



2019 – 2020 Program Performance Report

Overview of Presentation

People Served

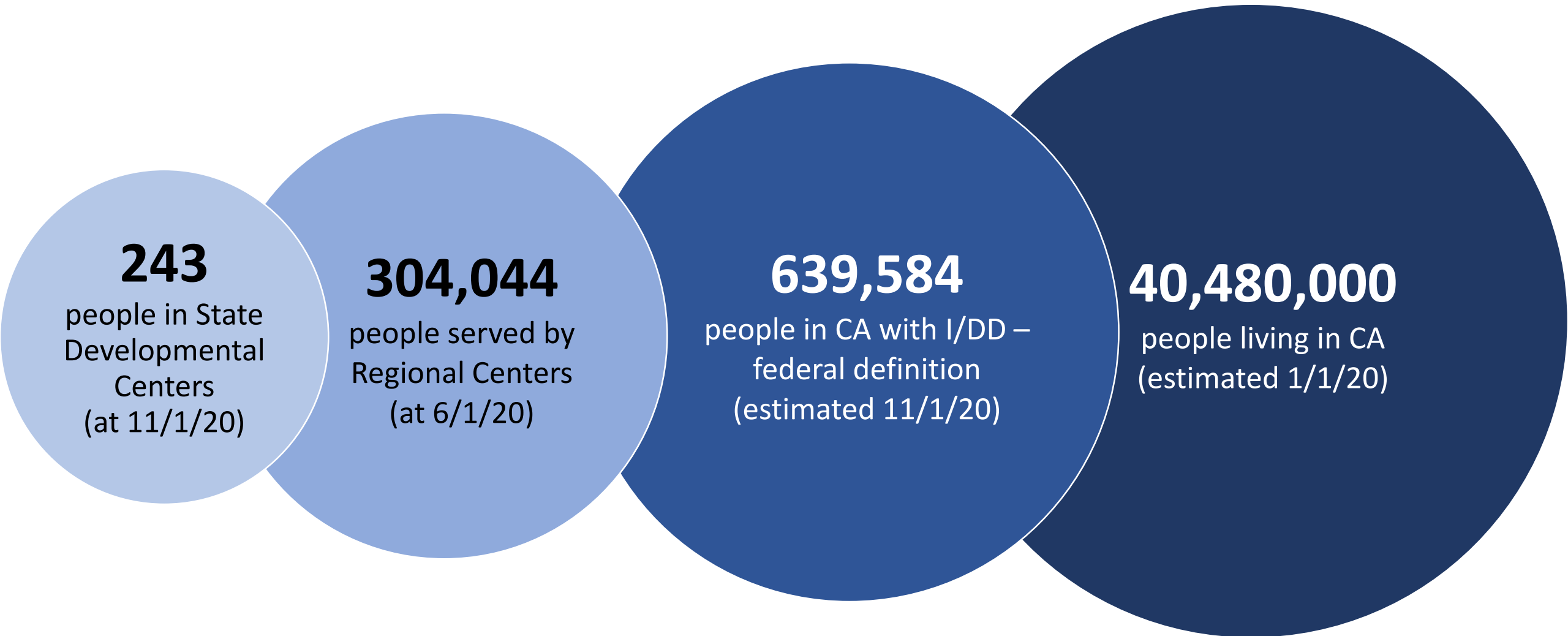
2017 – 2021 State Plan

Qualtrics Dashboard

- Objective:
 - Data
 - Stories
- Overview:
 - Technical Assistance (TA)
 - Trainings
 - E-Blasts
 - Collaborative Meetings

Total People Reached

Californians the Council Serves



2017 – 2021 State Plan Goals

- 1. Self-Advocacy**
- 2. Employment**
- 3. Housing**
- 4. Health & Safety**
- 5. Early Intervention, Education, Transition & Post-Secondary Education**
- 6. Formal & Informal Community Supports**

2017-21 State Plan (as revised 8.1.18)

Goal 1: Self-Advocacy - Californians with I/DD and their families reflecting the diversity of the state will have increased information and supports to advocate for civil and service rights to achieve self-determination, integration and inclusion in all areas of community life

1. The Council will increase knowledge about self-determination and person-centered planning by monitoring, supporting and actively engaging in the implementation of the Self-Determination Program
2. The Council will promote self-advocates in leadership roles in statewide networks a) through the strengthening of a statewide self-advocacy organization and by supporting self-advocates; b) within cross-disability leadership coalitions; and c) in training other self-advocates to become leaders

Goal 2: Employment - Californians with I/DD and their families reflecting the diversity of the state will have increased information to obtain competitive, integrated employment

1. The Council will increase and promote culturally competent strategies and resources that facilitate competitive, integrated employment (CIE) of people with I/DD

Goal 3: Housing - Californians with I/DD and their families reflecting the diversity of the state will have increased access to affordable, accessible, safe, and fully integrated housing that provides choice and flexibility regarding where and with whom they live

1. The Council will work with housing entities to increase the development and/or provision of community housing for people with I/DD
2. The Council will identify and decrease barriers to housing for people with I/DD

Goal 4: Health and Safety - Californians w/ I/DD and their families reflecting the diversity of the state will have increased information to access health, public safety, and related services that meet their needs and health care choices

1. The Council and its federal partners will increase knowledge and awareness for people with I/DD and their families about the availability of and access to health and public safety-related services and supports
2. The Council, its federal partners, and self-advocates will increase information and training to law enforcement, court personnel, health care providers, and/or other care professionals about disability-related health and safety issues

Goal 5: Early Intervention, Education, Transition & Post-Secondary Education - Californians with I/DD and their families reflecting the diversity of the state will have increased information, in order to obtain inclusive education services throughout the lifespan

1. The Council and its federal partners will increase knowledge and awareness of developmental milestones and intervention services for families of young children and professionals.
2. The Council, in consultation with its federal partners and other stakeholders, will increase awareness and knowledge for families and self-advocates about the availability of and access to services which support inclusive education.
3. The Council, in consultation with its federal partners and in collaboration with educators and stakeholders, will increase information and technical assistance to prepare and empower students, families and professionals in developing individualized transition plans that lead to employment, post-secondary education &/or independent living options & opportunities.

