016

Y6 (10/17): Yes, maintained certification during 2017

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 (10/12): Yes, met for 2012  
Y2 (11/13): Yes, met for 2013  
Y3 (10/14): Yes, met for 2014  
Y4 (06/15): Yes, met for 2015  
Y5 (10/16): Yes, met for 2016

Y6 (10/16): Yes, met for 2017

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

7. Outcome: CDER/ESR Currency.

- Y1 (10/12): 10,917 CDER current, or approximately 91% current. ESR not included.
- Y2 (11/13): 12,291 CDER current, or approximately 85.3% current. ESR estimate on 06/13: 62%
- Y3 (10/14): 12,727 CDER current, or approximately 99.43% current  
1,516 ESR current, or approximately 97.79% current
- Y4 (06/15): 13,060 CDER current, or approximately 99.11% current  
1,904 ESR current, or approximately  
Total compliance: 99.19%
- Y5 (06/16) 13,626 CDER current, or approximately 99.29% current  
DDS did not provide ESR numbers for June 2016; however, a review of current ESRs shows 99.70% currency.
- Y7 (06/16) 14,025 CDER current, or approximately 99.19% current  
1,998 ESRs current, or approximately 84.69% current

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): No data provided
- Y5 (06/16): No data provided
- Y6 (06/17): No data provided

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 (11/12): 8 intakes overdue 143-240 days  
0 intakes overdue >241 days  
Y2 (11/13): 3 intakes overdue 143-240 days  
2 intakes overdue >241 days  
Y3 (10/14): 6 intakes (2.27%) overdue (143-240 days total)  
2 intakes (0.92%) overdue >241 days  
Total intakes tear-to-date: 216  
Y4 (06/15): 2 intakes (1.08%) overdue (143-240 days total)  
0 intakes (0.00%) overdue (241 or more days total)  
Y5 (06/16): 2 intakes (0.98%) overdue (143-240 days total)  
0 intakes (0.00%) overdue (241 or more days total)  
Total intakes: 205  
  
Y6 (06/17): 0 intakes (0.00%) overdue (143-240 days total)  
2 intakes (1.00%) overdue (241 or more days total)  
Total intakes: 200

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%  
Y1 (12/11): 98%  
Y2-4 (2012-2014): 98%  
Y5-7 (2015-2017): This data is now released every three years by DDS; SARC has not yet received this data.



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 (12/12): 98%  
Y2 (11/13): 98%  
Y3 (10/14): 98%  
Y4 (06/15): Not yet released  
Y5: (0616): Not yet released  
  
Y6: (06/17): Not yet released

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