

## 2021 PERFORMANCE CONTRACT: PROPOSED OUTCOMES AND ACTIVITIES

California Welfare & Institutions Code section 4629(c) requires that contracts between regional centers and the Department of Developmental Services include annual performance objectives. These objectives must be developed through a public process with the approval of the Board of Directors and the Department. Please find below the proposed performance objectives' outcomes and activities for calendar year 2021, including previous years' measures. This document conforms to the Calendar Year 2021 Performance Contract Guidelines issued by the Department on September 11, 2020.

**BLUE TEXT** is based upon the semi-annual results for 2020. All numbers were provided on July 28, 2020 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 (Status 1, 2, and 8): 17,499

Total active minors (Status 1& 2; aged 0-17 years): 8,117

Early Start: 2,617

Total active adults (Status 2 & 8; aged 18+ years): 9,378

#### (A). Contractual Measures:

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

Baseline: 4 persons total; 0.02% of total SARC population.<sup>1</sup>

Goal	Reduce the #/% of Regional Center caseload in Developmental Centers
Activity A	Placement of individuals residing in Developmental Centers contingent upon appropriate and quality housing being available
Activity B	Provide Vendor oversight and assistance to increase the

<sup>1</sup> Individuals at the DDS-run and funded STAR crisis facilities and the Secure Treatment Program at Porterville Developmental Center are now included in this measure. SARC has 0 (0.00%) individuals in General Treatment at any Developmental Center.

	effectiveness of community integration services in serving individuals 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 individuals 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 Behavioral 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 exceeding the state average.**

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

Baseline:    8,050 minors total; approximately 99.17% 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.<sup>2</sup>

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

Baseline: 694 total adults in their own homes; approximately 7.40% 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:** Achieved, as an improvement from the prior year baseline.

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

Baseline: 510 total adults in supported living, approximately 5.44% 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

<sup>2</sup> San Andreas performed better than the state average for children residing in their parents'/guardians' homes and has fewer children in foster homes than the state average.

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

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

Baseline: 52; 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, as an improvement from the prior year baseline.

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

Baseline: 6,269; approximately 66.85% 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.

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

Baseline: 7,525; approximately 80.24% 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

**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 exceeding the state average.**

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

Baseline: 147 adults total; approximately 1.57% 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 an improvement from the prior year baseline and 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 2019. Please see the FY 2019 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:  
**Not met<sup>3</sup>**

(b)

<b>English</b>	80.9%
<b>Spanish</b>	13.4%
<b>Vietnamese</b>	3.4%
<b>Chinese</b>	1.4%
<b>Tagalog</b>	00.68%
<b>Other</b>	0.22%

(c) Number and % of individuals within ethnicity receiving only case management services by age and ethnicity\*: **Not met<sup>4</sup>**

<sup>3</sup> Only English, Spanish, and Vietnamese-speaking cases saw an increase in their share of expenditures; no language-group has a share of expenditures representative of its share of SARC's service population, with English-speaking cases increasing its share of authorizations out of proportion to its census.

<sup>4</sup> Except for the Hispanic population, a higher percentage of all other individuals did not receive any services other than case management. Additionally, the increase in Asian, Black, Native American, Other, and Polynesian individuals not receiving other services increased at a higher rate than White individuals in all age categories.

Ethnicity	0 - 2	3 - 21	22+	Total #	Total %
Asian	55 (7.9%)	526 (26.5%)	122 (9.9%)	703	18.0%
Black	3 (100%)	56 (30.7%)	27 (10.9%)	86	21%
Hispanic	129 (5.7%)	947 (27.1%)	244 (10.6%)	1320	16.4%
Native American	0 (-%)	1 (50%)	2 (9.1%)	24	12.5%
Other	127 (15.2%)	399 (32.5%)	83 (14.5%)	609	24.3%
Polynesian	0 (0.0%)	6 (35.3%)	6 (35.3%)	12	28.6%
White	68 (9.3%)	399 (32.5%)	259 (8.4%)	899	16.1%

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

(d) % total annual authorized services by residence type<sup>5</sup> and ethnicity:  
**Partially Achieved<sup>6</sup>**

	Residential	Out-of-Home
White	59.4%	61.9%
Hispanic	18.8%	19.5%
Black	4.3%	3.9%
Native American	0.3%	0.3%
Asian	10.2%	7.9%
Polynesian	0.3%	0.3%
Other	6.4%	6.0%

<sup>5</sup> For FY 2019, DDS provided only “Residential” and “Out-of-Home” analyses.

<sup>6</sup> These shares of authorized services stayed relatively consistent.

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. [Achieved](#)

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

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

\* shared

(b) Earned Income

(i) Number of individuals, ages 16-64, with earned income<sup>7</sup>:

<sup>7</sup> Based on CDER data.



Work Hours/Week	Number of Clients
10-25	1,143
26-39	402
40+	182

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

Wages	Number of Clients
Receives minimum wage	1148
Receives above minimum wage	715
Salaried	25

(iii) Annual earnings of individuals ages 16-64 compared to all people with disabilities in California: [Data not provided by DDS/EDD.](#)

%

Avg Wage	State Avg

(c) Paid Internship Program:

(i) Number and percentage of adults who participated in the Paid Internship Program during the fiscal year: [139, or 1.85%](#)

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

	#	%
<b>Placed</b>	<a href="#">12</a>	<a href="#">8.6%</a>

(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
<b>Salaried</b>	--	--
<b>Hourly</b>	<a href="#">\$14.62</a>	<a href="#">15</a>

(d) Competitive Integrated Employment Incentive Program:

- (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
<b>Salaried</b>	--	--
<b>Hourly</b>	\$15.15	19

- (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:

<b>\$1000</b>	62	96%
<b>\$1250</b>	30	46.8%
<b>\$1500</b>	24	37.5%

- (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 (2017-2018).<sup>8</sup>

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

<sup>8</sup> NCI Data from 2019-2020 has yet to be published.

	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.

## 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  
 FY 2020: Yes, in compliance for FY 2020

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: In progress  
 FY 2020: N/A

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

3. 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  
 FY 2020: Yes, met for FY 2020

Activity: Conduct on-going monitoring of OPS expenditures.

4. 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  
FY 2020: Yes, maintained certification during 2020

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

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

2017: Yes, met for 2017  
2018: Yes, met for 2018  
2019: Waived by DDS  
2020: Waived by DDS

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

6. 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 95.10% CDERs/ESRs current  
FY 2019 95.76% CDERs/ESRs current  
FY 2020 Not yet available

Activity: Ensure the currency of CDER/ESRs.

7. 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  
FY 2020: Not yet available

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

8. 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
FY 2020 <sup>9</sup> :	1 intake (1.33%) overdue (143-240 days total)
	1 intake (1.33%) overdue (241 or more days total)
	Total intakes: 75

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

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

FY 2015 – 2017: 97.89%

FY 2018-2020: Not yet released.

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 2018: 79.2%

FY 2019: 89.5%

FY 2020: Not yet released

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

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<sup>9</sup> SARC performed better than the state average for intakes/assessments completed within the 142-day requirement and for intakes/assessments completed within 143-240 days total.