



## **FISCAL YEAR 2026-2027 PERFORMANCE CONTRACT: PROPOSED MEASURES AND ACTIVITIES**

### **Introduction**

California Welfare & Institutions Code section 4629 subd. (c) requires that contracts between regional centers and the Department of Developmental Services include annual performance measures. These measures 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 San Andreas Regional Center's (SARC) public board meeting, to its service provider advisory council, and to its parent advisory council, and are made available online to the public.

Please find below the proposed performance measures' the fiscal year beginning July 1, 2026 through June 30, 2027. This document conforms to DDS Directive G-2026-Reporting Requirements-001, dated March 26, 2026. This year begins reporting on proposed Regional Center Performance Measures consistent with trailer bill language for W&IC §4620.5. As a result of this and other substantive changes, the performance measures may be changed or appear differently from previous years.

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 1 through June 30) and are measured annually. Baselines for performance will note the source of the data in each measure. Measures will be categorized both by Performance Focus Area and by Type (Compliance (law or regulation), Policy (DDS priorities), or Incentive (regional center operations quality)).

This report will be published on our website and social media and will be available for distribution upon request.

## **Performance Measures**

**Baselines are determined by the data source indicated by the department, including, but not limited to, the department's Client Master File (CMF), Department of Developmental Services surveys and monitoring (DDS), Early Start Report (ESR), Employment Development Department (EDD), or National Core Indicators survey (NCI). Not all data is currently available from the department; if a baseline is reported, it is current as of May 22, 2026. Unless otherwise specified for a measure, an "adult" is any Lanterman Act Services recipient 18 years old and above and a minor is any individual under 18 years old served under an Early Start, Provisional Eligibility, or Lanterman Act Services status. Any due date, if specified, is set by the department. A measure is considered achieved when one or more of the following criteria is met:**

- 1. The performance measure has improved over the prior year's results;**
- 2. The performance measure exceeds the statewide average results; or**
- 3. The performance measure equals or is better than the standard that has been defined by the department.**

## Community Integration

### Policy

1. Number and percent of adults residing in home settings overall (CMF residence codes): **83.6% (9,378/11,223)**
  - a. Number and percent of adults living independently with or without supports (CMF residence code): **0.12% (1,325/11,223)**
  - b. Number and percent of adults residing in Family Home Agency homes (CMF residence code): **0.003% (42/11,223)**
  - c. Number and percent of adults residing in family (parent or guardian) homes (CMF residence code) ages
    - i. 18 to 35 years: **55.0% (6,173/11,223)**
    - ii. 36 to 50 years: **11.5% (1,294/11,223)**
    - iii. 51+ years: **4.9% (550/11,223)**
2. Number and percent of minors living in facilities (Intermediate Care Facility/Developmentally Disabled (ICF/DD), Skilled Nursing Facility (SNF), or Community Care Facility (CCF)) serving more than six (6) people (CMF residence code): **0.00% (0/10,959)**
3. Number and percent of adults living in facilities serving more than 6 people (CMF residence code): **0.001% (13/11,223)**

### Related Activities

1. Adults living in family homes:
  - a. Collaborate with community and government stakeholders on development of sustainable affordable housing options.
  - b. Expand the number and scope of available family home agency, independent living skills, and supported living services providers.
  - c. Expand and maintain ancillary services and supports to maintain individuals' health and safety in the community.

- d. Increase internal and community understanding of the importance of choosing and thriving in inclusive community settings.

**2. Minors and adults in facilities serving more than six individuals:**

- a. Develop new permanent and transitional residential care options for individuals requiring intensive, trauma-informed, person-centered services and supports.
- b. Continued participation in and collaboration with the integrated Children's System of Care.
- c. Continued collaboration with state, county, and municipal services to provide access to care for children and adults.
- d. Provide ongoing community and service provider training on topics relevant to maintaining a safe and healthy home in the community for individuals served by the regional centers.

## Early Start – Childhood

### Compliance

1. Timely access to Early Start services by percent of Individualized Family Service Plans (IFSP) completed within 45 days from referral (ESR and DDS biennially): **96%**
2. Number of children who turn age 3 and continue regional center services through provisional eligibility (CMF status): **397**

### Incentive

1. Submission of completed ESR for all children exiting Early Start (ESR and CMF status): **60.28%**
2. Planning for services after Early Start by
  - a. Percentage of children who receive a timely transition meeting at least 90 days prior to their third birthday (ESR and CMF status): **66.27%**
  - b. Percentage of children transitioning from Early Start to Lanterman Act Services or Provisional Eligibility who have a completed Individual Program Plan (IPP) no more than 60 days following their third birthday (CMF): **Not yet provided**

### Related Activities

1. Continued collaboration and partnerships with County Offices of Education, Special Education Local Plan Areas, and Local Education Agencies.
2. Require all Early Intervention service providers to conduct standardized surveys of adaptive skills prior to exit from the Early Start Program.
3. Expansion of service coordination teams for children with Provisional Eligibility.
4. Increase outreach to communities, particularly minority or under-served, to increase awareness of Provisional Eligibility and Lanterman Act Services.

The measures below have not yet been implemented by the department.

