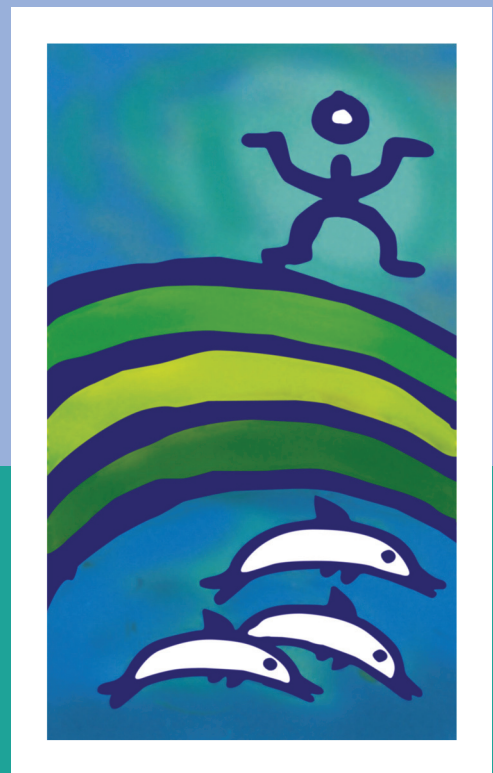
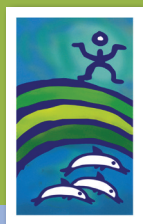


TRI-COUNTIES REGIONAL CENTER

# Strategic & Performance Plan 2007–2009 End of Year Report 2008



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	2008 Desired Outcome	2008 Year End	2008 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% (5,224)	98.61% (5,329)	98.38% (115,833)	▲	Yes
b. Number and percent of minors living in facilities serving >6 (P)	0.27% (12)	0.21% (10)	0.25% (12)	0.17% (9)	0.14% (161)	▼	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	Baseline Data Collected	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.	Directors reviewed the revised information in 10/08 and agreed to plan for development of the three highest priority items - behavioral respite, clinical triage team and a benefits specialist. A contract for behavioral respite has recently been developed to help meet the need for that service.
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.	Components of an orientation program for new families will be developed by end of 2009; the curriculum will mirror the information to be provided to new families of children with autism, that will begin in Q1 2009, pending approval.
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.	Action removed from Strategic and Performance Plan. Approved by TCADD in November 2007.
4. Create an on-line resource for information including evidence-based practices and reimbursement information.	Deferred to Quarter 1 2009.
5. Develop and implement a focused, specialized survey regarding services for persons with autism.	The Autism Survey has been completed and the results were received in Winter, 2008. TCRC staff reviewed the results, sharing them with the TCADD Board, Autism Taskforce, community stakeholders, and TCRC Clinicians and Managers. Recommendations have been developed and are being implemented, including preparing information on Autism for families, planning an Orientation for families new to TCRC with a child with Autism, planning a Behavioral Intervention Training program for families interested in intensive behavioral services for their child, and training TCRC staff about Autism.



## Strategic & Performance Plan 2007–2009 End of Year Report 2008

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Strategic Actions	Current Progress
6. Build capacity in the service provider network of bilingual respite workers with qualifications to be linguistically and culturally appropriate.	In one Ventura County agency nearly 25% of respite workers are bilingual-Spanish and they have expanded their services to provide advanced behavioral training for children with challenging behaviors. In Santa Barbara and San Luis Obispo counties, bilingual workers are collaborating with Service Coordinators to ensure sensitivity to cultural preferences and language needs.



# Strategic & Performance Plan 2007–2009

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## 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	2008 Desired Outcome	2008 Year End	2008 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	88%	89%	N/A	▲	Yes
b. Number and percent of persons served who have annual dental exam	69.74% 159/228	49.84% 153/307	72%	63%	N/A	▲	No
c. Number of presentations to healthcare professionals in training and in practice	Not Tracked	Not Tracked	3	8	N/A	N/A	Yes
d. Contact information for healthcare professionals is available	N/A	N/A	Distribute	Posted On Web Site	N/A	N/A	Yes

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### 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.	Information regarding insurance parity is included in the Service Coordinator Orientation module on resource development. Review of private insurance will be added to Service Coordinator consideration of generic resources. A work group formed in early 2009 to address gathering the information.
2. Establish independent POS nurse case manager vendors to support individuals with complex medical health needs.	Work group in proposal development phase. Proposing to contract with nurse to develop curriculum and conduct training for residential providers, services coordinators, individuals and families. Grant resources were not available to fund the position.
3. Research sources of and provide access to contact information about health professionals available to persons served.	Provider directories of physicians accepting Medi-Cal and other programs have been posted on the TCRC website at <a href="http://www.tri-counties.org/programs-services/service-generic/index.htm">http://www.tri-counties.org/programs-services/service-generic/index.htm</a> . Also posted on the same page are lists of dentists accepting Medi-Cal.