Goal 6: Formal & Informal Community Supports - Californians with I/DD and their families reflecting the diversity of the state will have increased information and supports to access community-based services available to the general population

1. The Council, in collaboration with our federal DD partners, will reduce service access barriers and decrease the disparity in available information, which describes services and supports that may be purchased throughout California's Regional Center system, by translating and providing that information in Spanish and tracking statewide POS disparity data for Spanish-speaking self-advocates and families.
2. The Council will increase the knowledge and skills of people with I/DD to move from institutional to community settings and to increase their ability to self-advocate.
3. The Council will increase outreach, training, and technical assistance to improve the quality of and access to services, including (but not limited to) Regional Centers, education, transportation, public benefits, child care, and recreation for people with I/DD and their families.
4. The Council, in consultation with its federal partners, will increase identification, advocacy and/or sponsorship of legislative, regulatory, policy, procedure and/or practice changes to increase access to quality and inclusive community-based services for people with I/DD and their families – including competitive, integrated employment, housing, health and public safety, and education throughout the lifespan.

Qualtrics Dashboard



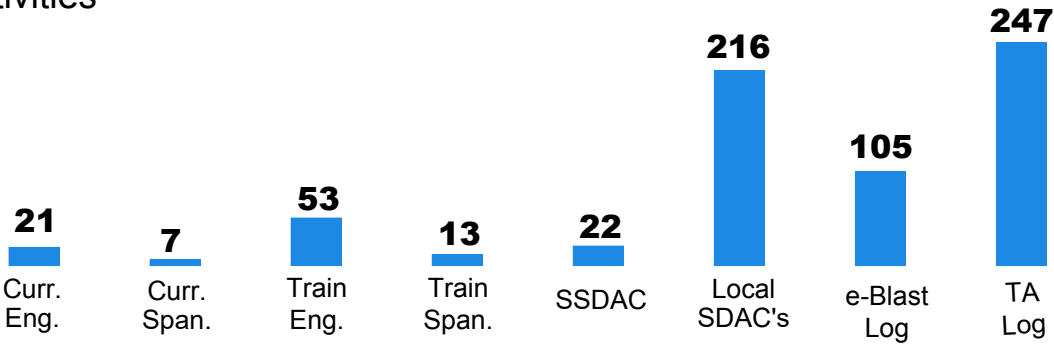
Goal 1: Self Advocacy

Objective 1.1: The Council will increase knowledge about self-determination and person-centered planning by monitoring, supporting and actively engaging in the implementation of the Self-Determination Program.

Number of Activities:

684

Activities



Self-Advocates

8,376

Family-Advocates

39,983

Others

25,758

New People Reached: SA

137

New People Reached: FA

795

New People Reached: Others

598

1.1 Stories/Anecdotes

Independent Facilitators (IF) have been frustrated with implementation barriers in the Self-Determination Program (SDP). A newly convened group of IF’s thanked SCDD for facilitating their meeting, as they had been feeling alone, disconnected, and unaware of the bigger picture. They reported that this meeting helped fill that void.

Other Languages

Chinese (Cantonese)	4
Chinese (Mandarin)	2
Korean	2
Plain Language	25
Spanish	108
Tagalog	1
Vietnamese	4



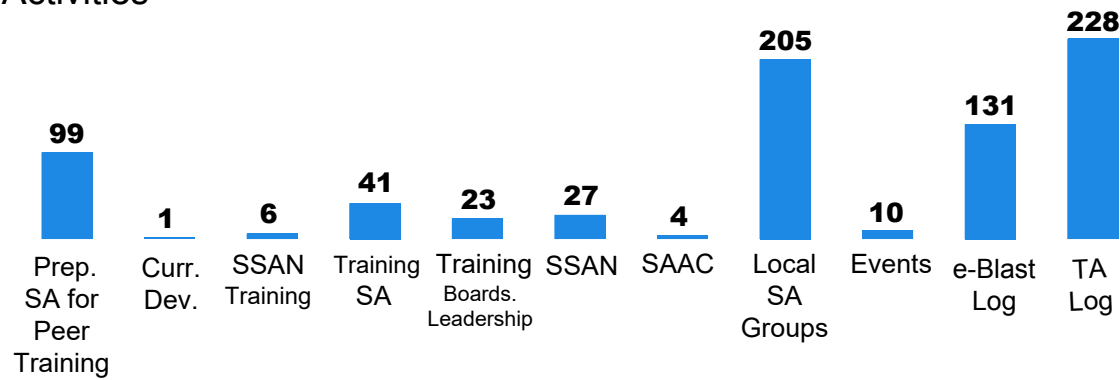
Goal 1: Self Advocacy

Objective 1.2: The Council will promote self-advocates in leadership roles in statewide networks a) through the strengthening of a statewide self-advocacy organization and by supporting self-advocates; b) within cross-disability leadership coalitions; and c) in training other self-advocates to become leaders.

Number of Activities:

775

Activities



Self-Advocates

22,696

Family-Advocates

38,322

Others

34,085

New People Reached: SA

917

New People Reached: FA

194

New People Reached: Others

318

Other Languages:

Plain Language	101
Sign Language	5
Spanish	18

1.2 Stories/Anecdotes

After the Council’s leadership class, a participant reported that it has had a major impact on her life: She stopped avoiding tasks and placed an ad to hire a new IHSS worker - her first major accomplishment to achieve success in her life.

Using the Zoom platform, one self-advocate who would only communicate through the chat box is now managing the chat box and reading messages to the rest of the group.

Council staff is working with adult transition programs (ATP) in several school districts to teach ATP students about self-advocacy and leadership skills. Using recorded Boardsmanship/Leadership trainings (that were a collaborative project with the Dayle McIntosh Center Independent Living Center [ILC]), staff is working with teachers to use distance learning to: 1) teach self-advocacy and leadership skills; 2) help students understand that their contributions to the community are important; and, 3) encourage students to use their voices to effect change.



