

Central Valley Regional Center Performance Contract – 2017

| Public Policy Performance Measures | | | | |
|---|---------------------------------------|-----------------------------------|-----------------------------------|---|
| Measures | Statewide Average As of June 30, 2016 | CVRC Baseline as of June 30, 2015 | CVRC Baseline as of June 30, 2016 | Planned Activities |
| <p>1. Number and percent of Regional Center caseload in the Developmental Center (DC)</p> <p>(Lower is better)</p> | .33% | 0.61% 103 | .50% 88 | <ul style="list-style-type: none"> ▪ Implement the 2016-2017 Community Placement Plan. ▪ Develop specialty residential and services to support individuals in community homes that they choose. ▪ Complete comprehensive assessments for clients residing in the DC who meet criteria for assessment. ▪ Move 17 clients from the developmental center to a less-restrictive community placement. ▪ Develop sustainable, integrated, affordable, and accessible housing. ▪ Enter into Master Housing Agreements with non-profit housing ownership organizations (NPOs) to locate and purchase permanent housing through the “Buy It Once” model, to be used exclusively by regional center clients in perpetuity for 99 years. |
| <p>2. Number and percent of minors residing with families. Includes:</p> <p>Own family Foster family With guardian</p> <p>(Higher is better)</p> | 99.22% | 98.88% 7,622 | 99.04% 8,221 | <ul style="list-style-type: none"> ▪ Provide information to parents about the Family Resource Center; make referrals if interested. ▪ Continue developing programs to serve children. ▪ Monitor efficacy and best practice for programs serving children. ▪ Offer group Applied Behavior Analysis training for families in English and Spanish; other languages as available. |

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| <p>3. Number and percent of minors living in facilities serving greater than 6. Includes the following facilities:</p> <p>Community Care Intermediate Care Skilled Nursing</p> <p>(Lower is better)</p> | .05% | 0.01% 1 | 0.00% 0 | <ul style="list-style-type: none"> ▪ Continue to encourage new residential service providers to offer living arrangement for 4 clients, and with individual bedrooms when possible. ▪ Continue to encourage development of small family homes for 2 children. |
| <p>4. Number and % of adults residing in home settings. Cumulative of:</p> <p>Independent Living Supported Living Adult Family Home Agency Family Homes</p> <p>(Also listed separately as: 4a, 4b, 4c and 4d)</p> <p>(Higher is better)</p> | 78.47% | 77.37% 7,007 | 78.08% 7,239 | <ul style="list-style-type: none"> ▪ Provide training to regional center staff on various living arrangements. ▪ Develop sustainable, integrated, affordable, and accessible housing. ▪ Provide Mobility and Bus Training for adult clients who are able to utilize public transportation. |
| <p>a. Adult Family Home Agency</p> | .97% | 2.98% 270 | 2.99% 277 | <ul style="list-style-type: none"> ▪ Continue to collaborate with Adult Family Home Agencies (AFHA) in referral, assessment, and placement process. ▪ Conduct annual review of AFHA's |
| <p>b. Independent Living</p> | 11.15% | 15.30% 1,386 | 15.26% 1,415 | <ul style="list-style-type: none"> ▪ Continue to collaborate with Independent Living Program (ILP) providers to improve services to clients ▪ Provide information to clients and families about Housing Choice vouchers as available |

Central Valley Regional Center Performance Contract – 2017

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| Measures | Statewide Average As of June 30, 2016 | CVRC Baseline as of June 30, 2015 | CVRC Baseline as of June 30, 2016 | Planned Activities |
| | | | | <p>through the Housing Authority.</p> <ul style="list-style-type: none"> ▪ Implement Guidelines for provision of services by ILP vendors including best practice recommendations. |
| c. Own Home - Parent | 60.83% | 57.43% 5,201 | 58.13% 5,389 | <ul style="list-style-type: none"> ▪ Provide out-of-home respite options. ▪ Provide information to clients and families about Housing Choice vouchers as available through the Housing Authority. ▪ Continue to refer families to In-Home Respite Agencies. |
| d. Supported Living | 5.52% | 1.66% 150 | 1.70% 158 | <ul style="list-style-type: none"> ▪ Collaborate with Supported Living Services to ensure clients' needs are being met. ▪ Ensure that all generic and natural supports are being utilized to the fullest extent. ▪ Use DDS Standardized Assessment Tool |
| <p>5. Number and percent of adults living in facilities serving greater than 6. Includes the following facilities:</p> <p>Community Care Intermediate Care Skilled Nursing</p> <p>(Lower is better)</p> | 2.72% | 0.82% 74 | .84% 78 | <ul style="list-style-type: none"> ▪ Continue to encourage new residential service providers to offer living arrangements for 4-6 clients, and with individual bedrooms when possible. |

