



# Alta California

Regional Center



# 2022-2025 STRATEGIC PLAN

End of Year Report 2024

# STRATEGIC FOCUS AREA 1

## CLIENT AND FAMILY SUPPORT

### Focus area definition:

The regional center will explore greater flexibility and more family-centered services and supports so that people with intellectual/developmental disabilities can continue to live at home and be supported in ways that make sense for them.

### Community input:

- Families need help to identify community resources.
- Families want to find people to support them that they trust and who understand their language and culture.
- There is a growing need to attract and retain a direct support workforce that represents a variety of cultures and languages.
- Families seek greater flexibility to design support that works for their family.



### What we want to achieve:

Clients and families receive support in ways that work for them. This may include greater flexibility within existing services and new, innovative service options.

### How are we doing??

Metric	2024 Desired Outcome	2024 End of Year	2024 State Average	Met/ Not Met
Number and percent of minors living with families (includes living with own family, with foster family or with guardian) PC*	99.64% - 100%	16,520 99.8%	N/A	Met
Number of people utilizing Participant-Directed Services	333 5% over prior year	2,382	N/A	Met
Number of people participating in Self-Determination Program	336 5% over prior year	462	N/A	Met
Number of new services and/or service providers created to address unique needs of clients and families served	265 5% over prior year	333	N/A	Met

PC\*= DDS Performance Contract Measure. Goal for (PC) measure is met when current ACRC 1) meets or exceeds state average; 2) is better than ACRC baseline; or 3) meets DDS Standard.

## CLIENT AND FAMILY SUPPORT CONTINUED



### Goal One

Deliver information and communications in multiple ways to be more responsive and more accessible (in different languages, in community locations, in more accessible formats, in person, digital, etc.). Prioritize the updating and translating of information about Participant-Directed Services and Self-Determination.

Actions	Current Progress
<p>a. Educate regional center staff about participant-directed services and self-determination.</p> <ul style="list-style-type: none"> <li>• Identify a workgroup of interested staff and stakeholders to develop the content.</li> <li>• Develop content and materials based on what exists and what is needed.</li> <li>• Share information with service coordinators and clients and families.</li> </ul> <p>b. Update and translate Service Guides into multiple languages.</p>	<p>Completed and Ongoing</p> <ul style="list-style-type: none"> <li>• Education Ongoing SDP monthly training Training topics at SDP monthly clinics: Intro to SDP, PCP, All things FMS, 5 Core Principles, Budget vs. Spending Plan, and PDS vs. SDP Individual SDP case staffing with SCs, CSMs, PCSs and ADs continue as needed Collaboration between regional centers continues Monthly Statewide SDP Meetings continue SDP team continues to attend unit meetings to provide training on the basics of SDP to SCs and CSMs Family Guides have been translated into multiple languages and are posted on ACRC website.</li> </ul> <p>Outreach presentation to community partners includes sections about PDS and SDP: partners include: MCPs, SELPAs, physicians, and resource centers.</p> <p>A presentation at each SDAC meeting provides an overview of SDP outreach and training.</p>
<p>b. Develop a method for collecting preferences for receiving information, including preferred language, format, and method of delivery.</p> <p>c. Collect preferences identified by clients and families.</p>	<p>b. Completed 2022; in September 2024 amended to adapt to Atlas.</p> <p>c. Completed 2024 and currently maintained within the DDS standardized IPP</p>
<p>e. Engage in social media platforms.</p>	<p>Completed, and ongoing. Facebook, “X”, Instagram, LinkedIn, YouTube. All ACRC staff have uniform signature blocks with links to social media platforms. ACRC Communication Specialist regularly posts educational, inspirational, community outreach and activities, and entertainment on ACRC’s platforms. On average there are 5 messages posted per week.</p>

## CLIENT AND FAMILY SUPPORT CONTINUED

### Goal Two

Conduct informational sessions to educate community partners about what the regional center is and what services are provided.

Actions	Current Progress
a. <b>Compile contacts for community partner organizations to connect with networks.</b>	<ul style="list-style-type: none"><li>Completed, ongoing. Contacts for CBOs are gathered at community events and contacts are made post-event to offer/exchange cross training. New contacts are added to our CBO listing on our website: <a href="#">Community Partners - Alta California Regional Center</a> We currently have over 125 contacts on the list.</li></ul>
b. <b>Extend invitations to provide an overview of regional center services.</b>	<ul style="list-style-type: none"><li>135 outreach presentations were conducted in 2024.</li></ul>

Focus Area Definition:

People who wish to work have the support they need, when they need it, and in the way they want it.

Community input:

- People want meaningful work.
- There is a need for more job opportunities and internships that support individual interests.
- There is a need for employment support for young adults, age 18-22 years old, in integrated community settings.
- Transportation needs can present barriers to employment.
- Service providers seek innovative ways to move beyond sub-minimum wage and increase integrated, competitive employment opportunities.



What we want to achieve:

Those who wish to work are employed, or preparing for employment, in an area that interests them.

How will we measure our progress?

Metric	2024 Desired Outcome	2024 End of Year	2024 State Average	Met/ Not Met
Number of people engaging in Competitive Integrated Employment (CIE) following participation in a Paid Internship Program PC*	43 20% over prior year	44	13	Met
Number and percent of clients, ages 16-64 with earned income PC*	2,288 13.02% 5% over prior year	2,312 19.7%	32,956 15.6%	Met, Exceeded Statewide Average*
Number of participants in Paid Internship Program PC*	151 20% over prior year	205	N/A	Met
Number of individuals accessing Tailored Day Service with focus on employment and/or higher education.	775 5% over prior year	1396 Verbal Note: TDS is not solely employment services	N/A	Met

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# EMPLOYMENT CONTINUED

## Goal One

Make training about employment resources more accessible to clients and service coordinators.

Actions	Current Progress
<p>a. Create a training plan and targeted outreach plan.</p> <ul style="list-style-type: none"> <li>• Create fliers to distribute information through newsletter and social media.</li> <li>• Create hashtags as a way to help people connect to these topics.</li> <li>• Develop an informational resource to share with clients and families.</li> </ul> <p>b. Deliver quarterly training in different locations, including regional center and vendor locations.</p> <p>Proposed topics might include:</p> <ul style="list-style-type: none"> <li>• Employment and benefits</li> <li>• Employment options (Tailored Day Services, Paid Internships, Competitive Employment Opportunities)</li> <li>• How the Department of Rehabilitation can support employment goals</li> <li>• Making the transition from high school to meaningful employment</li> </ul>	<p>A. Flyers on PIP, CIE, CCP, and other employment services have been created for clients and families. These are shared at outreach events and are available on PolicyManager for SC's to access.</p> <p>A hashtag contest was held and a hashtag chosen- #AltaWorks.</p> <p>B. 3 Employment Corner Workshops were completed in 2024 that focused on state employment, CIE, and PIP. Two DOR/ACRC training were provided to SCs as well. Four trainings were delivered to Case Management on Employment Services and transition services. Multiple trainings (3+) were provided to LEAs on services and transition planning.</p>

# EMPLOYMENT CONTINUED

## Goal Two

Increase the number of employers that hire people with intellectual/developmental disabilities.

Actions	Current Progress
<ul style="list-style-type: none"> <li>a. Collaborate with regional center employment specialists across the state to explore successful strategies for employer outreach, training, support, and addressing other barriers to employment such as transportation.</li> <li>b. Establish a group of service providers and employers to help increase employment opportunities.</li> <li>c. Develop a plan to support employers through outreach, training, and acknowledgement.</li> <li>d. Plan a social media campaign that features employers providing success stories and top tips.</li> </ul>	<ul style="list-style-type: none"> <li>a. Client Employment Specialist attended quarterly ARCA Employment Meeting with statewide employment specialists.</li> <li>b. ACRC is a member of the Business Advisory Committee, which is composed of vendors, community partners, and employers. The BAC hosts 1-2 events per year to assist other employers in creating an inclusive workplace.</li> <li>c. ACRC is a member of the BAC in which we connect with and provide trainings to employers/businesses. CES also connects with employers through community events</li> </ul> <p>ACRC's social media posts highlights of clients/employment services at least once quarterly. Includes success stories.</p>

# EMPLOYMENT CONTINUED



## Goal Three

Enhance collaboration with school districts through memorandum of understanding (MOU) to support transition.

### Actions

- a. Collaborate with Special Education Local Plan Area (SELPA) liaisons to train and reorient each other to the agreements within our joint MOU.
- b. Develop a plan to increase awareness amongst ACRC Service Coordinators and SELPAs to support dually served clients/ students in transition planning. Recognize that earlier is better when engaging in these conversations by the age of 15.
- c. Develop a system to identify timelines for transition planning to ensure no client/ student's transition planning is missed.

### Current Progress

a-c. Client Employment Specialist continues to work with SELPAs and LEAs to train on mutual services. ACRC is currently a member of 5 LPAs (Local Partnership Agreements).

Training with SELPAs/LEAs and Case Management on employment services and transition planning continues to be ongoing. This training includes a transition planning timeline. A timeline hand out has been created and has been shared with the SELPAs/LEAs and Case management.



**Focus Area Definition:**

Home settings where individuals with developmental disabilities choose to live.

**Community input:**

- There is a shortage of affordable housing in communities where people want to live.
- Housing that is available is not always accessible.
- There is a shortage of support professionals to assist at home.
- There is a need to support clients and families to plan for long term future housing needs.

**What we want to achieve:**

- More ACRC clients will be able to access affordable housing including set aside units.
- More ACRC clients will have caregiver succession plans in place that describe living arrangements and desired supports .

**How will we measure our progress?**

Metric	2024 Desired Outcomes	2024 End of Year	2024 State Average	Met/ Not Met
Number of people living in set-aside housing units developed by the regional center	15 people	15	N/A	Met
Number and percent of adults living in home settings (includes independent living, supported living, adult family home agency homes, and with parents or guardians) PC*	86.70%	13,398 86.4%	84.28%	Met
Number of people who have expressed their plan and exercised choice of their living options through caregiver succession planning	TBD	Became state law and is tracked differently by the DDS.	N/A	

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# HOUSING CONTINUED



## Goal One

Diversify strategies that focus on affordable housing efforts and collaborate with families who are interested in creating affordable housing for their own families.

Actions	Current Progress
<p>a. Further define the ACRC Housing/Community Liaison role to be a resource for families to develop personal housing options (ADU's, lot splitting, etc) and navigate housing options that are supported by the regional center.</p>	<p>ACRC Housing Specialists works directly with ACRC Housing Access Services providers to help with families navigating access to affordable housing. Approximately 200 regional center clients and their families are benefiting from this service.</p>
<p>b. Deliver information sessions for families about options for providing housing for a family member, such as Adult Dwelling Unit (ADU).</p>	<p>ACRC continues to meet regularly with the Disability Housing Alliance to learn about and support opportunities for a range of housing options. This is also accomplished through Lunch and Learn Meetings held by Future for Our Kids.</p>
<p>c. Explore options for building family collaboratives to co-purchase housing.</p>	<p>ACRC has supported discussions with service providers and developers interested in creating these opportunities in our local catchment area.</p>
<p>d. Advocate with other entities to:</p> <ul style="list-style-type: none"> <li>• Expand the time available to apply for Section 8 housing voucher.</li> <li>• Advocate for incentives, such as tax breaks, for families to create ADU's for family members.</li> </ul>	<p>ACRC continues to build relationships with local housing authorities and elected officials.</p>

## HOUSING CONTINUED

### Goal Two

Increase the number of people who have expressed their plan and exercised choice of their living options through caregiver succession planning.

Actions	Current Progress
<p>a. Collaborate with stakeholders, clients, family members, advocates and service providers to develop training materials for service coordinators regarding engaging clients and families about caregiver succession planning.</p>	<p>ACRC has created all material and has conducted two separate training sessions for regional center staff. Additionally, caregiver succession planning became state law with the passage of AB 3291. Caregiver succession planning now included in DDS standard IPP template.</p>
<p>b. Implement coordinated planning initiative.</p>	<p>ACRC has created all material and has conducted two separate training sessions for regional center staff. Additionally, caregiver succession planning became state law with the passage of AB 3291. Caregiver succession planning now included in DDS standard IPP template.</p>

STRATEGIC FOCUS AREA **4**

COMMUNITY INCLUSION AND ENGAGEMENT

Focus Area Definition:

ACRC provides information about eligibility, services, and supports to clients, families, and community partners. ACRC also seeks collaborative opportunities to learn and educate about the changing needs of the community.

Community input:

- People want to access regional center Information in their preferred languages and in their communities.
- The community wants the regional center to continue to collaborate with more agencies to learn from each other and educate the community about different resources.

What we want to achieve:

The regional center has meaningful partnerships and connections with the diverse communities it serves. As a result, clients, families, and staff are better informed about the resources in their community. There will be an increase in use of regional center services by clients from communities that have been underserved.

How will we measure our progress?

Metric	2024 Desired Outcomes	2024 End of Year	2024 State Average	Met/ Not Met
Percent of total annual purchase of service expenditures by individual’s ethnicity and age: <ul style="list-style-type: none"> <li>• Birth to age two inclusive</li> <li>• Age three to twenty-one</li> <li>• Age twenty-two and older</li> </ul> PC*	Meet or exceed statewide average	Birth to age 2 inclusive 2.80%  Age 3-21 inclusive 13.69%  Age 22 and older 83.50%	DDS tracks by FY; data not yet available	
Number of agency-wide educational & outreach events with community partners	110 10% over prior year	136	Not tracked by DDS	Met

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# COMMUNITY INCLUSION AND ENGAGEMENT CONTINUED

## Goal One

Create a bigger presence in the community to build relationships and share resources with members of the community. Prioritize having meetings at community locations, increasing the outreach team, and continuing to make connections with more community agencies.

Actions	Current Progress
<ul style="list-style-type: none"> <li>a. Identify staff who want to participate and lead outreach efforts.</li> <li>b. Determine criteria for prioritizing outreach events.</li> <li>c. Identify events for participation based on established criteria.</li> <li>d. Create an outreach plan that is aligned with guidelines of the Department to prioritize languages requested by more than 50 people.               <ul style="list-style-type: none"> <li>• Establish a rolling schedule of outreach and information sharing (both planned and responsive to requests)</li> <li>• Identify specific community organizations and stakeholders to prioritize each year.</li> <li>• Reach out to regional ACRC offices to identify local priorities and organizations</li> <li>• Dedicate staff role to community engagement / social media</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>a. Completed, ongoing. Diversity Outreach Workgroup (DOW) formed 2022.</li> <li>b. Completed, prioritize participation in events promoted to connect with diverse populations.</li> <li>c. Ongoing. Identified events are maintained internally.</li> <li>d. Completed, ongoing. ACRC Proactively translates all community announcements to languages spoken by 50 or more clients. ACRC proactively includes Spanish and ASL translation for all public meetings. Additionally, public meeting registrations and/or announcements include instruction to request additional language translation as needed. Grant FY 22/23-Intake Navigators serve as continuous presence available for Spanish and Hmong speaking community. Prioritized CBOs – Child Find opportunities meeting target population - organizations serving housing insecure individuals, tribal communities, and foster youth. Additionally prioritized Hispanic and Hmong community. Branch offices participate in DOW meetings. Community engagement is a shared responsibility/social media is the responsibility of Communications Specialist. Feb 2024 ACRC launched Quarterly, Community Meetings May 2024 Resources for Independent Living and Area on Aging Outreach Presentation</li> </ul>
<ul style="list-style-type: none"> <li>e. Continue to attend events and open houses of service providers.</li> </ul>	<p>Completed, ongoing</p> <p>24-Hour Home Care, December 18, 2024</p> <p>ACC Programs Healthy Living Options November 13, 2024</p> <p>Merakey Kingdom, July 17, 2024</p>

<p>f. Continue to attend fairs and cultural events in the community.</p>	<p>f. Completed, ongoing.</p> <ul style="list-style-type: none"> <li>• Jan 22 Shingle Springs Tribal TANF of Miwok Band</li> <li>• Feb 24 Chinese New Year Association</li> <li>• March 24 Latino Leadership Council &amp; Sacramento LGBT Community</li> <li>• April 16 Shingle Springs Tribal TANF Sacramento</li> <li>• May 18 Slavic Festival "Yarmarka"</li> <li>• June 2 Yolo Juneteenth; June 15 Juneteenth Parade</li> <li>• July 31 Sacramento Pride Center</li> <li>• Aug 3 Hmong Youth and Parents United/NLA</li> <li>• Sept 7 Dia De Familia Literacy</li> <li>• Oct 19 Sierra Native Alliance</li> </ul>
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Goal Two	
Educate community partners about what the regional center is and what services we provide.	
Actions	Current progress
<p>a. Compile contacts for community partner organizations to connect with networks.</p>	<p>Completed, ongoing. See Client/Family Supports Goal 2a.</p>
<p>b. Extend invitations to provide an overview of regional center services.</p>	<p>Completed, ongoing. See Client/Family Supports Goal 2a.</p>
<p>c. Increase the variety of outreach activities initiated by the regional center to organizations that are likely to make referrals to the regional center. (This might include and not be limited to medical professionals, school districts, Child Protective Services, Adult Protective Services, court system, mental health professionals and family resource centers).</p>	<p>ACRC partners with local public transportation agencies, school districts, community-based organizations, county social service agencies, colleges and universities, churches, hospitals, culturally based organizations, state agencies, community members, vendors, local parks and rec. In 2024 ACRC completed 136 community outreach events.</p>

## COMMUNITY INCLUSION AND ENGAGEMENT CONTINUED

### Goal Three

Produce a series of short videos of information about the regional center, in multiple languages.