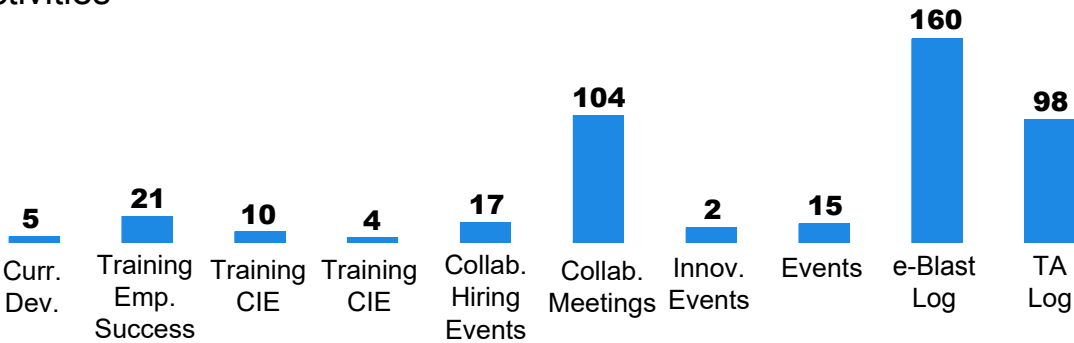
Goal 2: Employment

Objective 2.1: The Council will increase and promote culturally competent strategies and resources that facilitate competitive, integrated employment (CIE) of people with I/DD.

Number of Activities

436

Activities



Self-Advocates

19,663

Family-Advocates

69,859

Others

60,669

New People Reached: SA

549

New People Reached: FA

262

New People Reached: Others

717

2.1 Stories/Anecdotes

SCDD has hosted the Festival of Learning recordings. Families reached out to say that this has been the most upbeat and optimistic presentation they have seen, giving them hope for the future.

Regional staff met with the local RC Employment Coordinator about expanding Paid Internship Program (PIP) opportunities for the Sacramento Superior Court. The RC has confirmed it is in negotiations with the Court to add employees and use the PIP program!

Other Languages:

Languages:	#
Chinese (Cantonese)	1
Chinese (Mandarin)	1
Hmong	1
Plain Language	2
Sign Language	2
Spanish	15



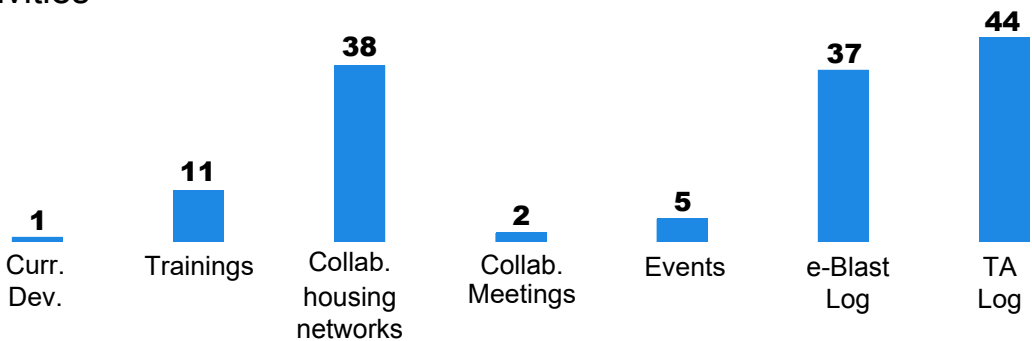
Goal 3: Housing

Objective 3.1: The Council will work with housing entities to increase the development and/or provision of community housing for people with I/DD.

Number of Activities

138

Activities



Self-Advocates

4,010

Family-Advocates

13,916

Others

13,071

New People Reached: SA

50

New People Reached: FA

114

New People Reached: Others

711

Other Languages:

Spanish	6
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3.1 Stories/Anecdotes

In cooperation with the Housing Choices Coalition, staff testified in San Mateo in support of 8 set-aside units in a low-income downtown project. Through SCDD’s influence, the City Council unanimously approved the set-asides.

Thank you...for writing emails, making calls and testifying yesterday before the Board of Supervisors of Santa Clara County. After a brief public comment period, the Board of Supervisors approved a total of \$10 million to help create 60 affordable homes for people with developmental disabilities as part of three affordable housing projects planned in Palo Alto, Sunnyvale, and Santa Clara, with a total of 214 rental units.



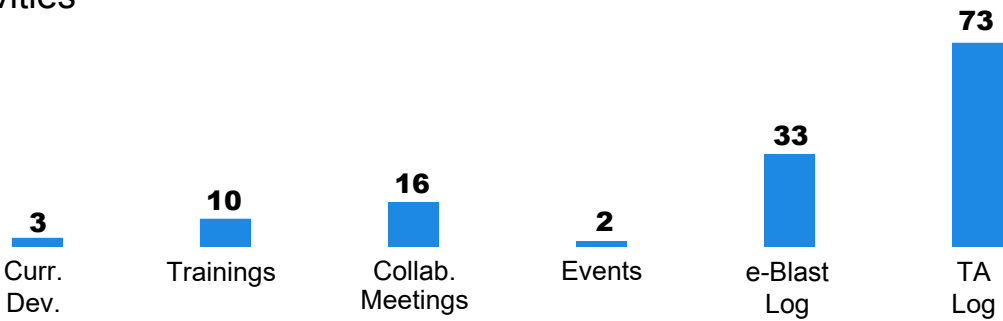
Goal 3: Housing

Objective 3.2: The Council will identify and decrease barriers to housing for people with I/DD.

Number of Activities

137

Activities



Self-Advocates

6,391

Family-Advocates

24,827

Others

18,126

New People Reached: SA

36

New People Reached: FA

558

New People Reached: Others

69

Other Languages:

Languages:	#
Sign Language	1
Spanish	8

3.2 Stories/Anecdotes

As a result of having demonstrated subject matter expertise, SCDD staff was asked (by a treating psychologist) to assist a 50+year old woman with intellectual/developmental disabilities. The patient had attempted suicide because her parents had recently listed her childhood home for sale and she was frightened and did not want to be a burden on her aging parents. Staff was able to assist the family in obtaining a NED (Non-Elderly Disabled) voucher, 24/7 supported living skills supports, and an apartment in southern California, where she is now living independently.

