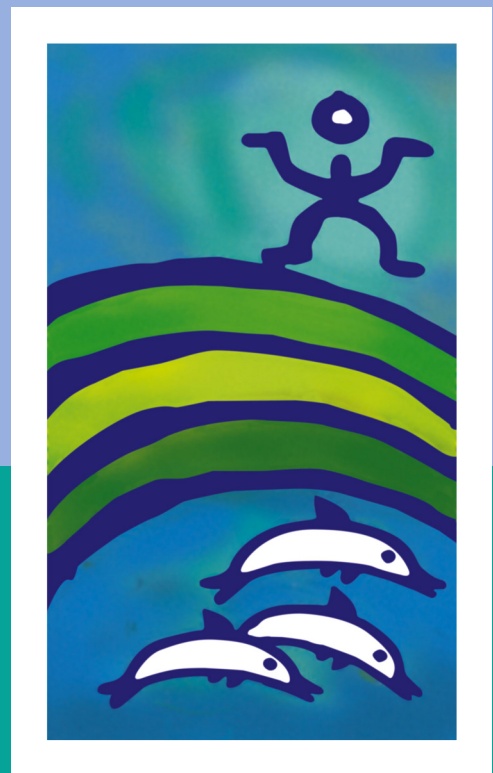
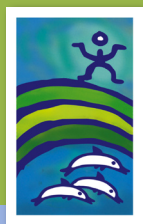


TRI-COUNTIES REGIONAL CENTER

Strategic & Performance Plan 2007–2009 Year End Report 2007



Enhancing the Quality of Life for Persons with Developmental Disabilities



1 Family Services

What are the Family Services Strategic Issues?

- TCRC needs greater flexibility in resources to support families in crisis or at risk.

Desired Outcome: What does TCRC want to achieve?

- Families have information about and access to the community services and agency programs necessary to safely care for their child/children and transition-age young adults residing in the family home.



Outcome Measures: How will we know we are making progress?

Outcome Measures	2005 Baseline	2006 Final	2007 Desired Outcome	2007 Year End	2007 State Average	Desired Direction	Target Met
a. Percent of minors living at home (P) (in foster and family homes)	97.7% (4,337)	97.88% (4,653)	98.00% (4,666)	98.22% (4,912)	98.06% ()	▲	Yes
b. Number and percent of minors living in facilities serving >6 (P)	0.27% (12)	0.21% (10)	0.26% (12)	0.14% (7)	0.15% ()	▼	Yes
c. Survey Question (focused, specialized Autism survey) regarding families receiving information from TCRC about and access to services and programs	N/A	N/A	Establish Baseline	Baseline Data Collected	N/A	N/A	Yes

Note: (P) = DDS Performance Contract Measure. Goal for (P) measure is met when current TCRC # 1) meets or exceeds state average; 2) is better than TCRC baseline; 3) meets DDS Standard. ▲ Indicates that a higher value is better and ▼ indicates a lower value is better.

Strategic Actions: Where are we now?

Strategic Actions	Current Progress
1. Create a model of crisis intervention that includes wrap-around services for children and transition-age young adults.	Recommendations include an increase in availability of both in- and out-of-home respite, development of small residential homes for hard to serve children in each community, hiring or contracting for "benefits specialists", and increased home-based support for families in crisis. Recommendations need to be reviewed by Directors for fiscal feasibility and priority, given the current budget situation. Initial discussions have taken place with the Community Placement Plan (CPP) manager to coordinate CPP resource development plans with those from this action group.
2. Develop and implement a person-centered parent training program that includes initial orientation to the system and interaction with Special Education Local Planning Area (SELPA) and public schools in all three counties.	Met with Family Resource Center (FRC) Coordinators in each county to plan better coordination between TCRC Early Start (ES) program and FRCs. Included FRC Coordinators in ES retreats to plan further activities. Early Start Partners collaborative in Santa Barbara county is developing working committees to develop updated parent training and orientation materials.
3. Incorporate the TCRC Early Start Person Centered Plan into the Individualized Family Services Plan (IFSP) through development of collaborative relationships with educators in all three counties.	ES Managers working with Statewide Early Start training development team to incorporate Person Centered Thinking (PCT) tools into WestEd/DDS training materials for statewide dissemination.
4. Create an on-line resource for information including evidence-based practices and reimbursement information.	Project scheduled to begin Q3 2008.
5. Develop and implement a focused, specialized survey regarding services for persons with autism.	Survey administered and data collected to establish baseline.
6. Build capacity in the service provider network of bilingual respite workers with qualifications to be linguistically and culturally appropriate.	No progress due to workload.