Central Valley Regional Center Performance Contract – 2017

Measures Related to Reducing & Improving Equity in Purchase of Service Expenditures

6. CVRC will develop data to refine understanding of issues affecting access and quality of services.

The performance measures will be quantified via National Core Indicators (NCI) data through surveys conducted for three groups:

- | | |
|------------------------------------|---|
| a. Child Family Survey FY 12/13 | (Future reports: FY 15/16 and FY 18/19) |
| b. Adult Family Survey FY 13/14 | (Future reports: FY 16/17 and FY 19/20) |
| c. Family Guardian Survey FY 13/14 | (Future reports: FY 16/17 and FY 19/20) |

Activities to Achieve Outcomes:

CVRC is committed to enriching cultural competency by integrating cultural competency into management systems and operations.

- CVRC will continue to conduct stakeholder feedback sessions on purchase of service and expenditure data.
- CVRC will conduct focused discussions with community partners to improve outreach to underserved
- CVRC will conduct deeper analysis of expenditure data to improve understanding and identify issues impacting access to and quality of service.
- CVRC will utilize National Core Indicator data to assist in evaluating expenditure data.
- CVRC will link National Core Indicator data with Self-Determination Outreach

| Measure: Increase the number and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member. | Statewide NCI Average | CVRC Baseline NCI Survey |
|---|-----------------------|--|
| a. Child Family Survey – Fiscal Year 12/13 | 67% | 71% <u>Average by ethnicity:</u> Hispanic: 75% Asian: 69% White: 68% Other: 71% African Am./Black: 72% |
| b. Adult Family Survey– Fiscal Year 13/14 | Data not available | 80% <u>Average by ethnicity:</u> Hispanic: 76% Asian: 85% White: 87% Other: no data African Am./Black: 73% |
| c. Family Guardian Survey – Fiscal Year 13/14 | Data not available | 90% <u>Average by ethnicity:</u> Hispanic: 85% Asian: 100% White: 89% Other: 100% African Am./Black: 75% |

Central Valley Regional Center Performance Contract – 2017

Measures Related to Reducing & Improving Equity in Purchase of Service Expenditures - Continued

7. CVRC will assess areas of internal operations.

The performance measures will be quantified via National Core Indicators (NCI) data through surveys conducted for three groups:

- | | |
|------------------------------------|---|
| a. Child Family Survey FY 12/13 | (Future reports: FY 15/16 and FY 18/19) |
| b. Adult Family Survey FY 13/14 | (Future reports: FY 16/17 and FY 19/20) |
| c. Family Guardian Survey FY 13/14 | (Future reports: FY 16/17 and FY 19/20) |

Activities to Achieve Outcomes:

CVRC is committed to enriching cultural competency by integrating cultural competency into management systems and operations.

- CVRC will evaluate service coordinator purchase of service data by age, race, language, disability, and insurance.
- CVRC will survey service providers to assess % of staff who speak threshold languages.

| Measure: Increase the number and percent of individuals, by race/ethnicity whose IPP/IFSP includes all the services and supports needed | Statewide NCI Average | CVRC Baseline NCI Survey |
|--|-----------------------|--|
| a. Child Family Survey – Fiscal Year 12/13 | 63% | 73% <u>Average by ethnicity:</u> Hispanic: 85% Asian: 81% White: 73% Other: 60% African Am./Black: 77% |
| b. Adult Family Survey - Fiscal Year 13/14 | Data not available | 94% <u>Average by ethnicity:</u> Hispanic: 88% Asian: 100% White: 90% Other: no data African Am./Black: 100% |
| c. Family Guardian Survey - Fiscal Year 13/14 | Data not available | 94% <u>Average by ethnicity:</u> Hispanic: 83% Asian: 100% White: 84% Other: 100% African Am./Black: 100% |