SCDD staff developed curriculum (Finding a Place to Live), which was developed in plain language. In response to a request by Fiesta Educativa and in recognition of the vast number of Spanish-speaking families in California, Council staff revised, reviewed, and translated this curriculum into Spanish, creating side-by-side bilingual training.

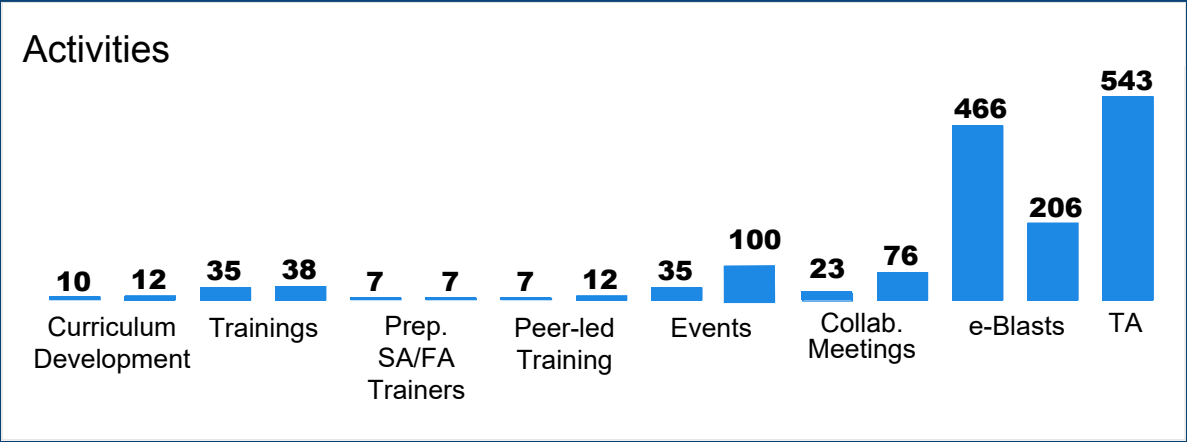


Goal 4: Health & Safety

Objective 4.1: The Council and its federal partners will increase knowledge and awareness for people with I/DD and their families about the availability of and access to health and public safety-related services and supports.

Number of Activities

1,577



Self-Advocates

216,294

Family-Advocates

613,684

Others

337,056

New People Reached: SA

38,424

New People Reached: FA

97,624

New People Reached: Others

67,787

Other Languages:	
Languages:	#
Chinese (Cantonese)	2
Chinese (Mandarin)	5
Hindi	1
Hmong	6
Japanese	1
Khmer	1
Mien	3
Plain Language	56
Sign Language	8
Spanish	182
Tagalog	2
Vietnamese	6

4.1 Stories/Anecdotes

Local self-advocates voiced strong appreciation for the Council’s work during the (COVID-19) public health crisis, reporting that SCDD has done a great job helping people with intellectual/developmental disabilities. Self-advocates were grateful that their input was heard and conveyed to legislators, state and local agencies, and others. They also appreciated the Council’s support in gaining the power to order groceries using CalCARDS, to comply with California’s stay-at-home orders. With SCDD’s advocacy work, the Department of Social Services announced that it was asking for federal approval to change the program to enable enrollees to continue doing so.

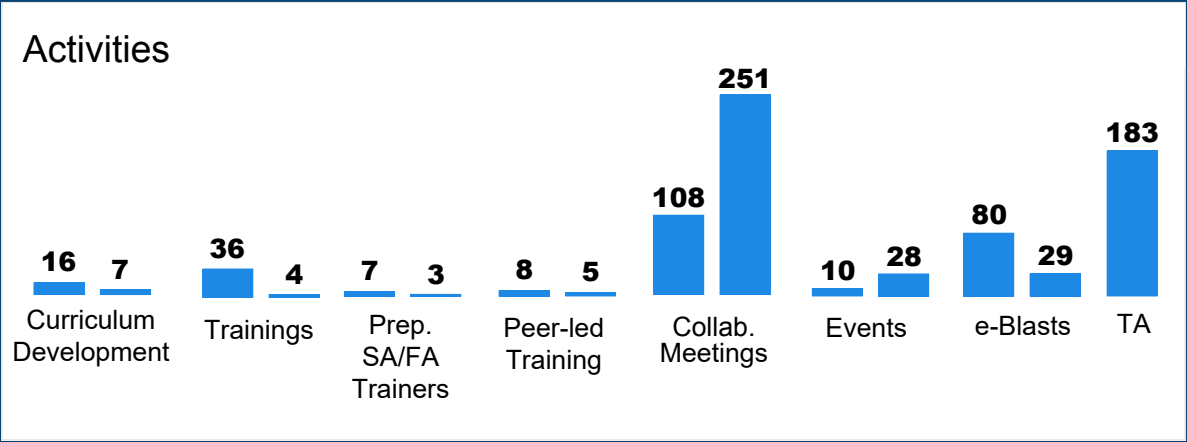


Goal 4: Health & Safety

Objective 4.2: The Council, its federal partners, and self-advocates will increase information and training to law enforcement, court personnel, health care providers, and/or other care professionals about disability-related health and safety issues.

Number of Activities

776



Self-Advocates

12,450

Family-Advocates

39,407

Others

56,841

New People Reached: SA

1,455

New People Reached: FA

1,042

New People Reached: Others

7,923

Other Languages:	
Languages:	#
Chinese (Cantonese)	4
Chinese (Mandarin)	2
Farsi	1
Native American	1
Plain Language	28
Sign Language	1
Spanish	54
Tagalog	4
Vietnamese	5

4.2 Stories/Anecdotes

SCDD received a report that a local restaurant had blocked a walkway and accessible parking, in order to provide outdoor dining. Council staff referred the matter to the Mayor’s office, a local legislator, and Code Enforcement personnel, who were able to address and correct the situation. The Council then advised its collaborative partners that ADA (Americans with Disabilities Act) accessibility requirements are not changed by recent COVID-19 protocols.