2 Healthcare

What are the Healthcare Strategic Issues?

- Information is not efficiently available for medical appointments or urgent care.
- Healthcare providers exhibit lack of knowledge regarding developmental disabilities.
- There is a lack of availability of mental health providers.
- Persons experience difficulty with comprehensive follow-up from the healthcare provider.
- A shortage of providers exists for those who are willing to take current rate of reimbursement.



Desired Outcome: What does TCRC want to achieve?

- Persons with developmental disabilities have increased access to quality, affordable and timely healthcare.

Outcome Measures: How will we know we are making progress?

Outcome Measures	2005 Baseline	2006 Final	2007 Desired Outcome	2007 Year End	2007 State Average	Desired Direction	Target Met
a. Number and percent of persons served who have annual medical exam	85.65% 197/230	71.38% 227/318	87%	67.11% 202/301	N/A	▲	N/A*
b. Number and percent of persons served who have annual dental exam	69.74% 159/228	49.84% 153/307	70%	60.79% 183/301	N/A	▲	N/A*
c. Number of presentations to healthcare professionals in training and in practice	Not Tracked	Not Tracked	3	7	N/A	N/A	Yes
d. Contact information for healthcare professionals is available	N/A	N/A	Gather Info	Info Gathered for Ventura County	N/A	N/A	No

* Strategic Planning Sub-Committee reviewed and directed staff to mark "N/A" and to research a statistically valid method for data collection and analysis. Note: (P) = DDS Performance Contract Measure. Goal for (P) measure is met when current TCRC # 1) meets or exceeds state average; 2) is better than TCRC baseline; 3) meets DDS Standard. ▲ Indicates that a higher value is better and ▼ indicates a lower value is better.

Strategic Actions: Where are we now?

Strategic Actions	Current Progress
1. Establish independent Purchase of Service (POS) vendor to ensure persons served have knowledge and use of insurance benefits.	Project on hold. Leadership of Strategic Action Group transferred to new Clinical Director.
2. Establish independent POS nurse case manager vendors to support individuals with complex medical health needs.	Project on hold. Leadership of Strategic Action Group transferred to new Clinical Director.
3. Research sources of and provide access to contact information about health professionals available to persons served.	A Resource List of MediCal providers in Ventura County was obtained by Rainbow Family Resource Center. TCRC has worked with Santa Barbara Regional Health Authority as the MediCal provider for Santa Barbara (SB) County and as they expand to be the MediCal provider for San Luis Obispo (SLO) County to assure access to health care. A TCRC manager is on their advisory board. The new agency will be called "CenCal" and is effective March 1, 2008.
4. Inform and educate resident physicians (Cottage Healthcare System, Ventura County Health System), nurses (Community Colleges), certified nursing assistants and medical assistants in local training programs, dental professionals and licensed.	Seven (7) presentations were delivered by Services and Support (SS) Managers, Service Coordinators (SCs) and Clinicians to a combined total of 131 healthcare professionals at Atascadero State Hospital, Ventura County Public Health Department, Atascadero Behavioral Health, SLO Central Coast Head Injury Support Group and Marian Medical Center.



