



Julie P.

Julie is 34 years old and lives in Yuba City. She has become her own payee; completely responsible for all her financial obligations. She purchases money orders for her rent, PG&E, AT&T before any other expenses. Julie is determined to learn to read, she has been meeting with her tutor once a week for over a year. She has advanced another grade level. She has also been working on her math with her tutor.



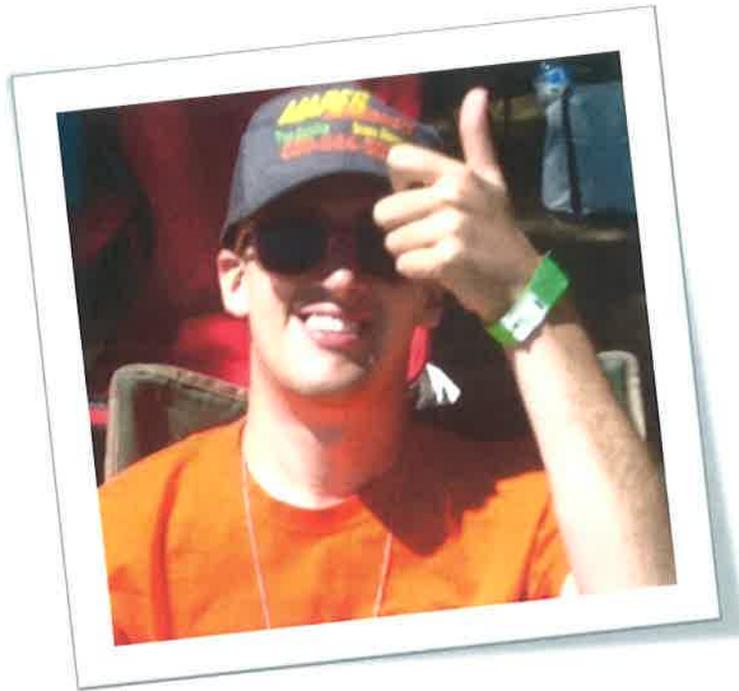
Edward A.

Edward is 49 years old and lives in South Lake Tahoe. This year, he finally moved into his own place and is living independently. One reason it may have taken him so long to achieve this goal is because he was involved with the care of his grandfather in his father's home. Edward had regular days worked into his schedule to care for his grandfather. After his grandfather passed, Edward was ready to move forward to achieve his goal of living on his own. He has been successful in establishing a Bottle Lamp Shop at his day program. His next goal is to obtain his driver's permit.



Dani S.

Dani is a 36 year old who lives in Carmichael. She is an incredibly brave and lovely person. About 2 years ago she changed her gender. At first she faced considerable bullying at her work program. But her winning personality and refusal to give up persevered and eventually won over the people that rejected her. She's practically the mayor now! Everyone knows and adores her in her town. Through simply being herself, her program became an environment of acceptance. As a transgender woman and as a person with a developmental disability, she has become a strong advocate for her rights and the rights of those around her.



Evan L.

Evan is 24 years old and lives in South Lake Tahoe. He is a happy, bright, kind, inquisitive, adventurous, and caring young man. Despite a severe brain disorder, along with physical and intellectual disabilities, he is determined to try and master everything in life. He has critical food and drink issues, having no physical or mental desire for either. He has maintained a volunteer job at Grocery Outlet for over 3 years and has earned an employee uniform. This year he has begun learning to prepare his lunch and is showing pride and excitement accepting this responsibility. He is working on his interest in cooking and even cooked and served two meals to his parents. With the assistance of his team, he will be attending a mainstream ceramics class at the community college and will have to face the attitude of the instructor and other students – and the requirements of the class. He is an example for everyone who has had to deal with any type of hardship.



Kevin M.

Kevin is 21 years old and lives in Sacramento. At the age of 5 he was diagnosed with autism. He says “I love to paint. I don’t have an academic background – what I do comes from my heart and I developed my own techniques of watercolor with small amounts of water and small brushes.” At age 10 he won first prize in the Crocker Art High School competition. That summer he also had a solo exhibit at the Crocker Art Museum. He has won numerous prizes for his artwork. His art is now displayed in several places including the Rancho Cucamonga Art Museum and Uplands Art Museum. Channel 6, KVIE did a special segment on him. Despite communication challenges, he did a great job speaking about his art. He enjoys donating art to the community to help children with medical needs. He continues to do art despite many medical challenges.