Having recently attended SCDD’s (grant-supported) Get Safe training, a police officer contacted the Council, after he had unsuccessfully attempted to provide assistance to a young man (with intellectual/developmental disabilities) in distress. Council’s regional staff was able to coordinate between the local regional center and the officer to make sure the situation was handled safely and the young man received the help and support he needed.



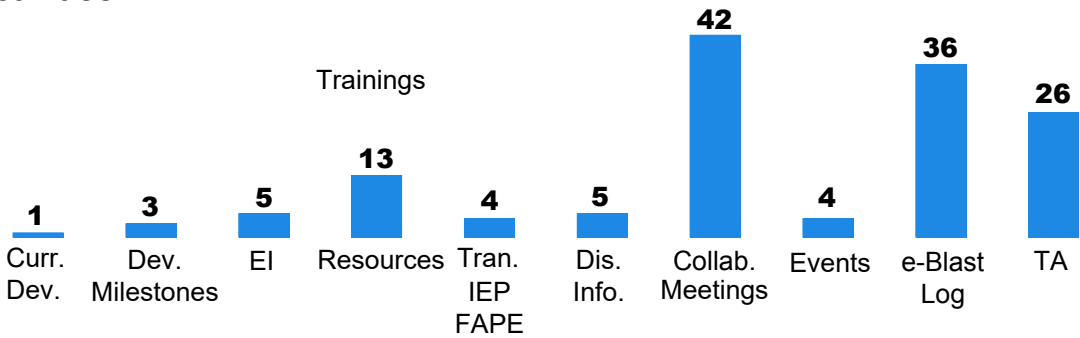
Goal 5: Early Intervention, Education, Transition & Post-Secondary Education

Objective 5.1: The Council and its federal partners will increase knowledge and awareness of developmental milestones and intervention services for families of young children and professionals.

Number of Activities

139

Activities



Self-Advocates

4,155

Family-Advocates

16,573

Others

13,610

New People Reached: SA

135

New People Reached: FA

1,300

New People Reached: Others

962

Other Languages:

Languages:	#
Japanese	1
Sign Language	4
Spanish	27

5.1 Stories/Anecdotes

After attending a Council’s Early Childhood Advocacy Clinic, one parent reported back, saying:

“The meeting went well. You were right, they (the local regional center) were reluctant to evaluate her. They said she wasn't as bad as other kids that need help.

Thank you for giving me a heads-up; otherwise I may have just walked away from the meeting without pushing. They did in the end agree to have her evaluated. They have scheduled an IEP (individual education program plan) meeting. Thank you for your help.”



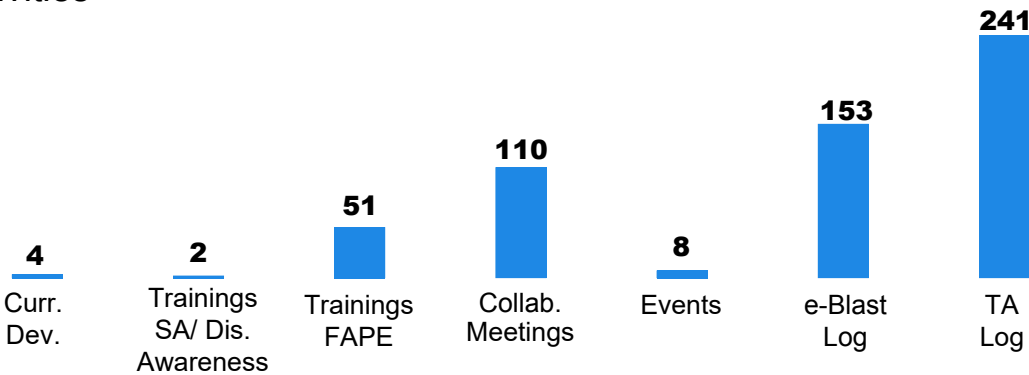
Goal 5: Early Intervention, Education, Transition & Post-Secondary Education

Objective 5.2: The Council, in consultation with its federal partners and other stakeholders, will increase awareness and knowledge for families and self-advocates about the availability of and access to services which support inclusive education.

Number of Activities

569

Activities



Self-Advocates

18,688

Family-Advocates

86,487

Others

49,222

New People Reached: SA

911

New People Reached: FA

1,687

New People Reached: Others

377

5.2 Stories/Anecdotes

During the public health crisis, a family advocate notified the Council that schools were refusing to provide free lunches if eligible children were not in the car (putting vulnerable children at unnecessary risk of exposure and risking behavioral and/or medical complications). After SCDD consulted with the Department of Education (a Council agency member), the issue was successfully resolved and parents were notified that the policy had been changed. In the city of Sacramento alone, this policy change affected nearly 48,000 children and their families.

I just want to thank you for your excellent presentation and interpretation of the IEP (individual education program plan) a few moments ago. I am truly immediately grateful for your work for special education parents and especially in these times of uncertainty where we need more support! Thank the other presenters and a thousand thanks again! Blessings.

Thank you for making this workshop, the excellent information and also the translation possible for our Hispanic community.

Other Languages:

Languages:	#
Chinese (Cantonese)	2
Chinese (Mandarin)	2
Japanese	1
Plain Language	2
Sign Language	3
Spanish	81
Vietnamese	2



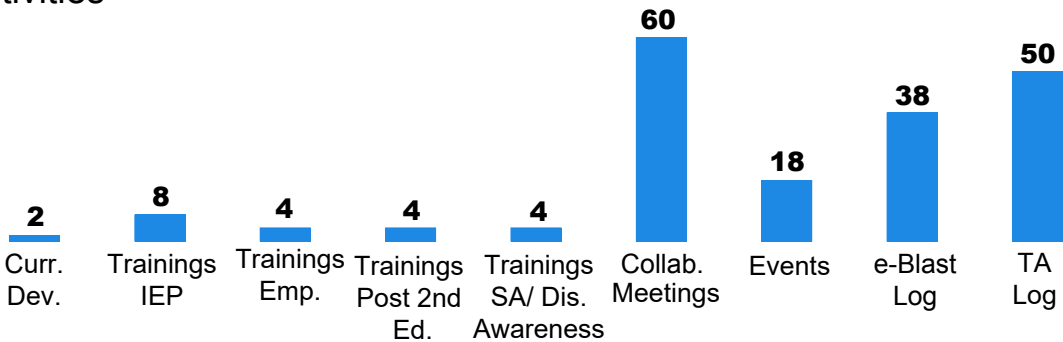
Goal 5: Early Intervention, Education, Transition & Post Secondary Education

Objective 5.3: The Council, in consultation with its federal partners and in collaboration with educators and stakeholders, will increase information and technical assistance to prepare and empower students, families and professionals in developing individualized transition plans that lead to employment, post-secondary education &/or independent living options & opportunities.

