



## 2024-2025 PERFORMANCE CONTRACT: PROPOSED OUTCOMES, MEASURES AND ACTIVITIES

### Introduction

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. These objectives and measures are presented to the public at SARC's public board meeting, to its service provider advisory council, and to its parent advisory council, and are made available online to the public.

Beginning January 1, 2023, DDS transitioned from calendar year (CY) reporting to fiscal year (July 1, 20XX - June 30, 20XX). Please find below the proposed performance objectives' outcomes and activities for the 2024-2025 fiscal year. This document conforms to DDS's *2024-25 Performance Contract Guidelines* issued by the Department on March 25, 2024.

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.

Each outcome has a baseline, which was calculated using Client Master File data from DDS as of May 31, 2024, unless otherwise noted. **Blue Text** indicates a new outcome, measure, or activity from the previous year's proposed outcomes and measures.

This report will be published on our website and social media and will be available for distribution upon request. Should you have any input or questions regarding our proposed Outcomes and Activities for 2024-2025, please contact Compliance and Special Projects Manager James Elliott at [jelliott@sarc.org](mailto:jelliott@sarc.org) or (408) 341-3828.

### I. Regional Center Performance Measures

This section is the result of the introduction of Welfare & Institutions Code section 4620.5 and is designed to identify priority areas for performance improvement. These will be implemented in several phases, as directed by DDS, in separate guidelines for each measure, as the measures evolve over time. It is unknown at this time whether any of these

new measures will replace any of the **Public Policy** measures currently tracked. The areas of focus, with any currently calculable baselines, are below:

1. Early Start
  - a. Child Find Plan
  - b. The number of children identified in proportion to total number of 0-2 children in each county, by language and race and ethnicity.
  - c. Rate of Individual Family Service Plans completed within 45 days from date of referral without exceptional family circumstances.
  
2. Employment
  - a. Participation in Competitive Integrated Employment for at least 30 days reported by
    - i. Students enrolled or attending secondary education.
    - ii. Adults who are no longer enrolled or attending secondary education.
  - b. Data points on interest and participation in CIE.
  
3. Equity and Cultural Competency:
  - a. Number of bilingual service coordinators, intake staff, and managers for each threshold language<sup>1</sup>:

Language	Number (Percentage)
All other languages	9 (3.04%)
Cantonese/Mandarin Chinese	5 (1.68%)
Spanish	175 (59.1%)
Vietnamese	33 (11.1%)

- b. Language distribution across people receiving services<sup>2</sup>:

Language	Percentage
All other languages	3.12%
Cantonese/Mandarin Chinese	1.77%
English	67.6%
Spanish	23.1%
Vietnamese	4.24%

- c. Number of requests for translated IPP documents and average length of time to complete request:

<sup>1</sup> As of June 7, 2024

<sup>2</sup> This baseline is based on the Purchase of Service Disparity data provided by DDS for Fiscal Year 2022-2023.

- d. Percentage of service coordinators, intake staff, and managers participating in cultural and linguistic competency training: **100%**
- 4. Individual and Family Satisfaction
  - a. Regional centers and DDS will establish annual feedback measures across at least eight common components.
- 5. Person-Centered Services Planning
  - a. Development and use of a consistent person-centered service plan document.
  - b. Number of certified PCP Facilitation Trainers employed by regional center and qualified to deliver plan facilitation training: **2**
- 6. Service Coordination and Regional Center Operations:
  - a. Number of vendors for each service type within the catchment area, by zip code.
  - b. Number of days between IPP review and service authorization, reported as an average and a range.
  - c. Develop a set of service coordinator training standards and competencies statewide.
  - d. Reporting of all service coordinators who completed all requirements within the standards.
  - e. RCs develop and utilize a standard intake process that includes core elements set by DDS, with a focus on customer service.

These items will be formatted and developed further as outcomes and measures are developed.

## II. Public Policy Performance Measures

The following measures conform to the Minimum Information Requirements of the regional center's contract with the Department of Developmental Services. These performance measures have been developed over the years through collaboration with our many partners in the communities we serve. Unless otherwise stated, all measures conform to the fiscal year (July through June) and are measured annually. Currently the **baselines** are taken from May 31, 2024, performance numbers provided by the Department's Client Master File, and will be updated when end-of-fiscal year performance measurements are available.