## Employment

### Policy

1. Number and percentage of individuals ages 16-64 with earned income (CMF and EDD):
2. Average annual wages for individuals ages 16-64 (EDD):
3. Number and percentage of adults who entered competitive integrated employment following participation in a Paid Internship Program (DDS):
4. Average wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year (DDS):
5. Total number of 30-day, 6-month, and 12-month incentive payments made for the fiscal year (DDS):

### Incentive

1. Percentage of adults having competitive, integrated employment as a goal/outcome in their IPP and have a job with reportable wages (IPP employment life area and EDD):
2. Percentage of individuals ages 16-64 who have an IPP completed in FY2026-27 and have completed information in the SANDIS Emplotment Module, inclusive of all fields:
3. Implementation of the Employment Development and Outreach Plan to increase employment opportunities and outcomes for individuals (DDS): [Due July 31, 2027; SARC's plan has been submitted.](#)

### Related Activities

1. Partner with COEs, SELPAs, LEAs, service providers, Department of Rehabilitation, and other municipal and non-profit organizations to increase awareness of, and opportunities for, employment of individuals served.

- 2. Administer and increase participation in Paid Internship Programs and incentives for Competitive Integrated Employment by increasing the number of people served with employment goals in their individual education and program plans.**
- 3. Increase the number of people receiving job development and supported employment services.**

## Equity and Cultural Competency

### Policy

State law prevents the use of data for fewer than 10 individuals in a certain demographic category.

1. In-home purchase of services (POS) across race/ethnicity and language preference compared to per capita average (CMF residence code and DDS): Data currently provided does not distinguish between in-home and other services.

|                                  | Per capita average |
|----------------------------------|--------------------|
| American Indian/Alaska Native    | N/A                |
| Asian                            | \$31,256           |
| Black/African American           | \$37,281           |
| Native Hawaiian/Pacific Islander | N/A                |
| Hispanic                         | \$20,083           |
| White                            | \$38,542           |
| Other                            | \$17,658           |
| Total                            | \$24,943           |

|            | Per capita average |
|------------|--------------------|
| Chinese    | \$34,094           |
| English    | \$25,319           |
| Spanish    | \$20,405           |
| Vietnamese | \$38,723           |
| Other      | \$36,584           |
| Total      | \$24,943           |

2. In-home respite POS by race/ethnicity and language preference compared to per capita average (CMF residence code and DDS):

|                                  | Per capita average |
|----------------------------------|--------------------|
| American Indian/Alaska Native    | Not yet provided   |
| Asian                            |                    |
| Black/African American           |                    |
| Native Hawaiian/Pacific Islander |                    |
| Hispanic                         |                    |
| White                            |                    |
| Other                            |                    |
| Total                            |                    |

|            | Per capita average |
|------------|--------------------|
| Chinese    | Not yet provided   |
| English    |                    |
| Spanish    |                    |
| Vietnamese |                    |
| Other      |                    |
| Total      |                    |

3. Per capita **Early Start expenditures** by race/ethnicity and language preference (CMF status and DDS):

|                                  | Per capita average |
|----------------------------------|--------------------|
| American Indian/Alaska Native    | N/A                |
| Asian                            | \$5,030            |
| Black/African American           | N/A                |
| Native Hawaiian/Pacific Islander | N/A                |
| Hispanic                         | \$6,009            |
| White                            | \$6,033            |
| Other                            | \$5,725            |
| Total                            | \$5,820            |

|            | Per capita average |
|------------|--------------------|
| Chinese    | \$4,118            |
| English    | \$5,549            |
| Spanish    | \$6,432            |
| Vietnamese | \$8,571            |
| Other      | \$4,164            |
| Total      | \$5,820            |

## Incentive

1. Increase of number of bilingual staff, including service coordinators, intake staff, and first-line supervisors in one of the RC's top 5 languages spoken (CMF and SARC): **Due July 31, 2027. Nearly 50% of SARC staff are bilingual and/or bicultural.**

## Related Activities

1. Continued focus on hiring linguistically- and culturally-competent staff, use of language and document translation services for our

threshold languages, and offering transcultural and culturally-sensitive training to regional center staff and service providers.

2. Continued emphasis on outreach to and focus upon underserved groups through our Diversity & Inclusion and Enhanced Case Management teams.
3. Increase community awareness and education of regional center services and supports through culture- and language-specific community faires, conferences, family support groups, and parent- and peer-mentoring partnerships.

## Innovation in Service Availability, Delivery, and Technology

### Incentive

1. Website meets 100% of Web Contents Accessibility Guidelines (WCAG) 2.2 (SARC): Due July 31, 2027; we are ahead of schedule and in the final beta-testing phase for a new website design that will be compliant.

