



July 27, 2023

2022 YEAR-END PERFORMANCE CONTRACT REPORT PUBLIC PRESENTATION AND COMMENTARY

**SANTA CLARA AND SAN BENITO COUNTIES**

6203 San Ignacio Avenue  
Suite 200  
San Jose, CA 95119

P.O. Box 50002  
San Jose, CA  
95150-0002  
Tel: 1(408) 374-9960  
Fax: 1(408) 281-6960

The Year-End results of San Andreas Regional Center's Performance Contract objectives and measures were presented to the Board of Directors and the public at the Board meeting on June 19, 2023. The meeting was advertised at least 30 days in advance and was held over Zoom teleconference. The Performance Report was presented by Executive Director Javier Zaldivar and Director of Consumer Services Michael Keeley, with translation available via simulcast channels (these channels were not accessed by any members of the public). Following the presentation, the floor was opened for feedback. A public feedback period was held for 30 working days following the presentation and was available through dedicated e-mail, website submission, and telephone. No public feedback was received, either at the meeting or during the open period.

**MONTEREY COUNTY**

1370 S. Main Street  
Salinas, CA 93901  
Tel: 1(831) 900-3636  
Fax: 1(831) 424-3007

To improve our caseload ratios and our compliance with case documentation, as well as sustain the performance improvements from the previous year, SARC continues an aggressive hiring campaign to expand service coordination and reduce caseload size. SARC continues to focus on hiring a culturally and linguistically diverse workforce at all levels; despite our aggressive expansion, we have retained a workforce where nearly one half of all employees speak one or more of our threshold languages. We have expanded our training regimen, both upon initial hiring and ongoing, to include a focus on cultural competency, not just within the diverse geographic, economic, ethnic, and religious communities we serve, but also including Deaf and Hard-of-Hearing culture. With the success of our under-served cases team, we have created further specialized teams focused on provisional eligibility, the Self-Determination Program, and expanded the team for individuals with recent custodial or secure treatment histories.

**SANTA CRUZ COUNTY**

1110 Main Street  
Suite 8  
Watsonville, CA 95076  
Tel: 1(831) 900-3737  
Fax: 1(831) 728-5514

Areas identified for improvement included increasing the variety and availability of independent, supported, and family home agency living options for adults served to improve their ability to move to homes of their choice. While we slightly exceed the state average in keeping adults out of large residential facilities, increasing the variety of community and residential support for individuals in crisis remains an area of need.

[www.sarc.org](http://www.sarc.org)

Member of the Association  
of Regional Center Agencies



STAY CONNECTED

Our resource development and community services teams continue to work hard in expanding our people's access to affordable housing and specialized care facilities, especially for those individuals requiring enhanced behavioral health needs. Children's services continue to collaborate and form an integral part of California's trauma-informed and integrated Children's System of Care initiative. Quality assurance and improvement for our service providers, especially residential and supported living, continue to require improvement and are a significant focus in our

**"Consumers First Through Service, Advocacy, Respect and Choice"**

Serving Persons with Developmental Disabilities

revamped training and continuing education program for service coordinators and staff. Our employment specialist, community services development team, and adult services case management units continue to work diligently to expand the number of employers willing to work with our community.

Please do not hesitate to contact SARC through James Elliott should you have any questions or concerns.

Respectfully,

*James F. Elliott*

James F. Elliott  
Compliance and Special Projects Manager  
San Andreas Regional Center  
(408) 341-3828  
jelliott@sarc.org



# 2022 Performance Contract

## Year-End Report

# SARC in 2022: Where are our active people?

People in  
Developmental  
Centers: 6  
(0.03%)

People Residing  
in the  
Community:  
18,747 (99.96%)

Total People:  
18,753

# SARC in 2022: Ethnicity

People  
identifying  
by:

**Hispanic: 39%**

**White: 25%**

**Asian: 18%**

**Other: 16%**

**Black/African American: 2%**

# SARC in 2022: Diagnosis

---

Diagnosis:

**Autism: 45%**

---

**Intellectual Disability\*: 36%**

---

**Cerebral Palsy: 9%**

---

**Epilepsy: 10%**

---

\*Includes conditions similar to or requiring treatment similar to Intellectual Disability.

