

**DRAFT**  
**San Andreas Regional Center's**  
**Performance Contract**  
**Calendar Year 2010**

## San Andreas Regional Center's Year 2010 Performance Contract

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## **2010 Performance Contract Outcomes and Activities**

### **I. Public Policy Performance Measures:**

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

Y2 Baseline: 232 persons total; approximately 2% of total SARC population  
Y3 (Nov 05): 220 persons total; approximately 2% of total SARC population  
Y4 (Nov 06): 196 persons total; approximately 1.8% of total SARC population  
Y5 (Nov 07): 159 persons total; approximately 1.4% of total SARC population  
Y6 (12/1/08): 104 persons total; approximately .84% of total SARC population  
Y7 (12/1/09): 44 persons total; approximately .34% of total SARC population

Activity: 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 over-site 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 MOU's with County Mental Health Departments in catchment area.

#### **2. Outcome: Number/percent of minors residing with families.**

Y2 Baseline: 4,739 children total; approximately 97% of total children 0 - 17 years  
Y3 (Nov 05): 5,057 children total; approximately 97.4% of total children 0 - 17 years  
Y4 (Nov 06): 5,423 children total; approximately 97.6% of total children 0 - 17 years  
Y5 (Nov 07): 5,813 children total; approximately 97.9% of total children 0 - 17 years  
Y6 (12/1/08): 6,224 children total; approximately 98.1% of total children 0 - 17 years  
Y7 (12/1/09): 6,511 children total; approximately 98.1% of total children 0 - 17 years

Activity: 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 on-going 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.

**3. Outcome: Number/percent of adults residing in independent living.**

- Y2 Baseline: 511 total adults in their own homes; approximately 10% of adults
- Y3 (Nov 05): 518 total adults in their own homes; approximately 10.2% of adults
- Y4 (Nov 06): 508 total adults in their own homes; approximately 9.7% of adults
- Y5 (Nov 07): 536 total adults in their own homes; approximately 9.7% of adults
- Y6 (12/1/08): 539 total adults in their own homes; approximately 9.3% of adults
- Y7 (12/1/08): 575 total adults in their own homes; approximately 9.45% of adults

Activity: Increase the #/% of adults choosing to live in their own homes with ILS support.

Activity A: Increase 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.

**4. Outcome: Number/percent of adults residing in supported living.**

- Y2 Baseline: 174 total adults in supported living; approximately 4% of adults
- Y3 (Nov 05): 200 total adults in supported living; approximately 4% of adults
- Y4 (Nov 06): 217 total adults in supported living; approx. 4.1% of adults
- Y5 (Nov 07): 247 total adults in supported living; approx. 4.5% of adults
- Y6 (12/1/08): 266 total adults in supported living approx. 4.6% of adults
- Y7 (12/1/08): 294 total adults in supported living approx. 4.83% of adults

Activity: Increase the #/% of adults choosing to live in their own homes with Supported Living.

Activity A: Increase 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.

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

Y2 Baseline: 1; approximately .02% of adults  
Y3 (Nov 05): 2; approximately .03% of adults  
Y4 (Nov 06): 5; approximately .09% of adults  
Y5 (Nov 07): 17; approximately .31% of adults  
Y6 (12/1/08): 30; approximately .51% of adults  
Y7 (12/1/09): 33; approximately .54% of adults

Activity: Increase the #/% of adults residing in Adult Family Teaching Homes.

Activity A: Work in collaboration with Adult Family Teaching Home agency 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 Teaching Home model.

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

Y2 Baseline: 2,603 total; approximately 53% of adults  
Y3 (Nov 05): 2,698 total; approximately 53.2% of adults  
Y4 (Nov 06): 2,825 total; approximately 53.9% of adults  
Y5 (Nov 07): 3,007 total; approximately 54.4% of adults  
Y6 (12/1/08): 3,192 total; approximately 55.1% of adults  
Y7 (12/1/09): 3,375 total; approximately 55.48% of adults

Activity: Increase support options for adults choosing to reside in family homes of their parent/guardians and 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.

7. **Outcome: Number/percent of adults residing in home settings.**

Y2 Baseline: 3,289 total; approximately 67% of adults  
Y3 (Nov 05): 3,418 total; approximately 67% of adults  
Y4 (Nov 06): 3,555 total; approximately 68% of adults  
Y5 (Nov 07): 3,807 total; approximately 68.8% of adults  
Y6 (12/1/08): 4,027 total; approximately 69.5% of adults  
Y7 (12/1/09): 4,277 total; approximately 70.32% of adults

Activity: 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 prepared Family Teaching homes.
- Activity E: Increase internal and community understanding about Supported Living and Independent Living services and supports and about the Family Teaching 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.

