

## 2017 PERFORMANCE CONTRACT: PROPOSED OUTCOMES AND ACTIVITIES

APPROVED BY THE SAN ANDREAS BOARD OF DIRECTORS ON 10/31/16

**BLUE TEXT** is based upon the semi-annual results for 2016. All numbers were provided on July 15, 2016 by the California Department of Developmental Services. **GREEN TEXT** indicates new proposed Outcomes and Activities for the regional center.

### I. Public Policy Performance Measures

Total active individuals: 16,012

Total active minors (aged 0-17 years): 7,827

➤ Early Start: 2,364

Total active adults (aged 18+ years): 8,170

#### (A). Contractual Measures:

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

Baseline: 15 persons total; approximately 0.09% 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 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.
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2. Outcome: Number/percent of minors (aged 0-17 years) residing with families:

Baseline: 7,732 minors total; approximately 98.79% 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: 647 total adults in their own homes; approximately 7.92% 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: 647 total adults in supported living, approximately 7.92% 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

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

Baseline: 39; 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.
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6. Outcome: Number/percent of adults residing in family homes (home of parent or guardian).

Baseline: 5,140; approximately 62.91% 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: 6,279; approximately 76.85% 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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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.

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

Baseline: 149 adults total; approximately 1.82% 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.

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

Note: The most recent data available is from FY 2015. Please see the FY 2015 Purchase of Service Disparity report and datasets for further details.

\* Based on purchase of service expenditures.

(a) Baseline: % total annual purchase of service by ethnicity and age:

	<b>Asian</b>	<b>Black</b>	<b>Filip.</b>	<b>Hisp.</b>	<b>Nat. Am.</b>	<b>Other</b>	<b>Poly.</b>	<b>White</b>	<b>Total</b>
0-2	19%	0.2%	0.8%	40%	0%	26%	>0%	14%	100%
3-21	19%	3%	4%	33%	>0%	11%	>0%	30%	100%
22+	8%	3%	2%	24%	0.25%	6%	0.25%	56.5%	100%
All	10%	3%	3%	25.5%	0.2%	8%	0.3%	50%	100%

(b) Baseline: % total annual purchase of service expenditures by primary language\*\*:

<b>Language</b>	<b>% Total POS</b>
English	81%
Spanish	12%
Vietnamese	3%
Tagalog	0.7%
Mandarin Chinese	1%
Cantonese Chinese	0.5%
Non-Threshold	1.8%
All	100%

\*\*Only threshold languages are individually reflected in this data.



Goal	Increase the accessibility and use of authorized services by individuals and families of service by ethnicity and age (15(a)) and expenditures by primary language (15(b)).
Activity A	Collaborate with community representatives and shareholder organizations to develop outreach and education opportunities for minority groups. (15(a) and (b))
Activity B	Continue ethnicity- and language-specific community outreach. (15(a) and (b))
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. (15(b))
Activity D	Continue to offer transcultural and culturally-sensitive training to regional center staff and providers. (15(a))
Activity E	Continue to prioritize the development of bilingual/bicultural service providers, with a focus on insufficiently-served regions. (15(a) and (b))
Activity F	Partner with existing and nascent grassroots organizations to develop 1:1, language-appropriate parent/peer-mentoring to encourage use of services. (15(a) and (b))

## II. Compliance Measures:

### 1. Outcome: Compliance with unqualified independent audit.

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

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

Activity: Comply with Generally Accepted Accounting Principles.

### 2. Outcome: Substantial compliance with DDS fiscal audit.

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

Y6 (10/16): 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 (2011): Yes, met for FY 2011  
FY2 (2012): Yes, met for FY 2012  
FY3 (2013): Yes, met for FY 2013  
FY4 (2014): Yes, met for FY 2014  
FY5 (2015): Yes, met for FY 2015

FY6 (2016): Yes, met for FY 2016

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 (2011): Yes, met for FY 2011  
FY2 (2012): Yes, met for FY 2012  
FY3 (2013): Yes, met for FY 2013



FY4 (2014): Yes, met for FY 2014

FY5 (2015): Yes, met for FY 2014

FY6 (2016): Yes, met for FY 2016

Activity: Conduct on-going monitoring of OPS expenditures.

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

Y1 (10/11): Yes, maintained certification during 2011

Y2 (10/12): Yes, maintained certification during 2012

Y3(11/13): Yes, maintained certification during 2013

Y4 (10/14): Yes, maintained certification during 2014

Y5 (06/15): Yes, maintained certification during 2015

Y6 (10/16): Results pending

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 (10/11): Yes, met for 2011

Y2 (10/12): Yes, met for 2012

Y3 (11/13): Yes, met for 2013

Y4 (10/14): Yes, met for 2014

Y5 (06/15): Yes, met for 2015

Y6 (10/16): Results pending

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

7. Outcome: CDER/ESR Currency.

Y1 (06/11): 12,381 CDER/ESR current, or approximately 95% current

Y2 (10/12): 10,917 CDER current, or approximately 91% current. ESR not included.

Y3 (11/13): 12,291 CDER current, or approximately 85.3% current. ESR estimate on 06/13: 62%

Y4 (10/14): 12,727 CDER current, or approximately 99.43% current

Y5 (06/15): 1,516 ESR current, or approximately 97.79% current  
 13,060 CDER current, or approximately 99.11% current  
 1,904 ESR current, or approximately  
 Total compliance: 99.19%

Y6 (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.

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

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 (12/11): 5 intakes overdue 143-240 days  
 0 intakes overdue >241 days

Y2 (11/12): 8 intakes overdue 143-240 days  
 0 intakes overdue >241 days

Y3 (11/13): 3 intakes overdue 143-240 days  
 2 intakes overdue >241 days

Y4 (10/14): 6 total; approximately 2.27% intakes overdue (143-240 days total)  
 2 total; approximately 0.92% intakes overdue >241

days

Total intakes tear-to-date: 216

Y5 (06/15): 2 total; approximately 1.08% intakes overdue (143-240 days total)

0 total; approximately 0.00% intakes overdue (241 or more days total)

Y6 (06/16): 2 total; approximately 0.98% intakes overdue (143-240 days total)

0 total; 0.00% intakes overdue (241 or more days total)

Total intakes: 205

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 (06/16): This data is now released every three years by DDS; SARC will receive this data in 2017.

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 (12/11): 98%

Y2 (12/12): 98%

Y3 (11/13): 98%

Y4 (10/14): 98%

Y5 (06/15): Not yet released

Y6: (06/16): Not yet released

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



## STATEMENT OF ASSURANCES

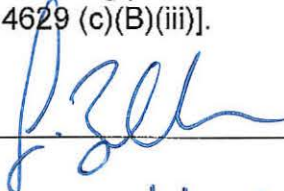
This is to assure that SAN ANTONIO Regional Center Year 2017 Performance Contract was developed in accordance with the requirements specified in Welfare and Institutions Code section 4629 and the Department of Developmental Services' (Department) Year 2017 Performance Contract Guidelines.

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: \_\_\_\_\_

Date: \_\_\_\_\_



11-1-16