- 1. Number and percent of children residing with families:
  - a. Own home with parent/guardian: **8,490/8,671 = 98.89%**
  - b. Foster home: **39/8,671 = 0.57%**
  - c. Total: **8,624/8,671 = 99.46%**

<b>Activity A</b>	Provide information to families on the array of family support services.
<b>Activity B</b>	Continue to develop with Parents Helping Parents and Family Resource Centers to support families in our catchment area.
<b>Activity C</b>	Increase family and community awareness of existing day care providers with vacancies.
<b>Activity D</b>	Attend ongoing meetings with Department of Family and Children's Services Child Family Teamings to better coordinate appropriate services for children and their families.
<b>Activity E</b>	Increase the number of behavioral intervention agencies.
<b>Activity F</b>	Continue support and representation at the Family Mental Health Collaborative and in conjunction with County Mental Health at the Mental Health Service Act meetings.
<b>Activity G</b>	Increase outreach to minority/under-served populations to increase awareness and use of services.
<b>Activity H</b>	Participate as a standing member of the Interagency Leadership Team of each of our counties' Children and Youth System of Care.

2. Outcome: Number and percent of adults choosing to live in their own homes with independent living support: **713/10,372 = 6.687%**

<b>Activity A</b>	Increase and maintain housing options for adults choosing to live in their own homes
<b>Activity B</b>	Increase the number of Independent Living vendors
<b>Activity C</b>	Expand existing providers of Independent Living Services
<b>Activity D</b>	Increase internal and community understanding of Independent Living Services
<b>Activity E</b>	Work with community and government stakeholders on developing sustainable affordable housing options
<b>Activity G</b>	Increase outreach to minority/under-served populations to increase awareness and use of services

3. Outcome: Number and percent of adults choosing to live in their own homes with Supported Living: **530/10,372 = 5.11%**

<b>Activity A</b>	Increase and maintain housing options for adults choosing to live in their own homes with Supported Living Services.
<b>Activity B</b>	Increase the number of Supported Living vendors.
<b>Activity C</b>	Expand existing providers of Supported Living Services.

<b>Activity D</b>	Increase internal and community understanding of Supported Living Services.
<b>Activity E</b>	Work with service providers on the sustainability of their programs.
<b>Activity G</b>	Increase outreach to minority/under-served populations to increase awareness and use of services.
<b>Activity H</b>	Work with community and government stakeholders on developing sustainable affordable housing options.
<b>Activity I</b>	Develop Enhanced Supported Living Services.

4. Outcome: Number and percent of adults residing in Adult Family Home Agencies:  
 $40/10,372 = 0.39\%$

<b>Activity A</b>	Work in collaboration with Adult Family Home Agencies to continue to make the scheduled placements throughout the year into prepared family teaching homes
<b>Activity B</b>	Increase internal and community understanding of Adult Family Home Agency model
<b>Activity C</b>	Expand the service to more communities in our catchment area.

5. Outcome: Number and percent of adults residing with parents or other family/caregivers:  $7,261/10,372 = 70.01\%$

<b>Activity A</b>	Continue to identify and disseminate information regarding generic, community and regional center resources.
<b>Activity B</b>	Increase the number of "out of home" respite agencies, transportation providers, appropriate day program resources and community crisis intervention supports.
<b>Activity C</b>	Increase outreach to minority/under-served populations to increase awareness and use of services

6. Outcome: Number and percent of adults residing in home settings overall:  
 $8,544/10,372 = 82.38\%$

<b>Activity A</b>	Increase housing options for adults choosing to live in home settings.
<b>Activity B</b>	Increase the number of Supported Living providers.
<b>Activity C</b>	Increase number of Independent Living providers
<b>Activity D</b>	Continue placements throughout year into Adult Family Home Agency homes.