**8. Outcome: Number/percent of minors living in facilities serving > 6.**

- Y2 Baseline: 4 minors total; approximately .04% of minors
- Y3 (Nov 05): 5 minors total; approximately .08% of minors
- Y4 (Nov 06): 3 minors total; approximately .04% of minors
- Y5 (Nov 07): 1 minor total; approximately .02% of minors
- Y6 (12/1/08): 1 minor total; approximately .01% of minors
- Y7 (12/1/09): 0 minors total; 0% of minors

- Activity: Maintain the #/% of minors living in facilities serving more than 6 minors.
- 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.**

- Y2 Baseline: 208 adults total; approximately 4% of adults
- Y3 (Nov 05): 198 adults total; approximately 3.9% of adults
- Y4 (Nov 06): 192 adults total; approximately 3.6% of adults
- Y5 (Nov 07): 195 adults total; approximately 3.5% of adults
- Y6 (12/1/08): 141 adults total; approximately 2.42% of adults
- Y7 (12/1/09): 134 adults total; approximately 2.19% of adults

- Activity: 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.
10. **Outcome:** **Number/percent of adults in supported employment. (Measure under development by DDS)**
- Activity: Increase opportunities for adults to be in Supported Employment.
- Activity A: Increase internal and community understanding about Supported Employment option.
- Activity B: Increase community's awareness that regional center consumers are apart of the pool of available job applicants.
11. **Outcome:** **Number/percent of adults with earned income and average wage (aggregate). (Measure under development by DDS)**
- Activity: Increase opportunities for adults to earn income and an average wage.
- Activity A: Increase community's awareness that regional center consumers are apart of the pool of available job applicants.
- Activity B: Recognize agencies and companies that employ people with developmental disabilities.
- Activity C: Partner with the schools and Department of Rehabilitation in workgroups that explores job opportunities, locates employers who are willing to develop jobs for the developmentally disabled that have a subsidized minimum wage, and identifies and partners with these employers and agencies to achieve this.
12. **Outcome:** **Number/percent of adults in competitive employment. (Measure under development by DDS)**
- Activity: Increase opportunities for adults to have competitive employment.
- Activity A: Increase community's awareness that regional center consumers are apart of the pool of available job applicants.
- Activity B: Recognize agencies and companies that employ people with developmental disabilities.

13. **Outcome:** **Access to medical and dental services. (Measure under development by DDS)**
- Activity: Increase the accessibility of medical and dental services for the people SARC serves.
- Activity A: Provide training opportunities at scheduled intervals for Residential Care Home providers to increase their knowledge of health and medical issues of regional center consumers.
- Activity B: Continue to develop relationships and vendor medical and dental providers in the community with understanding about developmental disabilities.
- Activity C: Continue exploring collaborative possibilities with dental schools statewide interested in working with persons with developmental disabilities.
- Activity D: Continue to explore collaborative possibilities with local hospitals interested in partnering with dentists to offer sedation for persons with developmental disabilities.
14. **Outcome:** **Number of people that SARC serves per thousand who are victims of abuse. (Measure under development by DDS)**
- Activity: Engage in preventative strategies that decrease the likelihood of the people that San Andreas serves becoming victims of abuse.
- Activity A: Collaborate with providers and local colleges to continue to provide classes on healthy relationships and sexuality to consumers.
- Activity B: Continue to develop with the cooperation of the local police department, a community safety plan for consumers of the regional center.
- Activity C: Continue on-going meetings with Child Protective Services and Adult Protective Services.
- Activity D: Continue to investigate collaborative training opportunities with APS and CPS.
- Activity E: Continue to provide trainings to vendors regarding what constitutes a Serious Incident and how to prevent and report them.
- Activity F: Continue to explore opportunities to provide persons served by the regional center information about abuse and its prevention.
- Activity G: Continue providing opportunities for persons served by the regional to have opportunities to participate in peer support groups.

15. **Community Input Outcome:**  
**Access to inclusive environments for children over the age of 3 years**

**Baseline (2006):** Solicited community input about Outcome #15 and ideas for accomplishing it.

**Y2 (2007):** 1) Established Board of Directors' Work Group on Children and Adult Program Services (CAPS) with focus of: "The expansion, improvement and development of an array of services meeting individuals' needs."; 2) Planned and held Community Forums gathering input on the "Future of Children & Adult Services"; 3) Developed and disseminated a Request for Proposals looking for agencies/organizations interested in partnering with SARC to achieve the expansion, improvement and development of children and adult services; 4) Chose five RFP recipients: the City of SJ Office of Therapeutic Services; the Kathleen Lee Computer Program; Special Kid's Crusade; Via Services; and, HOPE Santa Cruz.