Strategic & Performance Plan 2007–2009 Year End Report 2007

Family Services

Healthcare

Training

Housing

Employment

Life Activities

Autism

Advocacy

... continued

Strategic Actions	Current Progress
5. Train service providers, direct care providers (including IHSS, In-Home Support Services) individuals and family to ensure the effectiveness of medical appointments including preparation prior to appointment, plan for transportation and accountability for the follow-up plan of care services for persons with autism.	Project on hold. Leadership of Strategic Action Group transferred to new Clinical Director.
6. Work group in proposal development phase. Proposing to contract with nurse to develop curriculum and conduct training for residential providers, service coordinators, individuals and families. Dependent on grant resources for contract.	On March 22, 2008, TCRC is partnering with Ventura County Medical Center to participate in a Saturday Symposium to increase physician awareness and implementation of developmental screening [including Autism Spectrum Disorder] for the Physician and Extended Practitioner in Ventura County. This program will be certified for Category 1 Continuing Medical Education (CME) through the Ventura County Family Practice Residency for physicians, psychologists, and Marriage and Family Therapists (MTFs). Dr. Robert Nopar and Dr. Steven Graff will be the presenters.



3 Training

What are the Training Strategic Issues?

- The opportunity exists to empower the people we serve through additional training.
- In order to better develop effective person-centered Individual Program Plans (IPPs), additional training is needed for the people served and the teams arranging for and providing services.
- Building accountability into training programs is important.



Desired Outcome: What does TCRC want to achieve?

- Training is provided in all appropriate venues to develop and implement person-centered principles that allow for stakeholders to be empowered and make meaningful choices.

Outcome Measures: How will we know we are making progress?

Outcome Measures	2005 Baseline	2006 Final	2007 Desired Outcome	2007 Year End	2007 State Average	Desired Direction	Target Met
a. Phased-implementation of the current TCRC Training and Development Plan	N/A	Plan Develop- ment	Phase 1	Yes	N/A	N/A	Yes
b. Number of stakeholders (staff, service providers, persons served or family, TCADD Board) trained in person centered thinking	2006 Baseline	163	50	514	N/A	N/A	Yes
c. Number of PCT trainers and mentors	2006 Baseline	0	Mentors Identified 4 Trainers	3 Mentors certified; 1 Trainer certified for total of 4 practicing PCT Trainers	N/A	N/A	Yes

Note: (P) = DDS Performance Contract Measure. Goal for (P) measure is met when current TCRC # 1) meets or exceeds state average; 2) is better than TCRC baseline; 3) meets DDS Standard. ▲ Indicates that a higher value is better and ▼ indicates a lower value is better.

Strategic Actions: Where are we now?

Strategic Actions	Current Progress
1. Phase in elements of TCRC Training & Development Plan (adopted in June 2006), based on available resources, and update annually to evolve into a three year rolling plan.	Phase 1 Accomplishments: 1. Regular, ongoing New Employee Welcome (NEW), Service Coordinator Orientation (SCO), Residential Services Orientation (RSO), In-Service Training, Project LEAD (Leadership is Everyone's Business) launched with 28 people. 2. Risk Management Topics integrated into plan. 3. Trainer Institute offered to build capacity. 4. Voluntary Leadership Coaching available to new managers. 5. Organizational Development (OD) Associate position secured and filled. TCRC Training Events in 2007: 69 events reaching 1750 people (709 staff, 659 service provider (SP) individuals, 41 individuals served, 43 Tri-Counties Association for the Developmentally Disabled (TCADD) Board, 318 Community TCRC Outreach Activities: 123 events reaching 4534 people (465 staff, 466 SP, 1192 individuals served, 1815 Community).
2. Invest in and update technology to support the growth and diversity of projected training needs, including learning management systems with capacity for on-line learning.	Learning Management System (LMS) researched - not purchased yet due to budget constraints.