Kelley H.

Kelley is a 24 year old woman who lives in Rocklin. She has been attending VTE/Futures Explored Practical Film and Media Workshop, and has done exceptionally well. The program staff has praised her editing skills. The staff says that she is professional, adaptable, works well with her peers and is a joy to watch in class. Because of her video editing skills, she has been asked to participate in paid projects and internships in the community. She has assisted to edit Doug Brauner's Car Czar TV Show and other special productions. She is also one of 5 people highlighted in a documentary called "Lights Camera Independence". She also worked on a promo piece for the Down Syndrome Connection where she edited parent interviews. Her career goal is to be employed as a video editor. Due to her special talents, this year, she was hired as an employee of VTE as an assistant editor! Way to go Kelley!



Alfreda W.

Alfreda is a 49 year old woman who lives in Sacramento. She has faced multiple health issues and obstacles that have made her life a challenge but continues to meet her goals. She was diagnosed with kidney failure and as a result her right kidney was removed. The next year she had a kidney transplant but a few months later it was removed as her body rejected the kidney. She has dialysis at home every day when she arrives home from her work at Goodwill where she works three days a week. She struggles with high blood pressure and congestive heart failure which complicates her health issues. She has excellent attendance at her work and is even now requesting to increase the number of days she works.



Patti B.

Pattie is a 27 year old woman who lives in Sacramento. During the first four years of attending Short Center South she had a very difficult time following directions and not causing physical fights with others. This year, she has demonstrated an excellent overall adjustment to the art program by not exhibiting any serious maladaptive behaviors toward other individuals. She did have a severe history of aggressive verbal behavior toward others. She is currently assisting others in controlling their tempers and articulating to them to exhibit more appropriate socialization skills. She is now a part-time office assistant providing excellent employment services. Her program staff recognize her for her tremendous effort and improvements!



Sharon S.

Sharon is a 16 year old who lives in Woodland. She has autism and has worked her way from receiving instruction only in the special day classroom to full inclusion in mainstream Woodland Senior High School. She completed her sophomore year with a GPA of 3.43. She took Jazz Band, Concert Band, Chamber Singers, Ag Chemistry, Spanish II, English 9, and Algebra 1. While she is 1 grade level behind in English, she was not given any accommodation or alteration for academic measure; she was expected to be the same as her typically developing peers. She is a bright, driven, musically talented young lady who aspires to graduate from high school with her classmates. Sharon plans to graduate with her classmates in June of 2017. She wants to attend college and obtain her driver's license and get a job.



Cody C.

Cody is a 19 year old man who lives in Elk Grove. He is a young man with a big, joyful personality. He “doesn’t let a little Down Syndrome get in his way”! His passion is dance. When he attended high school, he danced all the time. At lunch break he would participate in dance contests which were enjoyed by all the students. This summer, he achieved one of his dreams. He auditioned for the TV show, **So You Think You Can Dance**. His audition was featured on the TV show. While he was not selected to move forward in the competition, he received an honorary guest pass to attend the competition in Las Vegas. What an accomplishment he had to share with all of his friends and fans back home.



▶ CHILD FAMILY SURVEYS TO BEGIN..... 3



▶ Y6 ACS CYCLE 2



▶ QAC SPOTLIGHT..... 3

Quality Assessment

A PROJECT OF THE STATE COUNCIL ON DEVELOPMENTAL DISABILITIES

Child Family Surveys to begin October/November 2015

In California, in alternating years, NCI survey questions are presented to adults with intellectual/developmental disabilities (I/DD), their family or guardian. All survey participants for that year are administered the same standard questions about how they feel regarding the State services and support received.

The next cycle SCDD is preparing to implement is the Child Family Surveys (CFS). This will be the second cycle these surveys will be sent to families with children under 18 living in the household. This year, it is anticipated that over 63,000 families will be mailed a

survey. With the goal of achieving a 20% return rate, SCDD will strive to gather over 12,000 surveys throughout California.

Families should expect to begin receiving surveys at the end of October or early November.

For Ault Consumer Surveys completed in the last cycle, please go to page 2.



NCI Surveys

National Core Indicators™(NCI), strives to provide states with valid and reliable tools to help improve system performance and better serve people with intellectual and developmental disabilities and their families.

Through a contract with Department of Developmental Services (DDS), State Council on Developmental Disabilities (SCDD), using the NCI Survey tools, collects quantitative data on consumer satisfaction, provision of services, and personal outcomes. Data collection is completed through face to face interviews with consumers as well as mail-in surveys from families.

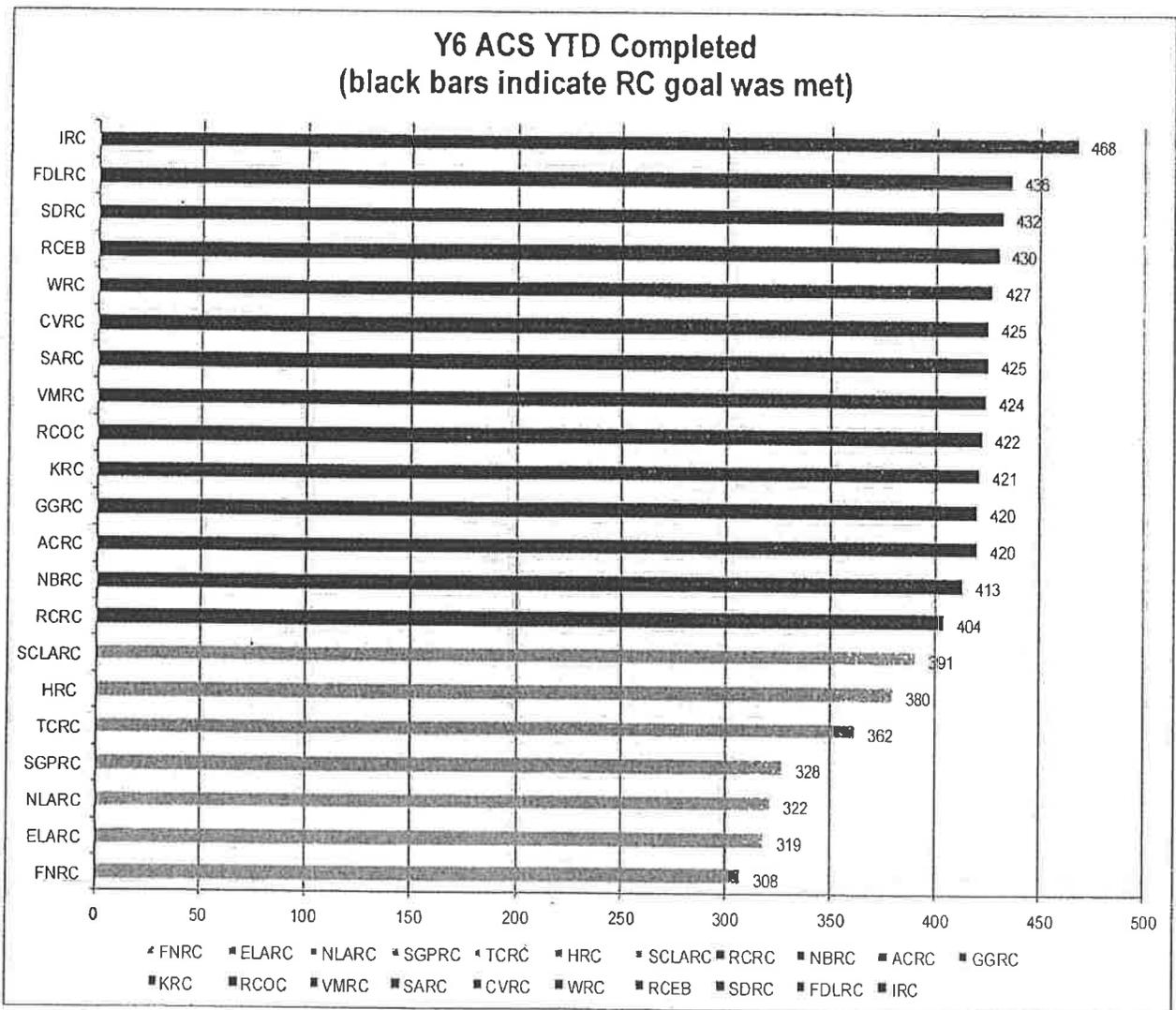
This data collection effort will enable DDS to evaluate the quality and performance of California's developmental service system and among all of the 21 regional centers over time.

For results of past surveys go to:
www.scdd.ca.gov/qa/qa.html

If you have questions about the QA project, send email to ruby.villanueva@scdd.ca.gov

QA Project by the Numbers

8,377
Adult Consumers
Interviewed



For more information about the Quality Assessment Project, please visit us at:

www.consumer.ftc.gov

For more information about the National Core Indicators, please visit us at:

www.consumer.ftc.gov



*Getting to Know
Deborah Kindley, Quality
Assessment Coordinator*

Hi, I am Deborah Kindley and I have to say I'm very fortunate to live on the beautiful Redwood Coast. For those of you not familiar with the area, Redwood Coast begins about an hour from Santa Rosa and

extends up to the Oregon border. We experience mild weather, ocean beaches, towering redwoods, with lakes and rivers nearby. My husband and I share our home with our quirky sheltie who has decided he is a lap dog whenever we are sitting down for any length of time. In my spare time you will find me working in the back yard, collecting agates or fishing with my husband on Ruth Lake.

I joined the Area One Board as a single parent of a child with disabilities in 1992. As a board member I volunteered to manage the Life Quality Assessment (LQA) project in the Humboldt /Del Norte area. I enrolled, during that time, at Humboldt State University and graduated with a degree in Social Work in 1999. I was hired part time for the LQA project in 2000, and was then promoted to full time Quality Assessment Coordinator in 2008.

In 2005 I was married and we combined families. I gained two additional daughters and a grandson with special needs. Wow what a

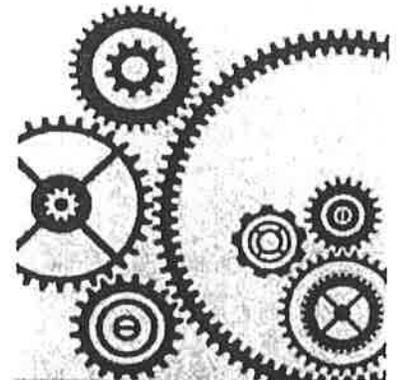
challenge! However, one of the biggest challenges in our life came a little less than five years ago when our family experienced a terrible loss of my first daughter.

Throughout this journey, I have remained passionate about advocacy and my desire to see that those with disabilities have all the rights and opportunities of anyone else.

As a QA Coordinator, I am a part of an important project designed to listen to families and consumers. I am responsible for training and supporting interviewers, coordinating assignments, reviewing and approving each survey, administering the mass mail out process and responding to families and consumers.

The variety of people I have met through this project is amazing. Seeing clients and working with the many dedicated interviewers like Kathy Johnson is a pleasure and a rewarding experience.

QUALITY ASSESSMENT PROJECT



QA Team

North Coast
Deborah Kindley, CPS II
Theresa Ladao, OT

Sacramento
Senya Bingham, CPS II
Monique von Schimmelmann, OT

Bay Area
Angel Marshall, CPS II
Ron Usac, CPS II
Valerie Buell, OT

North Valley Hills
George Lewis, CPS II
Marigene Tacan-Regan, OT

Los Angeles County
Melody Goodman, CPS II
Thomas Hamlett, CPS II
Bruce Marrell, CPS II
Christine Tolbert, CPS II
Dinah Pio de Roda, OT
Therese Rastatter, OA

Orange County
Jenny Villanueva, OA

San Diego/Imperial
Nancy Dow, CPS II
Katie Bgatov, OT

Headquarters
Ruby Villanueva, CPS III

8

Things the NCI Survey tells us

after interviewing 8,691 adults with I/DD **FY 11/12**

Employment Rates

13% of people with Intellectual Disabilities (ID) were able to find a job in the community.



Legend: People with ID, People with DS, People with ID (with support), People with DS (with support)

Source: National Center for Intellectual Disabilities Survey, 2011-2012

#2

Where People are Working

Among the 13% of people employed in the community, 7 out of 10 are working in Competitive Integrated Jobs, 2 out of 10 are working in Individually Supported Community, and 1 out of 10 are working in Group Supported Community.