**YR 3 (2008):** 1) The Board of Director's Workgroup (CAPS) continued to meet (6 meetings held in 2008). 2) The regional center continued its contracts with the past RFP recipients and increased awareness of those programs. However, due to program cuts at the City of San Jose Office of Therapeutic Services, that project had been slow to develop. The Kathleen Lee Computer Program (Let's Go Bay Area) had been very successful in integrating individuals into community services and activities. Let's Go Bay Area has nearly filled to its initial capacity for funding with over 75 referrals. 3) The regional center continued its relationship with all of these providers. However, Special Kid's Crusade had not yet been vendored. Via Services had asked to terminate their contract, as they felt they could not complete their program as originally designed due to the freeze on negotiation of rates. 4) The Resource Department conducted on-going monitoring activities to ensure quality of all RFP recipients. The Resource Department ensured quality oversight of the applicable programs.

**YR 4 (2009):** 1) Continued to develop relationships and collaboration efforts with the City of SJ Office of Therapeutic Services, the Kathleen Lee Computer Program "Let's Go Bay Area", Special Kid's Crusade, and HOPE; 2) Completed the vendorization/contract of these programs; 3) Made referrals to and increased awareness about these programs and their services; 3) Monitored programs for quality assurance.

**YR 5 (2010) Proposal:** Continue the support of these programs and continue efforts to develop inclusionary programs for all persons served by the regional center.

16. **Community Input Outcome:**  
**Consider the development of a new activity service that is individualized and prescriptive, which could include a varied and dynamic schedule.**

**Baseline (2006):** Solicited community input about Outcome #16 and ideas for accomplishing it.

**YR 2 (2007):** 1) Established Board of Directors' Work Group on Children and Adult Program Services (CAPS) with focus on: "The expansion, improvement and development of an array of services meeting individuals' needs."; 2) Planned several Community Forums gathering input on the "Future of Children's and Adults' Services"; 3) Developed and disseminated a Request for Proposals looking for agencies/organizations interested in partnering with SARC to achieve the expansion, improvement and development of children and adult services; 4) Chose five RFP recipients to partner with they included: the City of SJ Office of Therapeutic Services; the Kathleen Lee Computer Program; Special Kid's Crusade; Via Services; and, HOPE Santa Cruz.

**YR 3 (2008):** 1) Continued to develop relationships and collaboration efforts with chosen RFP recipients; 2) Made referrals where appropriate and increased awareness about these programs

and their services; 3) Monitored for quality assurance; 4) Additionally worked with 2 existing day programs, neither of which were from the original 5 RFP recipients, to adapt their programs to address the need for varied and dynamic schedules; and, 5) Continued to sponsor community forums to increase public awareness of and solicit input about the development of new activity services that could offer individualized and prescriptive programs that include a varied and dynamic schedule.

**YR 4 (2009):** 1) Continued to develop relationships and collaboration efforts with the City of SJ Office of Therapeutic Services, the Kathleen Lee Computer Program "Let's Go Bay Area", Special Kid's Crusade, and HOPE; 2) Completed the vendorization/contract of the programs; 3) Made referrals to and increased awareness about these programs and their activities; 3) Monitored for quality assurance; and 4) Continued to solicit the development of new activity services that offer individualized and prescriptive programs that include a varied and dynamic schedule.

**YR 5 (2010) Proposal:** Continue to solicit the development of services that offer individualized programs and include a varied, dynamic and flexible schedule.

## II. Compliance Measures:

### 1. Outcome: Unqualified independent audit.

Y2 Baseline: Yes, in compliance for FY 2004.  
Y3 (Dec 05): Yes, in compliance for FY 2005.  
Y4 (Dec 06): Yes, in compliance for FY 2006.  
Y5 (Dec 07): Yes, in compliance for FY 2007.  
Y6 (Dec 08): Yes, in compliance for FY 2008.  
Y6 (Dec 09): In process, to be completed by end of calendar year 2009.

Activity: Comply with Generally Accepted Accounting Procedures.

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

Y2 Baseline: Yes, in compliance.  
Y3 (Dec 05): Yes in compliance.  
Y4 (Dec 06): Yes, in compliance.  
Y5 (Dec 07): Yes, in compliance.  
Y6 (Dec 08): San Andreas did not have a DDS fiscal audit in 2008.  
Y7 (Dec 09): Audit has been completed, no report has yet been received and timeline for that report is unknown.