### Related Activities:

1. Use of accessible fonts, layouts, and typography on SARC's website and in its printed materials.

## Individual/Family Experience and Satisfaction

These measures are taken from the latest-available National Core Indicators Report, the Fiscal Year 2023-2024 Child, Adult, and Family/Guardian Families Surveys. The table below presents a breakdown of total espondents by ethnicity, by amount and percentage. No respondents identified as African-American, American Indian/Alaska Native, or Native Hawaiian/Pacific Islander. Not all respondents provided a response to every performance measure.

| Race/Ethnicity | CFS        | AFS        | F/GS       |
|----------------|------------|------------|------------|
| Asian          | (29%)      | 209 (26%)  | 39 (9%)    |
| Hispanic       | (17%)      | 105 (13%)  | 44 (10%)   |
| Other          | (15%)      | 258 (32%)  | 293 (67%)  |
| White          | (38%)      | 217 (27%)  | 44 (10%)   |
| Total          | 388 (100%) | 805 (100%) | 437 (100%) |

### Policy

1. Number<sup>1</sup> and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member (NCI):

| Race/Ethnicity | CFS | AFS | F/GS |
|----------------|-----|-----|------|
| Total          | 385 | 785 | 432  |
| Asian          | 71% | 74% | 83%  |
| Hispanic       | 58% | 73% | 77%  |
| Other          | 58% | 75% | 86%  |
| White          | 68% | 78% | 77%  |

2. Number and percent of individuals, by race/ethnicity, whose IPP/IFSP includes all the services and supports needed (NCI):

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<sup>1</sup> The comprehensive data provided by the HSRI does not break down each question by number and/or percent of respondents by race/ethnicity. It is therefore impossible to provide a number of respondents by race/ethnicity at this time, or to derive the number of affirmative responses.

| Race/Ethnicity | CFS | AFS | F/GS |
|----------------|-----|-----|------|
| Total          | 228 | 514 | 334  |
| Asian          | 67% | 70% | 86%  |
| Hispanic       | 44% | 60% | 86%  |
| Other          | 43% | 58% | 77%  |
| White          | 72% | 81% | 72%  |

3. Number and percent of individuals who feel that services and supports have made a positive difference in the life of their family member (NCI FY 2023-2024): AFS - 68% (432/636); FGS - 86% (323/375); CFS - 62% (196/316)

| Survey | Percentage | Number  |
|--------|------------|---------|
| CFS    | 62%        | 196/316 |
| AFS    | 68%        | 432/656 |
| F/GS   | 86%        | 323/375 |

#### Incentive

1. Percent of IPP surveys received by DDS compared to total number completed per quarter (DDS): Not yet provided

#### Related Activities

1. Increase outreach to minority/under-served populations to increase awareness and use of community, government, and regional center services.
2. Increase the number of providers overall, with a focus on under-served locales.

## **Person-Centered Services Planning**

### **Incentive**

1. Certified person-centered plan facilitation trainer per 10,000 recipients (CMF and SARC): [Due July 31, 2027](#)
2. Implementation of the informational outreach to individuals and families about person-centered practices (SARC): [Due July 31, 2027](#)

### **Related Activities**

1. Regular provision of person-centered planning facilitation trainer training to interested and qualified staff.
2. Provision of informational and training opportunities to service providers, community members, and community services and supports agencies.

## Service Coordination and Regional Center Operations

### Compliance

1. Submits to DDS an unqualified independent audit with no material findings by April 1 (SARC): **Yes**
2. Achieves substantial compliance with the DDS fiscal audit (DDS): **Yes**
3. Operates within operations budget (SARC): **Yes**
4. Meets required number of Vendor Audits per contract, Article III, Section 9 (SARC): **Yes**
5. Percentage of Lanterman Act Services and Provisional Eligibility recipients who have a CDER updated or reviewed within the past 365 days (CMF and CDER): **Not yet provided**
6. Percentage of intake/assessments completed on time for individuals ages 3 and older (CMF): **Not yet provided**
7. Percentage of IPPs for individuals enrolled in a federal waiver that meet requirements of W&IC §4646 and §4646.5 (DDS biennially): **Not yet provided**
8. Number of HCBS vendor audits compared to number of HCBS vendors required to demonstrate compliance (SARC): **70/465**
9. Percentage of SIR reports submitted by the vendor and regional center within the required timeframes (DDS): **Not yet provided**

### Policy

1. Vendorization
  - a. Percentage of vendorizations that met the regulatory 45-day timeline in the Decision Stage (Vendorization Portal): **100%**
  - b. Average number of days from application submissions to final decision (Vendorization Portal): **22 days**
2. Of the total number of recipients who meet 1915c eligibility, percentage of those enrolled in a federal waiver, by type (CMF and DDS): **54%**

#### Incentive

1. Number of vendors for each core service type, delivering services within the regional center catchment area, reported by zip code (SARC): [Service provider directory \(link\)](#)
2. Number of days between IPP review and service authorization, reported as an average and range (DDS): [Not yet provided](#)
3. Number of new service coordinators who completed all requirements within the training standards and competencies (SARC): [Begins July 1, 2026](#)
4. Percentage of individuals enrolled for whom complete, up-to-date medical insurance information is documented in the case management system (DDS): [Not yet provided](#)

**SARC welcomes input from the community. Should you have any comments, suggestions, or questions regarding our proposed Performance Measures and Activities for FY 2026-2027, please contact Compliance and Special Projects Manager James Elliott at [jelliott@sarc.org](mailto:jelliott@sarc.org) or (408) 341-3828.**