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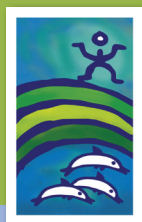
Life Activities

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*... continued*

Strategic Actions	Current Progress
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 psychiatric technicians training on the central coast about aspects of care for persons with developmental disabilities.	<p>Eight(8) presentations were conducted by TCRC staff to a total of 259 health professionals in Atascadero, Camarillo, San Luis Obispo, Oxnard and Ventura. Topics included Developmental Screening and Autism Seminar, Introduction to TCRC and Individuals Served, Abuse Prevention: Issues for Dependent Adults and Seniors, Regional Center, Lanterman Act and Developmental Disabilities Review, Funded Services at TCRC, Requirements of the Law in Early Start, "Mommy and Me" Early Start Presentation, and Behavior and Autism.</p> <p>Additional presentations were provided to county departments and medical groups by TCRC MD staff on topics including screening process and referral systems, provision of therapy to children, abuse, and crisis intervention.</p>
5. a. 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.  b. Utilize Residential Service Orientation Training to provide information about facilitating medical appointment scheduling, preparation and follow-up. Utilize TCRC web site to provide links to experts who provide information and education about compliance with health care appointments.	<p>Action removed from the Strategic and Performance Plan.</p> <p>Information about facilitating medical appointment scheduling, preparation and follow-up was presented to residential providers at the November 2008 Service Provider Orientation during the "Health and Wellness" section of the orientation.</p>
6. Inform practicing physicians and dentists through presentations by TCRC MD staff regarding the special medical needs of persons with developmental disabilities.	<p>Dr. Nopar presented to Ventura County Public Health Department on Early Start to improve the developmental screening process and referral systems in Ventura County. The goal of the presentation was to clarify the regional center's role in the screening, referral, and provision of therapy to high-risk, established-risk and developmentally delayed children.</p> <p>Dr. Graff presented to the Ventura County Adult Abuse Council on identification of fiduciary, physical, sexual and emotional abuse of persons with developmental disabilities, and how to make referrals to TCRC and discuss cases jointly served with service coordinators as well as the public guardian.</p> <p>Dr. Graff presented two trainings to the Ventura County Sheriff's Office Crisis Intervention Team on the identification of persons with developmental disabilities, their patterns of victimization and the best way to interrogate or question a person with a developmental disability.</p>



## 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	2008 Desired Outcome	2008 Year End	2008 State Average	Desired Direction	Target Met
a. Phased-implementation of the current TCRC Training and Development Plan	N/A	Plan Develop- ment	Phase 2	Phase 2	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	75	517	N/A	N/A	Yes
c. Number of PCT trainers and mentors	2006 Baseline	0	Mentors in training +4 trainers	3 Mentors 3 Trainers	N/A	N/A	Yes

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### Strategic Actions: Where are we now?

Strategic Actions	Current Progress
1. Phase in elements of TCRC Training and Development Plan (adopted in June 2006), based on available resources, and update annually to evolve into a three year rolling plan.	<p>In 2008, there were 517 participants trained in person centered thinking (PCT). This included 215 people who attended Intro to PCT, and 302 participants who attended a refresher or advanced training such as PCT with Children and Families; People Planning Ahead. Training Plan Phase 2 milestones include the hiring of Person Centered Thinking Project Coordinator in February 2008; all foundation and orientation programs offered as required; and the allocation of funds to purchase a Learning Management System.</p> <p>Three (3) Mentor Candidates certified by Learning Community Board of Directors; 3 PCT Trainers certified in 2008 (1 from TCRC and 2 from PathPoint), 8 trainer candidates currently in progress.</p>
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.	<p>Funds allocated through EOY 0708 OPS for purchase of LMS. Product recommendation/proposal forwarded in December 2008 and were approved by Directors in January 2009. Collaborating with ARCA Statewide Training and Information Group to develop statewide online curriculum for Service Coordinators.</p>



## 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	2008 Desired Outcome	2008 Year End	2008 State Average	Desired Direction	Target Met
a. Completion of an approved Five-Year Housing Plan	Research Options in 2007	N/A	Implement 25%	Plan completed and approved by Housing Taskforce	N/A	N/A	Yes
b. Percent of TCRC caseload in Developmental Centers (P)	0.78% (71)	0.70% (66)	0.51% (53)	0.49% (51)	1.03% (2,436)	▼	Yes
c. Percent of adults living in facilities serving >6 (P)	6.10%	5.70% (265)	5.95% (290)	5.74% (286)	4.55% (5,247)	▼	Yes
d. Percent of adults residing in home settings (P)	74.55%	75.78% (3,526)	75% (3,653)	76.10% (3,789)	72.25% (83,262)	▲	Yes

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### 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.	07/08 Community Placement Plan (CPP) Operations Budget for the Tri-Counties Community Housing Corporation included allocation for one position. The funding for this position was not approved by DDS.
2. Hire a consultant to research all current models for housing inventory development and educate Housing Advisory Taskforce.	Completed - Hired Kristine McCann for consultation and development of a Five Year Housing Plan.
3. Identify strategic partners and build collaborative relationships in order to develop our vision and priorities for a long range housing plan.	Completed - Interviewed eight housing authorities in the Tri-Counties area, identifying opportunities and establishing relationships for future partnerships. Sent direct mail informational letter to housing authorities, not for profit and for profit developers regarding interest in collaboration to obtain Prop 1 c dollars.
4. