

2020 PERFORMANCE CONTRACT: PROPOSED OUTCOMES AND ACTIVITIES

BLUE TEXT is based upon the semi-annual results for 2019. All numbers were provided on June 18, 2019 by the California Department of Developmental Services, unless otherwise indicated. **GREEN TEXT** indicates new proposed Outcomes and Activities for the regional center.

An outcome is considered “achieved” when any one of the following is met:

1. The performance objective has improved over the prior year’s baseline
2. The performance objective exceeds the statewide average; or
3. The performance objective equals a standard that has been defined by DDS.

I. Public Policy Performance Measures

Total active individuals: 17,655

Total active minors (Status 1 & 2; aged 0-17 years): 8,481

Early Start: 2,617

Total active adults (Status 2 & 8; aged 18+ years): 9,169

(A). Contractual Measures:

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

Baseline: 0 persons total; 0.00% of total SARC population.*

Note: As of May 2019, DDS listed SARC has having 5 residents (0.03%) in Developmental Centers; it is unknown where this number came from, as our last resident moved out in December 2018.

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
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.

Status: **Achieved as an improvement from the prior year baseline and exceeding the state average.**

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

Baseline: 8,403 minors total; approximately 99.08% 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

Status: **Achieved, as an improvement from the prior year baseline.**

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

Baseline: 671 total adults in their own homes; approximately 7.32% 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

Status: Not Achieved, as the percentage stayed the same as the prior year and is below the state average.

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

Baseline: 522 total adults in supported living, approximately 5.69% 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

Status: Achieved, as exceeding the state average.

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

Baseline: 50; approximately 0.55% 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.

Status: **Achieved, an increase from the prior year baseline.**

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

Baseline: 6,030; approximately 65.77% 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

Status: **Achieved, as an improvement from the prior year baseline and exceeding the state average.**

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

Baseline: 7,273; approximately 79.32% 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
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Status: **Achieved, as an improvement from the prior year baseline.**

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

Baseline: 0 (0.00%); 0.00% 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.

Status: **Achieved, as an improvement from the prior year baseline and exceeding the state average.**

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

Baseline: 155 adults total; approximately 1.69% 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.

Status: **Achieved, as exceeding the state average.**

(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 2018. Please see the FY 2018 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:

Partially Achieved

English	80.01%
Spanish	12.19%
Vietnamese	3.45%
Chinese	01.40%
Tagalog	00.67%
Other	2.28%

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

Ethnicity	0 - 2	3 - 21	22+	Total #	Total %
Asian	61 (9.1%)	494 (25.1%)	108 (9.5%)	663	17.6%
Black	1 (14.3%)	47 (30.7%)	22 (9.1%)	70	17.5%
Hispanic	146 (7.1%)	912 (27.4%)	230 (10.4%)	1288	17.0%
Native American	0 (-%)	2 (100%)	4 (17.4%)	6	24.0%
Other	37 (5.9%)	323 (32%)	68 (12.8%)	428	19.7%
Polynesian	0 (0.0%)	2 (20%)	2 (13.3%)	4	13.8%
White	93 (11.4%)	554 (31.2%)	237 (7.8%)	884	15.8%

*DDS did not provide a breakdown that included Filipinos.

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

	Home	ILS/SLS	RCH	Inst.	Med/Psy	Other
White						
Hispanic	37.38%	18.38%	19.41%	65.21%	30.54%	54.08%
Black						
Native American	0.12%	0.37%	0.31%	-	0.00%	-
Asian						
Polynesian	0.17%	0.45%	0.17%	0.00%		
Other						

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: **Achieved**

Santa Clara	Monterey*	Santa Cruz	San Benito*
1	1	1	1
* shared			

(b) Earned Income

(i) Number and percentage of consumers, ages 16-64, with earned income: **Data not yet provided.**