Strategic & Performance Plan 2007–2009 Year End Report 2007

Family Services

Healthcare

Training

Housing

Employment

Life Activities

Autism

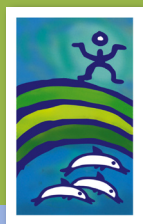
Advocacy

... continued

Strategic Actions

Current Progress

Three (3) Mentor Candidates certified by Learning Community Board of Directors; 1 PCT Trainer certified, 8 currently in progress. The TCRC PCT Training Initiative provided Intro to PCT, PCT Coaching, or PCT Teams training to 171 TCRC staff, 269 SP, 16 individuals/families served, 7 community members, 43 TCADD/ABIX representatives and 8 representatives from other Regional Centers (RCs) for a total of 514 people.



4 Housing

What are the Housing Strategic Issues?

- Affordable and accessible housing is limited.

Desired Outcome: What does TCRC want to achieve?

- TCRC has a long-range housing plan that identifies the resources and options required to meet the needs of persons with developmental disabilities for affordable and accessible housing in San Luis Obispo, Santa Barbara, and Ventura Counties.



Outcome Measures: How will we know we are making progress?

Outcome Measures	2005 Baseline	2006 Final	2007 Desired Outcome	2007 Year End	2007 State Average	Desired Direction	Target Met
a. Completion of an approved Five-Year Housing Plan	Research Options 2007	N/A	Feasibility Study - Completed Plan	Plan completed and approved by Housing Task Force	N/A	N/A	Yes
b. Percent of TCRC caseload in Developmental Centers (P)	0.78% (71)	0.70% (66)	0.63% (61)	0.64% (63)	1.20%	▼	Yes
c. Percent of adults living in facilities serving >6 (P)	6.10%	5.70% (265)	5.95%	5.62% (271)	4.94%	▼	Yes
d. Percent of adults residing in home settings (P)	74.55%	75.78% (3,526)	75%	76.21% (3,678)	71.38%	▲	Yes

Note: (P) = DDS Performance Contract Measure. Goal for (P) measure is met when current TCRC # 1) meets or exceeds state average; 2) is better than TCRC baseline; 3) meets DDS Standard. ▲ Indicates that a higher value is better and ▼ indicates a lower value is better.

Strategic Actions: Where are we now?

Strategic Actions	Current Progress
1. Allocate contracted resources in support of Housing Coordinator(s) whose responsibilities include monitoring short term opportunities for housing resources in all three counties and coordinating educational outreach efforts related to housing.	The eight elements of the Housing Plan reference this additional staff. Implementation over next five years.
2. Hire a consultant to research all current models for housing inventory development and educate Housing Advisory Taskforce.	Done.
3. Identify strategic partners and build collaborative relationships in order to develop our vision and priorities for a long range housing plan.	One of eight elements of plan includes action items for relationship building with Housing Authorities in all three counties. TCRC has been represented on SLO Housing Advisory Group.
4. Develop long range Five-Year Housing Plan.	Plan completed and approved by TCADD Housing Task Force.
5. Complete feasibility study for method to establish an NPO (501(c)3) to receive funds and account for housing inventory.	Done. Consultant provided evaluation of needs for Non-Profit Organization (NPO) and recommended use of this model.



5.1 Employment

What are the Employment Strategic Issues?

- The community requires education related to accepting and seeing individuals as capable contributors.
- Access to employment through transportation must be considered.
- The State of California is funding additional opportunities and greater focus on this area.
- Choice and inclusiveness are important.



Desired Outcome: What does TCRC want to achieve?

- Increased employment opportunities for persons with developmental disabilities exist.

Outcome Measures: How will we know we are making progress?