## SARC in 2022: Age

### People aged:

- Birth through 2: 16%
- 3 through 5: 5%
- 6 through 21: 36%
- 22 through 51: 34%
- 52 or older: 9%

# SARC in 2022: Home

Where  
people  
live:

---

Parent/Guardian: 83%

---

Community or Intermediate Care Facilities:  
9%

---

Independent or Supported Living: 6%

---

Other: 2%

---



# Performance: Contract Goals

Goal:	State 2021	SARC 2021	State 2022	SARC 2022
Fewer people in DCs	0.06%	0.05%	0.06%	0.03%
More children with families	99.58%	99.29%	99.61%	99.30%
More adults in home settings	82.50%	81.12%	83.01%	81.53%
Fewer children in large facilities	0.03%	0.00%	0.03%	0.00%
Fewer adults in large facilities	1.78%	1.57%	1.67%	1.58%

**Red** = Less than state average or previous year

**Green** = Better than state or previous year

# Goals: Takeaways

## ▶ Successes:

- ▶ SARC far-exceeds the state averages in keeping children out of Foster Care and in their Parent/Guardian Homes.
- ▶ Continued excellence in keeping children from institution-like settings.
- ▶ Third-best in keeping individuals out of Developmental Centers.

## ▶ Concerns:

- ▶ Slight increase in adults in Developmental Centers



# Performance: Standards

Standards	2021	2022
Independent audit	Yes	Yes
DDS audit	Yes	Yes
Audits vendors	Met	Met
Did not overspend budget	Yes	Yes
Participates in federal waiver	Yes	Yes
CDER/ESR updated	98.98%	96.25%
Intake/Assessment timelines	88.36%	97.79%
IPP requirements	N/A	97.67%
IFSP requirements	90.00%	87.5%

# Standards: Takeaways

- ▶ **Successes:**
  - ▶ Continued year-over-year compliance with audit and operational standards.
  - ▶ Impressive turnaround for the Intake Department.
- ▶ **Concerns:**
  - ▶ CDER/ESR currency and meeting IFSP requirements decreased noticeably.

# Getting People to Work: Highlights

- ▶ Wages for our people who work increased and continue to be above the state average (\$13,671 vs \$11,888).
- ▶ Our percentage of individuals earning income decreased (**11.37%** vs 12.59% last year) and remains below state average (vs 13.88%).
- ▶ We continue to far exceed the state average in placing people in competitive integrated employment following a paid internship (**32%** vs 12%).
- ▶ They earn higher wages (\$**15.89**/hour vs \$15.08/hour) and work more hours (**18** hours vs 15 hours).

# Service Equity: Highlights

- ▶ The overall numbers of individuals receiving only case management saw small increases across most ethnicities and age groups.
  - ▶ Asian, Black/African American, and White individuals ages 3 to 21 saw small decreases.
  - ▶ Total numbers stayed consistent, with a small increase in the Birth to 2 age range.
- ▶ Per capita expenditures by language saw a small increase for English, Korean, Cantonese Chinese, and Farsi-speakers, but otherwise saw small to large decreases in all other primary languages.
  - ▶ The "All other languages" category saw the greatest change year-over-year, decreasing by 65%, continuing a worrying trend from 2021.
  - ▶ Japanese-speaking individuals decreased by 62%, with the population growing 9%; compared to the 35% increase from last year, this suggests that individual needs can account for a large component of per capita expenditure increases and decreases.

# Takeaways

- ▶ Even though SARC prioritizes hiring multilingual staff, the need for services in primary languages appears to exceed the system's capacities.
- ▶ SARC's ability to provide community-based services makes a measurable impact on the ability of children and adults to remain at home.
- ▶ SARC must continue to focus on working with system partners to increase the development of affordable housing.
- ▶ SARC's investment in alternative and enhanced services for complex and difficult to treat individuals shows consistent results.
- ▶ SARC's employment services programs consistently show results far exceeding the state's.

Questions?  
[pcfeedback@sarc.org](mailto:pcfeedback@sarc.org)

Available at:  
[www.sanandreasregional.org/reports-policies/#performance-contract](http://www.sanandreasregional.org/reports-policies/#performance-contract)



**SAN ANDREAS REGIONAL CENTER  
Board of Directors Meeting Minutes  
Watsonville Office/Via Zoom  
June 19, 2023**

**Presiding:** Glendora Pitre Board President

**Board Members Present:** Maya Bareket Paloma Barraza  
Veronica Contreras Nefte Couttolenc  
Jon Drennan Elisabeth Einaudi  
Gus Maldonado Alicia Mesa  
Rajesh Patel Daniel Stickney

**Board Members Absent:** Cole Baumeister Erika Gonzalez  
Andy Le Lisa Lopez

**Staff Present** Mia Garza Lourdes Gonzalez  
Lisa Hartley Gina Jennings  
Angel Johnson Mike Keeley  
Irene De La Rosa Katherine Sanders  
Minerva Valdez Francisco Valenzuela  
Javier Zaldivar

**Community Present:** Jaclyn Balanay (DDS) David Grady

**CALL TO ORDER**

Ms. Glendora Pitre Board President called to order the regularly scheduled business meeting of San Andreas Regional Center at 6:00 p.m. at the Watsonville Office, Ms. Pitre also called attention to the note on the agenda stating that time is allowed for public input on any issue not included on the agenda, with a five-minute limit. (Welfare and Institutions Code Section 4660 (c)). Self-introductions were made, and Ms. Maya Bareket read the mission statement.