Number of Activities

188

Activities



Self-Advocates

3,408

Family-Advocates

13,933

Others

10,598

New People Reached: SA

308

New People Reached: FA

932

New People Reached: Others

375

5.3 Stories/Anecdotes

In response to student requests, Council staff provided ‘Your Rights and Self-Advocacy’ training in their classroom. Staff learned (in talking with the students) that none of them had ever held a job, nor were any working toward a high school diploma. After the presentation, one student approached staff for technical assistance (TA) about regional center (RC) services.

Staff provided training for a local parent support group (Unidos Con Mision y Poder [UCMP]), to build capacity and eliminate barriers to participating in transition meetings and accessing services after high school.

Other Languages:

Languages:	#
Chinese (Cantonese)	1
Chinese (Mandarin)	2
Plain Language	7
Sign Language	2
Spanish	29
Vietnamese	2



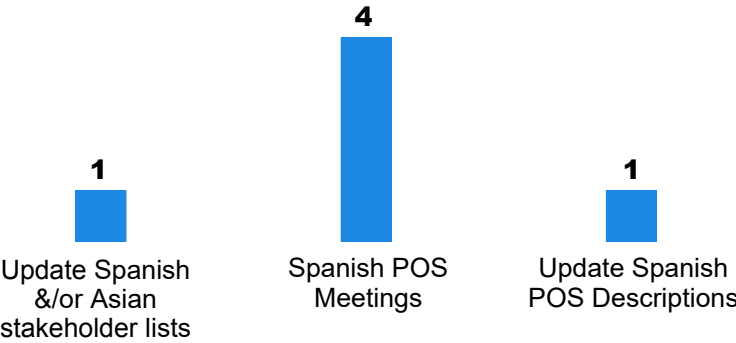
Goal 6: Formal & Informal Community

Objective 6.1: The Council, in collaboration with our federal DD partners, will reduce service access barriers and decrease the disparity in available information, which describes services and supports that may be purchased throughout California’s Regional Center system, by translating and providing that information in Spanish and tracking statewide POS disparity data for Spanish-speaking self-advocates and families.

Number of Activities

6

Activities



Self-Advocates

15

Family-Advocates

19

Others

15

New People Reached: SA

15

New People Reached: FA

19

New People Reached: Others

0

Other Languages:

Languages:	#
Chinese (Cantonese)	1
Chinese (Mandarin)	1
Spanish	2
Vietnamese	1

6.1 Stories/Anecdotes

In developing a user-friendly description of regional center services, staff met with the Integrated Community Collaborative (ICC) to discuss their views on what regional center services need to be described to reduce the language barrier to regional center services. The meeting was held in Spanish with interpreters. Their suggestions were incorporated into the service description document. We will ask ICC to be a community reviewer of the professional translation of the finished product.



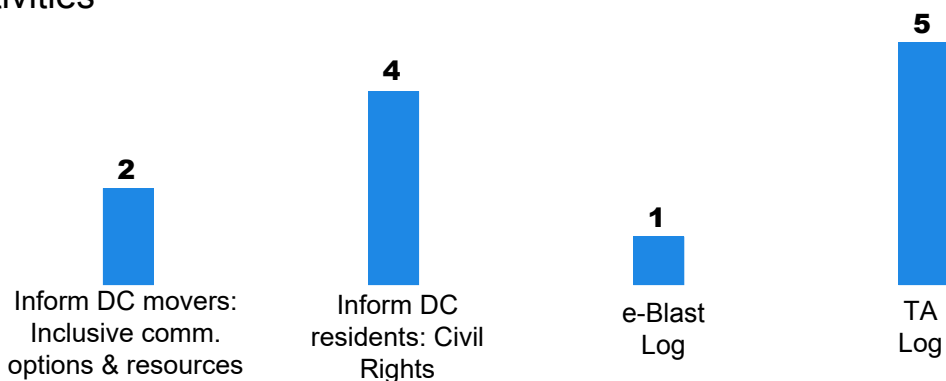
Goal 6: Formal & Informal Community

Objective 6.2: The Council will increase the knowledge and skills of people with I/DD to move from institutional to community settings and to increase their ability to self-advocate.

Number of Activities

12

Activities



Self-Advocates

71

Family-Advocates

80

Others

314

New People Reached: SA

11

New People Reached: FA

3

New People Reached: Others

4

6.2 Stories/Anecdotes

In the aftermath of California's Developmental Center (DC) closures, Council staff is reaching residents of Canyon Springs Community Facility by facilitating its self-advocacy group and providing civil rights classes, with presentations on topics such as voting, the census, money management, and individual civil rights. To facilitate participation by all residents, many materials have been created with icons and other images.