Activity: Utilize the DDS standards for substantial compliance and conduct internal monitoring based on these standards.

### 3. Outcome: Accuracy percent of POS fiscal projections.

Y2 Baseline: Yes, met for FY 2004.  
Y3 (Dec 05): Yes, met for FY 2005.  
Y4 (Dec 06): Yes, met for FY 2006.  
Y5 (Dec 07): Yes, met for FY 2007.  
Y6 (Dec 08): Yes, met for FY 2008.  
Y7 (Dec 09): Yes, met for FY 2009.

Activity: Monitor projections on a monthly basis to ensure fiscal projections are within 10% of actual final expenditures.

4. **Outcome: Operates within OPS budget.**

Y2 Baseline: Yes, met for FY 2004.  
Y3 (Dec 05): Yes, met for FY 2005.  
Y4 (Dec 06): Yes, met for FY 2006.  
Y5 (Dec 07): Yes, met for FY 2007.  
Y6 (Dec 08): Yes, met for FY 2008.  
Y7 (Dec 09): Yes, met for FY 2009.

Activity: Conduct on-going monitoring of OPS expenditures.

5. **Outcome: Certified to participate in Waiver.**

Y2 Baseline: Yes, maintained certification during 2004.  
Y3 (Dec 05): Yes, maintained certification during 2005.  
Y4 (Dec 06): Yes, maintained certification during 2006.  
Y5 (Dec 07): Yes, maintained certification during 2007.  
Y6 (Dec 08): Yes, maintained certification during 2008.  
Y7 (Dec 09): Yes, maintained certification during 2009.

Activity: Implement all activities associated with meeting on-going Medicaid Waiver compliance.

6. **Outcome: Compliance with Vendor Audit Requirements per contract, Article III, Section 10.**

Y2 Baseline: Yes met for 2004.  
Y3 (Dec 05): Yes, met for 2005.  
Y4 (Dec 06): Yes, met for 2006.  
Y5 (Dec 07): Yes, met for 2007.  
Y6 (Dec 08): Yes, met for 2008.  
Y7 (Dec 09): Yes, met for 2009.

Activity: Develop a vendor audit plan for the new year.

7. **Outcome: CDER/ESR Currency.**

Y2 Baseline: 9285 CDER/ESR current, or approximately 95% current.  
Y3 (Dec 05): 9625 CDER/ESR current, or approximately 93% current.  
Y4 (Nov 06): 10,276 CDER/ESR current, or approximately 95% current.  
Y5 (Nov 07): 10,897 CDER/ESR current, or approximately 95% current.  
Y6 (Dec 08): 10,120 CDER/ESR current, or approximately 93.9% current.  
Y7 (Dec 09): 11,728 CDER/ESR current, or approximately 95.13% current.

Activity: Ensure the currency of CDER/ESRs.

8. **Outcome: Intake/assessment and IFSP time lines for children 0 - 3.**

(Data is not yet available from DDS for this Outcome)

Activity: Comply with intake/assessment and IFSP time lines for children 0-3.

9. **Outcome: Intake/assessment time lines for people over age 3 and above.**

Y2 Baseline: 32 intakes overdue 121 -<240 days  
3 intakes overdue ->241 days  
Y3 (Dec 05): 17 intakes overdue 121-<240 days  
2 intakes overdue ->241 days  
Y4 (Nov 06): 9 intakes overdue 121-<240 days  
0 intakes overdue ->241 days  
Y5 (Nov 07): 8 intakes overdue 121-<240 days  
0 intakes overdue ->241 days  
Y6 (Dec 08): 25 intakes overdue 143-<240 days  
27 intakes overdue ->241 days  
Y7 (Dec 08): 18 intakes overdue 143-<240 days  
18 intakes overdue ->241 days

Activity: Comply with intake/assessment time lines for people over age 3 and above.

10. **Outcome: Individual Program Plan Development (WIC requirements)**

Y2 (Baseline): 98%  
Y3 (Dec 05): 98%  
Y4 (Dec 06): 98%  
Y5 (Dec 07): 99%  
Y6 (Feb 09): 99.43%  
Y7 (Feb 10): Will receive CY data from DDS

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)**

Y2 (Baseline): 92%  
Y3 (Dec 05): 92%  
Y4 (Dec 06): 92%  
Y5 (Dec 07): 92%  
Y6 (Feb 09): 85.71%  
Y7 (Feb 10): Will receive CY data from DDS

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