7 out of 10 are working in Competitive Integrated Jobs
2 out of 10 are working in Individually Supported Community
1 out of 10 are working in Group Supported Community

Unemployed

The following percentages capture what unemployed adults with I/DD are saying:

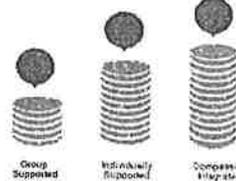


#3

#4

Average Hourly Wage by Employment Type

Among the 13% who said they worked in the community:



#5

37%

Engages in Moderate Physical Activity

The proportion of adults telling us that they exercise at least 30 minutes a day, 3 times per week. Moderate physical activity is defined as an activity that causes some increase in breathing or heart rate.

#7

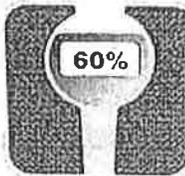
52%

Chose Where They Lived

Percentage of People who tell us they chose or had some input in choosing where they lived

#6

Overweight or Obese



60% of respondents were reported as being overweight or obese, meaning they have a Body Mass Index (BMI) of 25 or more. This measurement is based on reported height and weight.

#8

Has friends who are not staff or family

This question could only be answered by the 4,093 with I/DD. 5,532 people answered this question resulting in 74% of those people telling us that they have friends who are not staff or family.

4,093

For More Information

www.sccd.ca.gov/qap.htm
www.dhs.ca.gov/QA/index.cfm
www.nationalindicators.org/

Executive Director's Report to the Board

Alta California Regional Center

November 19, 2015

Sacramento, CA

State Budget Update

A budget issue of great concern is California's Managed Care Organization (MCO) tax. The MCO tax is scheduled to expire on June 30th of next year. Governor Brown continues to insist that if the legislature fails to extend the tax, he will initiate over 1 billion dollars in cuts to California's health and social service programs. However, just yesterday the Legislative Analyst's Office (LAO) issued a report that shows California to be in far better financial shape than previously reported. According to the LAO, the state is poised to post a budget surplus of more than \$10,000,000,000 for the current fiscal year as revenues are up and expenditures are under control. Hopefully this might offer some hope for relief in our struggling service system.

A new budget issue that is causing great concern for regional centers and service providers has to do with a recent federal order regarding the payment of overtime for "domestic" workers who have previously been exempt. Money to help regional center service providers pay for this change is apparently already in the DDS budget but there is considerable confusion and disagreement about how and when the funds will be released.

Big Change at California's Department of Developmental Services (DDS)

DDS Director Santi Rogers has announced that he will be leaving the Department at the end of this month. Mr. Rogers has served as the DDS Director since March of 2014. His career of over 40 years has been exclusively devoted to serving Californians affected by developmental disabilities. He will be greatly missed by all who have the pleasure of working with him. Mr. Rogers's replacement has not yet been announced.

Holiday Activities at ACRC

Our holiday season activities kicked off today before this board meeting with our client achievement awards, but we are just getting started! Between now and the New year, we will be sponsoring and/or participating in food drives, clothing drives, and of course our incredible ***adopt a family program*** that helps bring holiday cheer to our most needy ACRC clients and their families. Next month, ACRC will continue our long-standing annual tradition known as Santa Day, This years' celebration returns back to the regional center, where we will have the benefit of using our recently completed Redwood Conference Room to help accommodate the hundreds of anticipated guests. Santa Day is Friday, December 18th.

Self Determination Program Update

DDS is still awaiting word from the federal government regarding the status of the Self Determination Waiver that was submitted to the Center for Medicaid Services (CMS) on September 29th. The waiver application is on a 90 day "review clock" with the CMS, however if the CMS has issue with California's proposed plan, the "review clock" will restart. This can happen numerous times, so it remains uncertain exactly when the program will commence. Meanwhile, our Regional Center/State Council Local Advisory Committee has been very active developing plans for outreach and training throughout our ten county area. When the time finally comes, we'll be ready!

Sonoma Developmental Center (SDC) closure

With the final closure of Sonoma Developmental Center set for December 2018, our team at ACRC has been working with our clients, families, and providers to develop outstanding residential and service options for people leaving SDC. After a very well attended and positive meeting this fall, we are planning for our second "family meeting" in January. We are very optimistic about the future for our folks who are still at SDC, and are committed to do whatever it takes to ensure their success.