Central Valley Regional Center Performance Contract – 2017

| Compliance Measures | | | |
|---|--|--|---|
| Measures | Year End December 2015 Yes/No | Year End December 2016 Yes/No | Planned Activities |
| 8. Unqualified independent audit with no Material findings | Yes | Data not available | Maintain performance |
| 9. Substantial Compliance with Department of Developmental Services fiscal audit | Yes | Data not available | Maintain performance |
| 10. Operates within Operations budget | Yes | Data not available | Maintain performance |
| 11. Accurate fiscal projections (within established percentage), both Operations and Purchase of Service, based on February Sufficiency of Allocations Report | Yes | Data not available | Maintain accuracy of fiscal projections on SOAR within acceptable range |
| 12. Certified to participate in Waiver | Yes | Data not available | Maintain certification |
| 13. Compliance with Vendor Audit Requirements | Yes | Data not available | Maintain compliance |

| Compliance Measures | | | | |
|---|--|---|--|--|
| Measures | Statewide Average As of June 30, 2016 | CVRC Baseline as of June 30, 2015 | CVRC Baseline as of June 30, 2016 | Planned Activities |
| 14. Intake/assessment time lines as required to be maintained (Age 3 and above) (Higher is better) | 98.32 | 100% 364 | 100% 326 | <ul style="list-style-type: none"> ▪ Maintain time lines to at least the Statewide average. ▪ Periodically evaluate the intake process and procedures to ensure time lines are met. ▪ Review data on timelines monthly to ensure accuracy in reporting. |
| 15. Client Development Evaluation Reports (CDERs). Note: This is reflective of Status 2 cases only. (Higher is better) | 98.44% | 99.14% 14,289 | 99.18% 14,858 | <ul style="list-style-type: none"> ▪ Maintain CDER currency to at least the statewide average or above. |

Central Valley Regional Center Performance Contract – 2017

| Compliance Measures - Continued | | | | |
|---|--------------------|------------------------|------------------------|---|
| Measures | Statewide Average | Year End December 2015 | Year End December 2016 | Planned Activities |
| 16. Composite of Client Development Evaluation Reports (CDERs) and Early Start Reports (ESRs) currency percentages weighted based on regional center's Status 1 and 2 caseloads | Data not available | 95.95% | Data not available | <ul style="list-style-type: none"> ▪ Maintain CDER/ESR currency to at least the statewide average or above. |
| 17. Intake/assessment and Individualized Family Service Plan (IFSP) time lines (0-2) | UD ¹ | UD | UD | <ul style="list-style-type: none"> ▪ Maintain compliance with T17 Requirements. |
| 18. Individual Program Plan (IPP) requirements met | Data not available | 100% | Data not available | <ul style="list-style-type: none"> ▪ Maintain compliance with W & I code requirements. |
| 19. Individualized Family Service Plan (IFSP) requirements met | Data not available | 94.20% | Data not available | <ul style="list-style-type: none"> ▪ Maintain compliance with T17 Requirements. ▪ Collaborate with Early Intervention programs to meet time lines. ▪ Service Coordinators and Early Intervention partners will be trained annually on all aspects of the IFSP process, including time lines. |

¹UD=Under Development

STATEMENT OF ASSURANCES

This is to assure that CENTRAL VALLEY REGIONAL CENTER Year 2017 Performance Contract was developed in accordance with the requirements specified in Welfare and Institutions Code section 4629 and the Department of Developmental Services' (Department) Year 2017 Performance Contract Guidelines.

The performance contract was developed through a public process which included:

- Providing information, in an understandable form, to the community about regional center services and supports, including budget information and baseline data on services and supports and the regional center operations [WIC 4629 (c)(B)(i)];
- Holding at least one public meeting to solicit input on performance objectives and using focus groups or surveys to collect information from the community [WIC 4629 (c)(B)(ii)];
- Providing at least 10 calendar days advance public notice of the date(s) of the public meeting (Department Guidelines);
- Circulating a draft to the community of the performance contract plan relative to the public policy and compliance outcomes identified in the Department Performance Contract Guidelines, and any locally developed policy outcomes prior to presenting the contract to the regional center board for action [WIC 4629 (c)(B)(iii)]; and,
- Providing an opportunity for additional public input and consideration of that input at the regional center board meeting prior to board action on the proposed performance contract [WIC 4629 (c)(B)(iii)].

Signature of RC Director:

Heather Flores

Date:

10-10-2016