Outcome Measures	2005 Baseline	2006 Final	2007 Desired Outcome	2007 Year End	2007 State Average	Desired Direction	Target Met
a. Adults employed in supported and competitive employment (Total Adult Population as of 12/30/05 = 4,569)	1,006/4,569 (21.99%)	1,013/4,663 (21.72%)	1,110/4,827 (23%)	993/4,827 (20.57%)	N/A	▲	No
a.1 Competitive Employment Number and Percent of Adults (SANDIS 12/31/05)	106/4,569 (2.32%)	95/4,663 (2.04%)	145/4,827 (3%)	130/4,827 (2.69%)	N/A	N/A	N/A – part of outcome 5.1.a
a.2 TCRC Supported Employment Number and Percent of Adults (POS Supported Employment Authorizations 12/31/05)	900/4,569 (19.69%)	918/4,663 (19.69%)	965/4,827 (20%)	863/4,827 (17.86%)	N/A	N/A	N/A – part of outcome 5.1.a
b. Number of micro-enterprise businesses started through support of TCRC.	0	5 New	5 New	5 New	N/A	N/A	Yes

Note: (P) = DDS Performance Contract Measure. Goal for (P) measure is met when current TCRC # 1) meets or exceeds state average; 2) is better than TCRC baseline; 3) meets DDS Standard. ▲ Indicates that a higher value is better and ▼ indicates a lower value is better.

Strategic Actions: Where are we now?

Strategic Actions	Current Progress
1. Enhance service coordinator training to include employment-related information to TCRC persons served for the protection of benefits and tax implications.	Committee formed and reviewed existing examples for employment training modules. The committee further decided to develop a training module on employment for the persons served. The first part of the training will be an overview and the second part will be more detailed information on the topic. Sha Azedi and Anoushka Dalseme are planning to conduct the first training in Feb 2008.
2. Communicate the employment-related transportation needs of persons with developmental disabilities to Transportation Commissions and service providers in all three counties.	Charles Devlin, TCADD Board Member, attended the Ventura County Transportation Commission meeting in Oct 2007. He queried various participants about the best message to be utilized in scheduling presentations by TCRC staff in all three counties. TCRC staff was requested to participate in Transportation Commission meetings as they are identified in the three counties.
3. Establish an Employment Taskforce to research and evaluate progressive models of employment in order to develop recommendations for systems and protocols.	Taskforce established and currently in process of revising draft recommendations.



Strategic & Performance Plan 2007–2009

Year End Report 2007

Family Services

Healthcare

Training

Housing

Employment

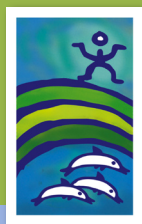
Life Activities

Autism

Advocacy

... continued

Strategic Actions	Current Progress
4. Establish systems to communicate and implement the results of the person centered IPP in interactions among and with the provider, person, job developer and school systems for all ages.	Regular conference call schedule of SS Managers to review current activities and share regional information. Continuing quarterly meetings with Vocational Providers. Determining next steps for cross area coordination between the Vocational Provider Groups and the PCT Taskforce School Age Services Subcommittee. Ongoing participation in SLO County Office of Education (COE) Taskforce on School options for transition age young adults age 18-21.
5. Increase number of contracts supporting the implementation of micro-enterprise opportunities.	Developed a working definition for micro-enterprise that will facilitate progress on this goal. Five continuing contracted providers. No newly developed providers in 2007. Five (5) new micro-enterprise businesses were developed in 2007 including 3 in SLO County (Fun Trips, Sign Language Tutoring, and Dog Sitting Service) and 2 in Ventura County (Document Scanning and Vending Machine Service) Contracted support for each of the 5 micro-enterprises was provided by Work Training Programs, Inc. (WTP).
6. Develop baseline information regarding employment of transition-age young adults.	Done. Now enhancing with types of employment and employer database.



5.2 Life Activities

What are the Life Activities Strategic Issues?

- Not enough choice, integration or opportunities in the community.

Desired Outcome: What does TCRC want to achieve?

- New models of individualized, integrated day services, incorporating person-centered principles, are available in all three counties.



Outcome Measures: How will we know we are making progress?