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<b>Activity E</b>	Increase internal and community understanding about Supported Living services, Independent Living services and about the Adult Family Home model.
<b>Activity F</b>	Continue to identify and disseminate information regarding generic, community and regional center resources.
<b>Activity G</b>	Increase the number of transportation providers, appropriate day program resources and community crisis intervention supports.
<b>Activity H</b>	Continue to implement MOU with County Mental Health Departments in catchment area.
<b>Activity I</b>	Increase outreach to minority/under-served populations to increase awareness and use of services

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7. Outcome: Number and percent of minors living in facilities serving more than 6 children: **0/8,671 = 0.0%**

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<b>Activity A</b>	Develop new children's residential care homes serving less than 7 children.
<b>Activity B</b>	Continue on-going meetings with Community Care Licensing.
<b>Activity C</b>	Provide vendor trainings on topics relevant to maintaining a safe and healthy home environment.
<b>Activity D</b>	Develop and improve relationships with foster home agencies.

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8. Outcome: Number and percent of adults living in facilities serving more than 6 adults: **147/10,372 = 1.42%**

a. In Developmental Centers: **11/19,054 = 0.06%**

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<b>Activity A</b>	Develop new adult residential care homes serving less than 7 adults per home.
<b>Activity B</b>	Continue on-going meetings with Community Care Licensing.
<b>Activity C</b>	Provide vendor trainings on topics relevant to maintaining a safe and healthy home environment.
<b>Activity D</b>	Increase awareness about residential care homes serving less than 7 adults per home and other living options and supports.
<b>Activity E</b>	Work with DDS, CMS, and vendors to develop enhanced behavioral homes, crisis beds and crisis intervention services
<b>Activity F</b>	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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*Employment*<sup>3</sup>

1. Number and percentage of individuals ages 16-64 with earned income: **EDD pending**
2. Average annual wages for individuals ages 16-64: **EDD pending**
3. Annual earnings of individuals ages 16-64 compared to all people with disabilities in California: **EDD pending**
4. Number and percent of adults who entered in Competitive Integrated Employment following participation in a Paid Internship Program: **8/25 = 32%**
  - a. In FY 23-24, there are 94 individuals in Paid Internships.
  - b. In FY 23-24, 25 paid internships ended. Of those, 8 were hired into competitive integrated employment.
5. Average hourly or salaried wages and hours worked for adults who participated in a Paid Internship Program during the prior fiscal year: **\$18.07/hour average wage at 16 hours worked per week on average**
6. Average wages and hours worked for adults engaged in competitive integrated employment on behalf of whom incentive payments have been made: **\$17.60/hour average wage at 18 hours worked per week on average**
7. Total number of 30-day, 6-month, and 12-month incentive payments for the fiscal year: **20** 30-day incentive payments, **27** 6-month incentive payments, and **15** 12-month incentive payments.
8. Percentage of adults who reported having competitive integrated employment as a goal in their IPP<sup>4</sup>: **68%**

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<b>Activity A</b>	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.
<b>Activity B</b>	Partner with local businesses and corporations to increase the number of paid integrated work opportunities available.
<b>Activity C</b>	Partner with the Department of Rehabilitation to increase the number of individuals receiving and successfully transitioning from supported employment.
<b>Activity D</b>	Ensure that adult day programs focus on vocational opportunities through partnerships, trainings, and quality assurance.
<b>Activity E</b>	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.

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<sup>3</sup> A number of these measures rely upon data released by the Employment Development Department and are not currently available. Unless noted, all other measures come from internal data monitoring.

<sup>4</sup> Based on 2020-2021 National Core Indicators In-Person Survey

<b>Activity F</b>	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 \$2,000, \$2,500, and \$3,000 incentive payments have been made.
<b>Activity G</b>	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.

*Reducing Disparities and Improving Equity in Purchase of Service Expenditures<sup>5</sup>*

1. Per capita purchase of service expenditures by primary language<sup>6</sup>:

Language	Per capita expenditure
All other	\$23,284
Cantonese/Mandarin Chinese	\$20,044
English	\$30,744
Spanish	\$12,415
Vietnamese	\$19,886
Total	\$25,619

2. Number and percent of individuals within ethnicity receiving only case management services by age and ethnicity:

Birth to age 2

Ethnicity or Race	Number	Percentage
American Indian or Alaska Native	0	0.0%
Asian	33	4.7%
Black/African American	1	16.7%
Hispanic	223	8.5%

<sup>5</sup> These baselines are based on the Purchase of Service Disparity data provided by DDS for Fiscal Year 2022-2023.