**APPROVAL OF MINUTES**

**M/S/C Moved to approve the March meeting minutes. (Stickney/Maldonado) No further discussions. All in favor, Motion carries.**

1. Board Meeting Minutes - 5/15/2023
2. Fiscal Committee Meeting Minutes - 5/15/2023
3. Service Provider Advisory Committee Meeting Minutes - 5/24/23
4. Program Policy Committee Meeting Minutes 6/6/23
5. Board Development Committee Meeting Minutes – 6/6/23

## Performance Contract 2022 Year-End Report

Mr. Zaldivar and Mr. Keeley presented the report and discussed these topics:

- Where are our active people?
  - 99.96% reside in the community
  - .03% reside in Developmental Centers
- Ethnicity
  - Hispanic: 39%
  - White: 25%
  - Asian: 18%
  - Other: 16%
  - Black/African American: 2%
- Diagnosis
  - Autism: 45%
  - Intellectual Disability\*: 36%
  - Cerebral Palsy: 9%
  - Epilepsy: 10%
- Age
  - Birth through 2: 16%
  - 3 through 5: 5%
  - 6 through 21: 36%
  - 22 through 51: 34% •
  - 52 or older: 9%
- Home - where people live
  - Parent/Guardian: 83%
  - Community or Intermediate Care Facilities: 9%
  - Independent or Supported Living: 6%
  - Other: 2%
- Performance: Contract goals most are better than state or previous year
- Goals: Takeaways Successes:
  - SARC far exceeds the state averages in keeping children out of Foster Care and in their Parent/Guardian Homes.
  - Continued excellence in keeping children from institution-like settings.
  - Third-best in keeping individuals out of Developmental Centers.
- Takeaways Concerns
  - Slight increase in adults in Developmental Centers
- Met performance standards
- Standards Takeaways Success:
  - Continued year-over-year compliance with audit and operational standards.
  - Impressive turnaround for the Intake Department.
- Takeaways Concerns
  - CDER/ESR currency and meeting IFSP requirements decreased noticeably.
- Getting People to Work: Highlights:
  - Wages for our people who work increased and continue to be above the state average (\$13,671 vs \$11,888).

- Our percentage of individuals earning income decreased (11.37% vs 12.59% last year) and remains below state average (vs 13.88%).
- We continue to far exceed the state average in placing people in competitive integrated employment following a paid internship (32% vs 12%).
- They earn higher wages (\$15.89/hour vs \$15.08/hour) and work more hours (18 hours vs 15 hours).
- **Service Equity Highlights and Takeaways:**
  - Even though SARC prioritizes hiring multilingual staff, the need for services in primary languages appears to exceed the system's capacities.
  - SARC's ability to provide community-based services makes a measurable impact on the ability of children and adults to remain at home.
  - SARC must continue to focus on working with system partners to increase the development of affordable housing.
  - SARC's investment in alternative and enhanced services for complex and difficult to treat individuals shows consistent results.
  - SARC's employment services programs consistently show results far exceeding the state's

For more detailed information visit: [2022 Performance Contract Year End Presentation](#)

## **COMMITTEE REPORTS**

### **FISCAL**

Ms. Einaudi the Board Treasurer gave the report.

#### **1. Purchase of Services (Non-CPP only)**

The Purchase of Service expense for the month of April 2023 was \$45M and the year to date was \$467.6M. The current allocation is \$716.5M.

#### **2. Individuals Served**

The number of individuals served as of April 2023 was 16,777. This is a decrease of 348 since April 2022.

#### **3. Operations (OPS)**

Expenses for the month of May were \$4.4M and the year to date was \$44.5M. The Fiscal Year Projection is \$54.4M and the estimated allocation is \$54.6M. This leaves us with a surplus of approximately \$137.9K.

#### **4. Cash Position**

The cash position through the end of May was \$96.8M. This is a decrease of \$33.8M since April.