Outcome Measures	2005 Baseline	2006 Final	2007 Desired Outcome	2007 Year End	2007 State Average	Desired Direction	Target Met
a. Adaptor model pilot	N/A	N/A	Implement and assess	Met	N/A	N/A	Yes
b. Participate in SB 1270 stakeholder work group to develop recommendations to Governor and Legislature regarding alternative day services and employment options	--	N/A	Yes	Yes	N/A	N/A	Yes
c. TCRC to participate in statewide Self-Directed Services Waiver implementation	--	N/A	Yes	Yes	N/A	N/A	Yes

Note: (P) = DDS Performance Contract Measure. Goal for (P) measure is met when current TCRC # 1) meets or exceeds state average; 2) is better than TCRC baseline; 3) meets DDS Standard. ▲ Indicates that a higher value is better and ▼ indicates a lower value is better.

Strategic Actions: Where are we now?

Strategic Actions	Current Progress
1. Alternatives to Day Services Committee (ADS Cte) will finalize the definitions of models for individualized day services and the process for education of all stakeholders.	The ADS Cte used the 4 + 1 questions to evaluate the efficacy of the Adaptor Model pilot along with the service provider. Additionally qualitative analysis of each case referred was submitted for review by the provider. The fiscal analysis will continue through Dec 2008 according to standards for fiscal analysis of pilots. A one page summary information sheet for service coordinators was developed; this information will be searchable on the TCRC web site. Additional referral information for all pilot services for families and service coordinators is in development.
2. TCRC to monitor success of pilots according to implementation of person-centered Individual Program Plans (IPPs).	Services and Supports to complete this project in Quarter 2 2008 in tandem with fiscal evaluation.



6 Autism

What are the Autism Strategic Issues?

- Autism is a life-long circumstance.
- There are increasing numbers of diagnosed cases.
- There is a need for support for older children as well as early intervention services.



Desired Outcome: What does TCRC want to achieve?

- Innovative and age-appropriate services reflecting best clinical practices are available to meet the needs of persons with autism and their families.

Outcome Measures: How will we know we are making progress?

Outcome Measures	2005 Baseline	2006 Final	2007 Desired Outcome	2007 Year End	2007 State Average	Desired Direction	Target Met
a. Survey Question (Autism survey) regarding families report of TCRC providing information about services and supports available to them to meet the needs of their child with autism.	N/A	N/A	TBD	Baseline Data Collected	N/A	N/A	Yes
b. New services in conjunction with Autism Task Force recommendations that are linked with evidence-based practice.	N/A	N/A	3	23	N/A	N/A	Yes
c. Implementation of agency related Autism Task Force and state-wide recommendations.	N/A	N/A	2	3	N/A	N/A	Yes

Note: (P) = DDS Performance Contract Measure. Goal for (P) measure is met when current TCRC # 1) meets or exceeds state average; 2) is better than TCRC baseline; 3) meets DDS Standard. ▲ Indicates that a higher value is better and ▼ indicates a lower value is better.

Strategic Actions: Where are we now?

Strategic Actions	Current Progress
1. Orient parents about types of services and TCRC contracted Service Providers.	Met with County Office of Education (COE) staff to plan for mutual assessment and parent orientation in Santa Barbara County. Currently using Dr. Graff's model to develop this process.
2. Provide ongoing (periodic) updates for staff from clinical and resource development teams regarding TCRC policy, current trends and treatment modalities.	With the new Clinical Director in place we are expecting a much greater level of interaction and awareness among Clinical Teams. This will become operationalized as part of our ongoing interdepartmental collaboration.
3. Develop necessary resources with a focus on early intervention, school-age and transition-age young adults according to Regional Center's standards of practice to support Autism Task Force Recommendations.	Twenty-three (23) total including 6 Behavioral and 17 Therapy Services. In addition, we utilized grant monies to start services at the Santa Maria and San Luis Obispo YMCAs and to develop an Alternative Services Program with John Gange.
4. Utilizing results of State of California research information and best practice guidelines, define intervention standards by age group in collaboration with Autism Task Force.	Interagency Committee has addressed recommendations on Information Sharing, Training Cooperation, and Memorandums of Understanding (MOUs). TCRC continues to work with the Autism Task Force Treatment, Interagency and Diagnosis subcommittees to examine and integrate findings of the California Blue Ribbon Treatment Committee and the National Standards on Interventions Committee into policies for intervention standards. As a result of this collaboration, it is hoped that policies on behavior intervention as well as other therapeutic approaches will be more uniform throughout the agency.