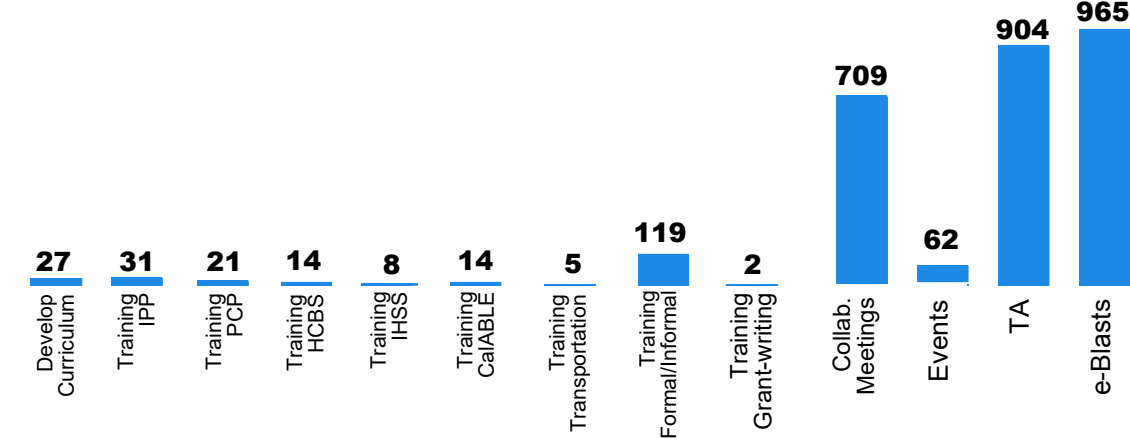
Goal 6: Formal & Informal Community

Objective 6.3: The Council will increase outreach, training, and technical assistance to improve the quality of and access to services, including (but not limited to) Regional Centers, education, transportation, public benefits, child care, and recreation for people with I/DD and their families.

Number of Activities

2,881

Activities



Self-Advocates

152,652

Family-Advocates

373,123

Others

309,084

New People Reached: SA

5,244

New People Reached: FA

3,224

New People Reached: Others

3,829

6.3 Stories/Anecdotes

SCDD staff provided technical assistance (TA) and training about the Americans with Disabilities Act (ADA) to an officer of a regional center (RC) Consumer Advisory Committee (CAC) after she was refused reasonable accommodations. Self-advocates reported feeling ignored, discarded and abused by past incidents and a lack of support from this RC. Because “the Council has been there” during hard times, CAC members feel "like the State Council has got (their) back." They affirmed the deep trust that SCDD has earned from CAC members and other self-advocates. The CAC officer felt supported, knew her rights and the RC's obligations, and was deeply grateful for SCDD's support.

A social worker responsible for adoptions contacted Council staff about a child with a dual diagnosis. The child had been denied regional center (RC) services and the foster parents did not understand how to file for appeal. SCDD provided the social worker and the child’s parents with some immediate resource referrals for the child, as well as contact information for the EPU Children's Center, Esperanza Therapy and Disability Rights CA. The social worker was very grateful for the resources that were provided - not only for her current case, but - also for future children in need.

Other Languages:

Languages:	#
Arabic	3
Armenian (Eastern)	3
Braille	2
Chinese (Cantonese)	8
Chinese (Mandarin)	5
Farsi	2
Hmong	3
Japanese	2
Korean	4
Plain Language	57
Sign Language	14
Spanish	294
Tagalog	5
Vietnamese	10

Goal 6: Formal & Informal Community

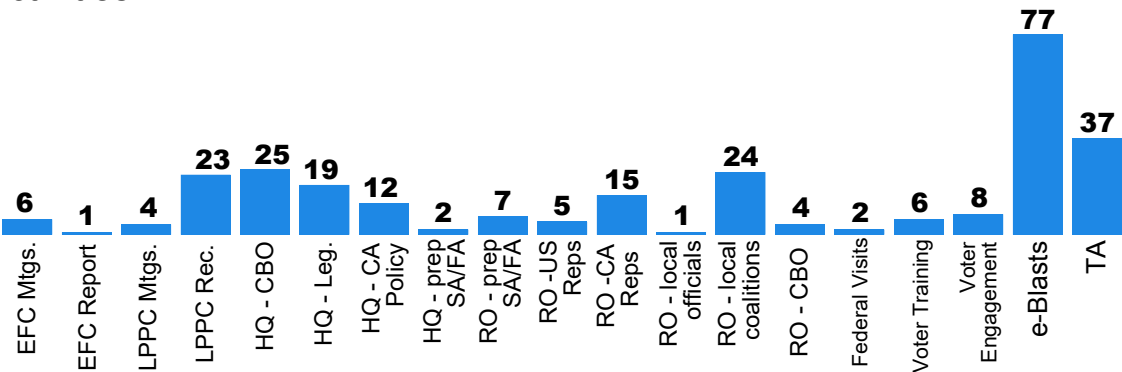


Objective 6.4: Californians with I/DD and their families reflecting the diversity of the state will have increased information and supports to access community-based services available to the general population. The Council, in consultation with its federal partners, will increase identification, advocacy and/or sponsorship of legislative, regulatory, policy, procedure and/or practice changes to increase access to quality community-based services for people with I/DD and their families.

Number of Activities

278

Activities



Self-Advocates

16,667

Family-Advocates

35,628

Others

47,476

New People Reached: SA

144

New People Reached: FA

25

New People Reached: Others

325

Other Languages:

Languages:	#
Plain Language	3
Sign Language	3
Spanish	11

6.4 Stories/Anecdotes

In collaboration with the San Jose Public Library, Council staff facilitated a recorded training led by self-advocates to educate the community on voting, providing technical assistance with the script. A self-advocate asked scripted questions and other self-advocates responded. Finally, advocates were asked to share (in their own words) what issues are most important to them.

The Council supported AB 2213 (Limon), which requires the Governor's Office of Emergency Services (OES) to develop model guidelines to identify and track community resources to assist local governments and community organizations in responding to or recovering from all types of emergencies. The bill will also allow local governments to access contact information for people with access and functional needs in case of an emergency. To advocate for this bill, the Council sent five emails to the author's staff, sent seven letters of support and testified in support at one committee hearing. The bill has now been signed by the Governor.

SCDD learned families were turning away direct service providers (DSP), as neither family nor providers had access to personal protective equipment (PPE), due to supply restrictions. The Council championed an administrative policy to assure that all workers providing direct care be provided PPE. SCDD wrote a letter, with support from 350 other entities, delivering it to the Governor, Secretary of Health and Human Services, and Director of the Department of Public Health. The Departments of Social Services and Developmental Services issued directives that In-Home Supportive Service (IHSS) workers and regional center care providers would receive PPE. SCDD became a key distributor of PPE to providers, as well as to people with I/DD. This policy and practice change is now permanent. With this change, families again began accepting/receiving critical health and safety services, with reduced exposure risks.