ALTA CALIFORNIA REGIONAL CENTER
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Public Policy Measures

DRAFT

No.	Public Policy Measures	Baseline 12/14	State Average 12/14	Planned Activities	Outcome
1	Number and percent of regional center caseload in state developmental center (lower is better)	82 clients or .42% of clients served by Alta	0.42%	Implement the 2015-16 ACRC Community Placement Plan (CPP). Coordinate the development of living options for individuals included in the CPP. Participate in the planning and implementation of the Difficult to Serve Project. Continue to utilize deflection options in the community to avoid unnecessary admissions to state developmental centers.	
2	Number and percent of minors living with families (includes living with own family, with foster family or with guardian) (higher is better)	8,347 clients or 99.16% of clients under age 18	99.04%	<p>Continue to provide family support such as respite services, consultation in behavioral management, parenting classes, toilet training, and adaptive skills development. Provide supportive nursing care and/or respite to medically fragile children.</p> <p>Maximize the use of community resources that provide supports to families to assist them in maintaining their children at home.</p> <p>Continue to collaborate with foster care system. Provide timely and effective outreach to families about available resources and support services (e.g., Warmline, community-based training and agency training). Explore opportunities to utilize or develop after-school programs for clients 13 to 18 years of age. Inform eligible families about IHSS benefit.</p>	
3	Number and percent of adults living in home settings (includes independent living, supported living, adult family home agency homes, and with parents or guardians) (combination of #3a, 3b, 3c, 3d)	8,619 clients or 79.68% of clients 18 years and older	77.30%	<p>Develop competency among Independent Living Services providers, Supported Living Services providers, ACRC staff, and families (leading to increased client self sufficiency) through various teaching modalities. Maintain use of available assessment tools (e.g., transition questionnaires) to gather client data reflecting living options choices and needs. Foster client self sufficiency through the ACRC client Advocate's work with the ACRC client Advisory Committee. Provide information and resources to young adult clients in transition to adulthood, and to their families, regarding living options. Establish an expectation that service coordinators and providers work closely with clients, families and advocates to support clients' life-long planning for self sufficiency. Engage Board Advisory Committees in educating families of adults in life-long planning for clients.</p>	

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Public Policy Measures

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				Continue to provide training on Individual Program Plans, acknowledging changing needs relative to life stages. Strengthen timely training on transition planning (emphasizing collaboration with Education) and on issues such as guardianship and conservatorship.	
3a	Number and percent of adults living in home settings (focus on supported living) (higher is better)	482 clients or 4.46% of clients over age 18	5.64%	See #3.	
3b	Number and percent of adults living in home setting (focus on adult family home agency homes) (higher is better)	107 clients or 0.99% of clients 18 years and older	0.91%	See #3.	
3c	Number and percent of adults living in family homes (home of parent or guardian) (higher is better)	5,918 or 54.71% of clients 18 years and older	59.34%	See #3.	
3d	Number and percent of adults living in home settings (focus on independent living) (higher is better)	2,112 clients or 19.52% of clients 18 years and older	11.41%	See #3.	
4	Number and percent of minors living in facilities serving greater than 6 people (includes intermediate care facilities of all types, skilled nursing facilities and community care licensed facilities) (lower is better)	2 clients or 0.02% of clients under age 18	0.07%	See #2. Assess children living in settings serving more than 6 children and identify family home environments for these children, whenever possible. Offer technical assistance and resources to families of minors regarding available living options. Encourage development of living options for children with special behavioral and/or medical needs.	

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Public Policy Measures

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5	Number and percent of adults living in facilities serving greater than 6 people (includes intermediate care facilities of all types, skilled nursing facilities and community care licensed facilities; does not include residential care facilities for the elderly) (lower is better)	349 clients or 3.23% of clients 18 years and older	2.96%	See #3.	
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Public Policy Measures

Public Policy Outcomes
for Which Statewide
Average and ACRC Data
Are Not Available

*UD = Under Development (DDS is working on developing measurement methodology)

No.	Measure			Planned Activities	Outcome
1	Number and percent of adults with earned income and average wage (aggregate) (increase)	UD*	UD	Assure that clients have innovative employment opportunities through the expansion of micro-enterprise and competitive employment. Aid the supported Life Institute in informing families and clients about the annual Supported Life Conference. Support clients interested in obtaining work within their communities.	
2	Number and percent of adults in supported employment (increase)	UD	UD	Offer technical assistance and resources to young adults in transition to adulthood, and to their families and parents of adults, regarding services and support options. Partner with education on transition planning from school to adult life. Collaborate with ACRC's supported employment providers in the training of agency staff about this service code.	
3	Access to medical services (increase)	UD	UD	Continue to assist clients and families to access medical support resources such as MediCal. Review, through ACRC's Risk Management Committee, Special Incident Report trends. Continue to participate in meetings of local government that address unmet transportation needs, with the goal of increasing public transportation services to clients. Continue to collaborate with health professionals and public mental health agencies to address coordination of services for ACRC clients.	
4	Number of clients per thousand who are victims of abuse (decrease)	UD	UD	Offer technical assistance and resources to clients and families to increase awareness, promote safety and prevent exploitation and abuse. Collaborate with community partners to share information, education and resources. Maintain a Risk Mitigation committee.	