#### Actions

- a. Plan and begin production of a series of short (1-3 minutes) informational videos that cover a variety of regional center topics. Produce in 10 languages.
  - Identify workgroup
  - Determine the media platforms to be used
  - Determine the topics to be featured and the hashtags to be used to promote on social platforms
  - Secure resources needed to produce videos

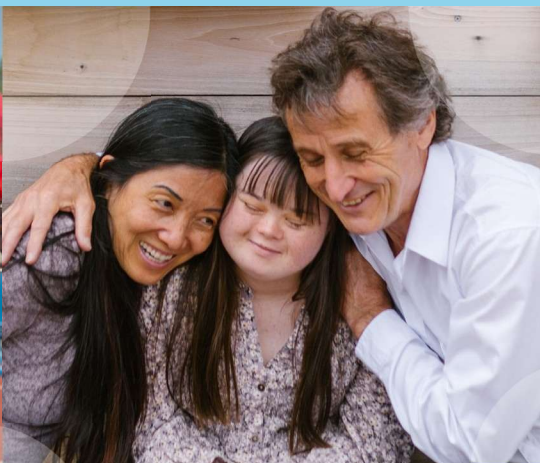
#### Current Progress

- Completed, ongoing:
  - SAE Grant Video Project **Multicultural and Multilingual ACRC Services Client Video Modules** (2-year project) completed. Planning listening sessions for focus groups for feedback before disseminating.  
Languages: Hmong and Spanish  
Cultures: African American  
Services: Behavior Intervention services; Activity Center; Independent living services; Residential services – staff operated; Durable Medical Equipment, vehicle modification, environmental accessibility; In Home Respite Agency; Supported employment services; Self-Determination Program.  
SAE Service Videos in English, Spanish and Hmong: Service Videos - YouTube
  - Completed: 15 animated modules, each 3-5 minutes long, crafted to maintain attention and foster engagement. The content will be tailored to educate participants on various aspects of SDP, highlighting its advantages and process. The modules will be translated into Spanish, Punjabi, Hmong & Russian. This project is being funded by SDP Implementation Fund Dollars.
  - Completed: 1/2023 & 8/2024 Social Recreation PowerPoint trainings completed and translated into: Spanish, Hmong, Punjabi, Russian, Tagalog, Vietnamese, Chinese and ASL.
  - Early Start Program Brochure & General information brochures updated and translated into multiple languages.
- Client friendly IPP updated and translated into multiple languages.
- Currently maintained through Language Access and Cultural Competency funding.

**ALTA REGIONAL CENTER PERCENT OF TOTAL ANNUAL PURCHASE OF SERVICE EXPENDITURES BY ETHNICITY OR RACE**  
**FISCAL YEAR 2023-2024**

Ethnicity	Number of Clients	Percent of Clients	Total Expenditures	Percent of Expenditures
<b>For birth to age 2 years, inclusive</b>				
American Indian or Alaska Native	18	0.4%	\$22,345	0.2%
Asian	501	10.8%	\$1863,180	13.9%
Black/African American	446	9.6%	\$1,125,946	8.4%
Hispanic	1022	22.0%	\$3,285,686	24.6%
Native Hawaiian or other Pacific Islander	22	0.5%	\$63,635	0.5%
Other Ethnicity or race or multi-Cultural	1035	22.3%	\$2,443,025	18.3%
White	1597	34.4%	\$4,565,788	34.2%
<b>For age 3 years to 21 years, inclusive</b>				
American Indian or Alaska Native	43	0.4%	\$315,631	0.5%
Asian	1228	11.4%	\$5,072,652	8.3%
Black/African American	1166	10.8%	\$7,372,551	12.0%
Hispanic	2281	21.1%	\$11,191,670	18.3%
Native Hawaiian or other Pacific Islander	60	0.6%	\$200,922	0.3%
Other Ethnicity or race or multi-Cultural	1872	17.3%	\$11,850,343	19.4%
White	4142	38.4%	\$25,233,128	41.2%
<b>For age 22 years and older</b>				
American Indian or Alaska Native	54	0.5%	\$1,870,200	0.5%
Asian	702	6.8%	\$20,643,724	5.4%
Black/African American	1473	14.3%	\$47,161,423	12.3%
Hispanic	1299	12.6%	\$32,108,640	8.4%
Native Hawaiian or other Pacific Islander	36	0.3%	\$619,763	0.2%
Other Ethnicity or race or multi-Cultural	845	8.2%	\$25,060,933	6.6%
White	5914	57.3%	\$254,853,177	66.7%

Report pulled from 2023 Performance Contract Plan Attachment A



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Regional Center

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