Technical Assistance (TA) Log

Number of Technical Assistance (TA)

2,680

Self-Advocates

78,375

Family-Advocates

229,430

Others

57,496

Goal Areas:

1-Self Advocacy 475

2-Employment 98

3-Housing 117

3-Health & Safety 726

5-Education 317

6-Formal & Informal Community Supports 946

Other Languages

Arabic	1
Armenian (Eastern)	1
Chinese (Cantonese)	4
Chinese (Mandarin)	5
Farsi	1
Hmong	3
Japanese	2
Khmer	1
Korean	2
Native American	1
Plain Language	34
Sign Language	7
Spanish	130
Tagalog	5
Vietnamese	9



Electronic (E-Blast) Log

Number of Electronic Distributions

2,517

Self-Advocates

345,632

Family-Advocates

1,051,328

Others

829,763

Goal Areas:

1-Self Advocacy 236

2-Employment 160

3-Housing 70

4-Health & Safety 781

5-Education 227

6-Formal & Informal Community Supports 1,043

Other Languages

Language(s):	#
Arabic	2
Armenian (Eastern)	2
Chinese (Cantonese)	12
Chinese (Mandarin)	9
Farsi	1
Hmong	2
Japanese	3
Korean	2
Plain Language	111
Spanish	362
Tagalog	4
Vietnamese	10



Trainings

Number of Trainings:

785

Self-Advocates

5,079

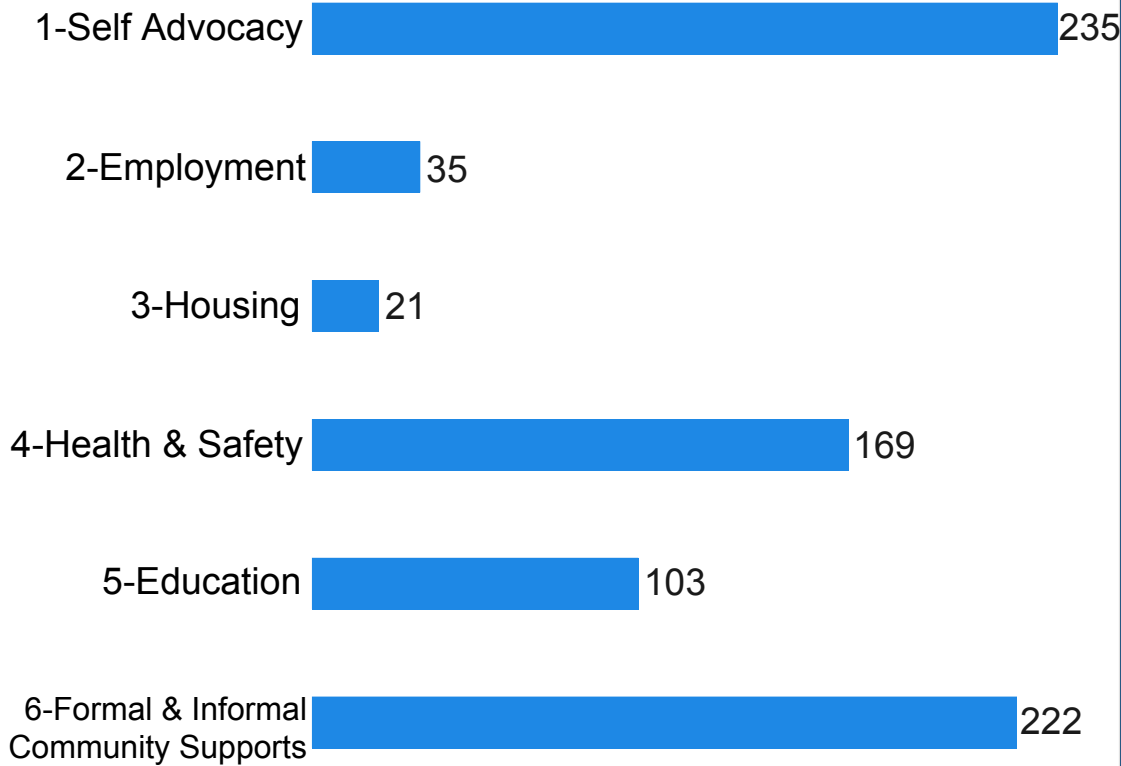
Family-Advocates

9,994

Others

6,738

Goal Areas:



Other Languages

Chinese (Cantonese)	1
Chinese (Mandarin)	1
Plain Language	27
Sign Language	10
Spanish	91
Vietnamese	7



Collaborative Meetings

Number of Collaborative Meetings:

1,740

Self-Advocates

5,482

Family-Advocates

6,634

Others

48,212

Goal Areas:

1-Self Advocacy 205

2-Employment 104

3-Housing 18

4-Health & Safety 459

5-Education 212

6-Formal & Informal Community Supports 742

Other Languages

Braille	1
Chinese (Cantonese)	3
Chinese (Mandarin)	1
Hmong	1
Korean	1
Plain Language	71
Sign Language	10
Spanish	96
Tagalog	1
Vietnamese	2



2019 - 2020 Activities

Number of Activities

8,597

Self-Advocates

485,536

Family-Advocates

1,365,841

Others

975,925

Goal Areas:

1-Self Advocacy 1,459

2-Employment 436

3-Housing 275

4-Health & Safety 2,352

5-Education 896

6-Formal & Informal Community Supports 3,177

Other Languages

Arabic	3
Armenian (Eastern)	3
Braille	2
Chinese (Cantonese)	23
Chinese (Mandarin)	20
Farsi	3
Hindi	1
Hmong	10
Japanese	5
Khmer	1
Korean	6
Mien	3
Native American	1
Plain Language	281
Sign Language	43
Spanish	835
Tagalog	12
Vietnamese	30



Total number of Californians
directly served by SCDD activities:

2,827,302



Total number of Californians impacted
by SCDD systems change work:

8,013,679