7 Advocacy

What are the Advocacy Strategic Issues?

- More persons are needed to advocate on behalf of persons with developmental disabilities.
- More persons require education about becoming an effective advocate.
- The promotion of action on relevant issues is needed.
- Every strategic goal should have an advocacy element.



Desired Outcome: What does TCRC want to achieve?

- Key stakeholders convey information about issues relevant to the quality of life for persons with developmental disabilities through relationships established with influential community leaders and decision makers.

Outcome Measures: How will we know we are making progress?

Outcome Measures	2005 Baseline	2006 Final	2007 Desired Outcome	2007 Year End	2007 State Average	Desired Direction	Target Met
a. Participate in at least one state level event annually regarding personal advocacy activities.	N/A	N/A	Yes	Yes	N/A	N/A	Yes
b. Participate in a minimum of two 1:1 and two group communications with decision makers in the CA state legislature	Not tracked	N/A	Yes	Yes	N/A	N/A	Yes
c. Develop a parent advocacy group for Spanish-speaking families.	N/A	N/A	Develop	No	N/A	N/A	No

Note: (P) = DDS Performance Contract Measure. Goal for (P) measure is met when current TCRC # 1) meets or exceeds state average; 2) is better than TCRC baseline; 3) meets DDS Standard. ▲ Indicates that a higher value is better and ▼ indicates a lower value is better.

Strategic Actions: Where are we now?

Strategic Actions	Current Progress
1. Build individual capacity through formal and informal training opportunities, with follow up support, for individuals, families, TCRC staff and service providers to promote advocacy skills and individual rights.	Peer Advocate Specialist (PAS) Team finalizing survey to individuals served and providers. Evaluating advocacy baseline. There have been 3 conferences with over 300 participants on health advocacy. Publications on advocacy are in initial development stage.
2. Access existing community Speakers Bureaus utilizing TCRC staff to educate regarding grass roots advocacy in the communities of all three counties.	Calendared to participate in Government and Community Relations Committee (GCRC) and have immediate sharing of talking points.
3. Sponsor issue oriented events linked with a legislative calendar to generate advocacy actions.	Conference has been tabled.
4. Calendar key contacts for presentation to legislators.	Staff partnered with TCADD GCRC to participate in 4 legislative visits (Maldonado, Nava, McClintock and Blakeslee). Sam Blakeslee was honored for efforts of the Warren Mattingly Signature Act and of People First of San Luis Obispo.
5. Participate in one public forum annually.	Conference has been tabled.
6. Develop talking points with TCADD Board Government and Community Relations Committee for standard message of the agency to the community at large.	Calendared to participate in GCRC and have immediate sharing of talking points.



Compliance

Compliance Measures: How will we know we are making progress?

- Audits, Budget, Client Development Evaluation Report (CDER)/Early Start Report (ESR) and Intake.

Desired Outcome: What does TCRC want to achieve?

- Compliance with outcomes expected from DDS.



Outcome Measures: How will we know we are making progress?