ALTA CALIFORNIA REGIONAL CENTER
2016 PERFORMANCE CONTRACT

Public Policy Measures

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Compliance Measures			
No.	Measure		Outcome
1	Unqualified independent audit with no material findings		Planned Activities Apply and maintain good business practices and generally accepted accounting principles.
2	Substantial compliance with DDS fiscal audit		Apply and maintain good business practices and generally accepted accounting principles.
3	Accuracy: percent of POS fiscal projections (based on February SOAR)		Strive for improved accuracy of POS fiscal projections based on history and ongoing utilization review.
4	Operates within OPS budget		Continue operations budget planning, ongoing utilization review and system-wide monitoring.
5	Certified to participate in Waiver		Maintain compliance with Medicaid Waiver requirements.
6	Compliance with Vendor Audit Requirements per the ACRC/DDS contract, Article III, Section 10		Maintain compliance with contract.
7	CDER/ESR Currency		Continue to monitor timely completion of CDER/ESR.
8	Intake/assessment and time lines for clients ages 3 and above		Provide timely completion of intake/assessments for clients ages 3 and above.
9	IPP Development (Welfare and Institutions code requirements)		Continue to comply with all requirements of the Welfare and Institutions Code for timely completion of individual program plans for clients receiving services under the Lanterman Act.
10	IFSP Development (Title 17 requirements)		Continue to comply with all requirements of the title 17 for timely completion of individual family service plans for infants and children receiving Early Intervention services.

Public Policy Measures

Locally Developed Policy

No.	Measure			Planned Activities	Outcome
1	Increase awareness of the cultural diversity and improve services for all ethnic groups served by Alta California Regional Center using Purchase of Service Data Relating to Age, Race, Language, and Disability, to measure outcomes.			<p>Statement: The Department of Developmental Services (DDS) is required to compile data relating to purchase of service (POS) authorization, utilization, and expenditure by each regional center with respect to client age, race or ethnicity, primary language, and disability detail. The data, includes residence type as well as number and percent of clients who are eligible for regional center services. The Alta California Regional Center (ACRC) is committed to providing equitable access to and delivery of culturally and linguistically competent services and supports.</p> <p>Provide training for Alta California Regional Center Board of Directors and staff related to cultural awareness in regional center services.</p> <p>Work with service providers to increase awareness of regional center services for minority populations they serve.</p> <p>Offer educational supports to clients and families utilizing bilingual cross cultural communication mentors/translators during the intake process and continuing until an IFSP or IPP is developed and implemented.</p> <p>Continue to hire staff that represents the diverse community served by ACRC.</p> <p>ACRC will conduct community informational meetings to discuss purchase of service data collected and to solicit general input that would improve services to underserved populations.</p>	

ALTA CALIFORNIA
REGIONAL CENTER



Alta California Regional Center (ACRC) is recruiting volunteer members for our Board of Directors!



ACRC's Governing Board is comprised of ACRC clients, parents, and community members. Our Board represents people in a large and very diverse community that includes the following ten Northern California Counties: Sutter, Yuba, Yolo, Alpine, Sierra, Sacramento, El Dorado, Placer, Nevada, and Colusa.

The governing Board sets policy and provides oversight to our not-for-profit agency with an annual budget of nearly 300 million dollars. Our center is committed to providing the best possible service to more than 20,000 individuals with developmental disabilities in our region. As a member of the ACRC Board you can make a real difference in the lives of people who are affected by developmental disabilities. Our vision is *"a community where individuals with intellectual and developmental disabilities are valued members who are treated with dignity and respect."* If this sounds interesting to you, please consider serving on our Board!

Please contact ACRC by calling (916) 978-6245. One of our Board Members will contact you. They'll let you know much more about our Board, and how the Board member selection process works.