<sup>6</sup> This measure was altered to conform to the measurement methodology published by DDS in its 2024-2025 Performance Contract Guidelines, Enclosure B



Native Hawaiian/Pacific Islander	1	100.0%
Other/Multi-Cultural	97	6.4%
White	46	8.6%
Total	401	7.5%

Ages 3 to 21

Ethnicity or Race	Number	Percentage
American Indian or Alaska Native	2	66.7%
Asian	549	25.8%
Black/African American	43	39.1%
Hispanic	1,016	26.8%
Native Hawaiian/Pacific Islander	3	30.0%
Other/Multi-Cultural	397	31.2%
White	513	35.2%
Total	2,523	28.8%

Age 22 and older

Ethnicity or Race	Number	Percentage
American Indian or Alaska Native	3	13.6%
Asian	24	14.3%
Black/African American	41	14.5%
Hispanic	357	13.2%
Native Hawaiian/Pacific Islander	5	20.8%
Other/Multi-Cultural	97	15.3%
White	331	10.7%
Total	1,058	12.7%

3. Percent of total annual authorized services and expenditures by ethnicity and age<sup>7</sup>:

Birth to 2 years of age

Ethnicity or Race	% of Total Authorized	% of Total Expended
American Indian or Alaska Native	0.0006%	0.001%
Asian	14.4%	14.7%
Black/African American	0.3%	0.2%
Hispanic	53.4%	53.5%
Native Hawaiian/Pacific Islander	0.00%	0.00%
Other/Multi-Cultural	23.0%	22.8%
White	8.7%	8.59%

Ages 3 to 21

Ethnicity or Race	% of Total Authorized	% of Total Expended
American Indian or Alaska Native	0.007%	0.01%
Asian	26.6%	26.6%
Black/African American	2.20%	2.24%
Hispanic	33.6%	34.7%
Native Hawaiian/Pacific Islander	0.08%	0.08%
Other/Multi-Cultural	13.3%	12.7%
White	24.0%	23.5%

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Age 22 and older

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<sup>7</sup> *Ibid.*

Ethnicity or Race	% of Total Authorized	% of Total Expended
American Indian or Alaska Native	0.32%	0.34%
Asian	13.3%	10.3%
Black/African American	3.14%	3.14%
Hispanic	23.0%	22.9%
Native Hawaiian/Pacific Islander	0.25%	0.25%
Other/Multi-Cultural	7.42%	7.26%
White	52.4%	52.8%

### III. Compliance Measures<sup>8</sup>:

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.

Activity G Hire service coordinators for Enhanced Caseloads targeting individuals who are underserved or do not have services.

<sup>8</sup> As of May 30, 2024

1. Timeliness of unqualified independent audit with no material findings: **Yes**
2. Substantial compliance with Department fiscal audit: **Yes**
3. Operates within operations budget: **Yes**
4. Certified to participate in Home and Community-Based Services waiver: **Yes**
5. Compliance with Vendor Audit Requirements per contract Article III, Section 10: **Yes**
6. CDER Currency: **16,159/16,262 = 99.37%**<sup>9</sup>  
ESR Currency: **2,691/2,786 = 96.5%**<sup>10</sup>
7. Intake/assessment and IFSP timelines (ages 0-2): **Pending**
8. Intake/assessment timelines for individuals ages 3 or older:
  - a. **290/293 = 99.98% @ <142 days**
  - b. **1/293 = 0.34% @ 143 -> 240 days**
  - c. **2/293 = 0.68% @ >240 days**
9. IPP Development (W&IC requirements): **Pending**<sup>11</sup>
10. IFSP Development (Title 17 requirements): **Pending**<sup>12</sup>

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<sup>9</sup> As of January 31, 2024

<sup>10</sup> As of June 6, 2024

<sup>11</sup> Biennial by DDS review (W&IC section 4646.5(c)(3))

<sup>12</sup> Ibid.