Outcome Measures		2005 Baseline	2006 Final	2007 Desired Outcome	2007 Year End	2007 State Average	Desired Direction	Target Met
a.	Unqualified independent audit with no material finding(s) (P)	Yes	Yes	Yes	Yes Reported Annually	N/A	N/A	Yes
b.	Substantial compliance with DDS fiscal audit (conducted within the prior 12 months) (P)	Yes	N/A	Yes	Yes Reported Bi-Annually	N/A	N/A	Yes
c.	Accuracy of POS fiscal projections (P)	Yes	Yes	Yes	Yes	N/A	N/A	Yes
d.	Operates within OPS budget (P)	Yes	Yes	Yes	Yes	N/A	N/A	Yes
e.	Certified to participate in the Medicaid Home and Community-Based Services (HCBS) Waivers (P)	Yes	Yes	Yes	Yes	N/A	N/A	Yes
f.	Compliance with Vendor Audit Requirements per contract, Article III, Section 10 (within prior 12 months) (P)	Yes	Yes	Yes	Yes Reported Annually	N/A	N/A	Yes
g.	Client Development Evaluation Report (CDER)/ Early Start Report (ESR) currency	98.76%	98.78%	N/A	99.05%	96.41%	▲	Yes
h.	Intake Status (P) <142 days 143-240 days over 240 days	97.74% 0.75% 1.50%	100.0% 0.00% 0.00%	N/A	98.53% 0.74% 0.74%	91.52% 6.31% 2.17%	▲ ▼ ▼	Yes
i.	Individual Program Plan (IPP) Development	99.02% (2004)	98.10%	N/A	N/A	N/A	▲	N/A
j.	Individualized Family Services Plan (IFSP) Development	97.28% (2005)	Data N/A From DDS	N/A	84.67%	N/A	▲	No

Note: (P) = DDS Performance Contract Measure. Goal for (P) measure is met when current TCRC # 1) meets or exceeds state average; 2) is better than TCRC baseline; 3) meets DDS Standard. ▲ Indicates that a higher value is better and ▼ indicates a lower value is better.

Strategic Actions: Where are we now?

Strategic Actions	Current Progress
1. Develop corrective action plan for FY 03/04 CPA audit and implement. (DOFA)	Final audit report and financial statements expected at board meeting in March 2008. Meeting with TCADD audit committee and CPA occurred February 2008. To date, no material findings reported.
2. Review CPA and DDS audit findings from past 5 years & ensure recommendations are being followed. (DOFA)	Auditors finished fieldwork in January 2008. Expect draft audit report in Jun/Jul 2008. To date, no significant findings reported.



Strategic & Performance Plan 2007–2009

Year End Report 2007

... continued

Strategic Actions	Current Progress
3. Submit monthly POS projections to DDS in accordance with instructions and current data.(DOFA)	The most recent projection for FY 06/07, run Jan 2007, shows less than a 1% variance in projected expenditures compared to the Nov 2006 projection. The current reporting schedule and methodology are continuing in FY 07/08.
4. Monthly monitoring. Continue cost savings measure. Contribute to PERS at year end to maintain employer rate & contribute to post-retirement health trust. (DOFA)	TCRC contributed \$1.2 million to PERS and \$200,000 to the post-retirement health care trust as of June 30, 2007. Budget management continuing in FY 07/08. Approximately \$900,000 on reserve year to date to contribute to PERS in Jun 2008.
5. Complete audits from FY 06/07 plan. Establish audit plan for FY 07/08. Periodic meetings with auditors to monitor performance against plan and adjust as needed. (DOFA)	Eleven (11) audits were performed (9 were required by DDS): 1 Early Start audit, 2 staffing ratio audits, 3 Personal & Incidental audits and 5 billing audits were completed. Programs audited included residential, supported living and 1 Early Start, as required. FY 07/08 audit plan completed and in process.
6. Federal Programs team sends reports of coming due CDER/ESR to the Service Coordinators (SCs). SCs complete these as IPP or IFSP meetings are held. Managers monitor compliance. (SS)	
7. A tracking system is used in each office to "cue" SCs and clinicians regarding intake timelines. (SS)	