(ii) Average annual wages for consumers ages 16-64: **Data not yet provided.**

(iii) Annual earnings of consumers ages 16-64 compared to all people with disabilities in California: **Data not yet provided.**

%

Avg Wage	State Avg
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(c) Paid Internship Program: **Achieved**

(i) Number and percentage of adults who participated in the Paid Internship Program during the fiscal year: **98, or 1.36%**

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

	#	%
Placed	30	31.8%

(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:

	Average Wage	Average Hours
Salaried	--	--
Hourly	\$13.80	14.80

(d) Competitive Integrated Employment Incentive Program: **Achieved**

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

	Average Wage	Average Hours
Salaried	--	--
Hourly	\$14.12	12.4

- (ii) The number and percentage of adults on whose behalf \$1000 (30 days), \$1250 (6 months), and \$1500 (12 months) incentive payments were made for the fiscal year:

\$1000	79	100%
\$1250	77	97.5%
\$1500	55	71.4%

- (e) Percentage of adults who reported having integrated employment as a goal in their IPP: **26% of individuals surveyed by National Core Indicators In-Person Survey**

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 C	Partner with the Department of Rehabilitation to 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.

C. Local Measures

12. Outcome: (Home and Community Based Services Final Rule): **Promote community integration through increased support and opportunities to make individual choices.**
New Measure

Percentage of adults, according to National Core Indicators, who reported they:

- (a) Chose their home (other than family home): 46%
- (b) Chose their roommates or chose to live alone: 37%
- (c) Chose staff or did not choose but can request to change: 75%
- (d) Choose or have input in their daily schedule: 80%
- (e) Choose or have input in how to spend their free time: 89%
- (f) Choose or have input in what to buy with spending money: 85%
- (g) Chose or have input in choosing their day activity: 47%
- (h) Chose or have input in choosing paid community job: 96%
- (i) Chose or can request to change case manager: 95%

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.

FY 2017: Yes, in compliance for FY 2017

FY 2018: Yes, in compliance for FY 2018

FY 2019: Yes, in compliance for FY 2019

Activity: Comply with Generally Accepted Accounting Principles.

2. Outcome: Substantial compliance with DDS fiscal audit.

FY 2017: Yes, in compliance

FY 2018: Yes, in compliance

FY 2019: 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.

This measure is no longer required.

4. Outcome: Operate within OPS budget.

FY 2017: Yes, met for FY 2017

FY 2018: Yes, met for FY 2018

FY 2019: Yes, met for FY 2019

Activity: Conduct on-going monitoring of OPS expenditures.

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

FY 2017: Yes, maintained certification during 2017

FY 2018: Yes, maintained certification during 2018

FY 2019: Yes, maintained certification during 2019

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.

Y4 (10/17): Yes, met for 2017

Y5 (09/18): Yes, met for 2018

Y6 (09/19): Yes, met for 2019

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

7. Outcome: CDER/ESR Currency.

FY 2017 14,025 CDER current, or approximately 99.19% current

1,998 ESRs current, or approximately 84.69% current
FY 2018 14,561 CDERs current, or 99.29% current

FY 2019 14,888 CDERs current, or 99.00% current
2,215 ESRs current, or 99.00% current

Activity: Ensure the currency of CDER/ESRs.

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

FY 2017: No data provided

FY 2018: No data provided

FY 2019: 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.

FY 2017: 0 intakes (0.00%) overdue (143-240 days total)
2 intakes (1.00%) overdue (241 or more days total)
Total intakes: 200

FY 2018: 1 intake (0.50%) overdue (143-240 days total)

FY 2019: 0 intake (0.50%) overdue (143-240 days total)
0 intake (0.50%) overdue (241 or more days total)
Total intakes: 185

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

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

FY 2015 – 2017: This data is now supposed to be released every three years by DDS; SARC has not yet received this data.

FY 2018-2020: This data will be released in June 2020.

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)

FY 2017: Not yet released

FY 2018: Not yet released

FY 2019: Not yet released

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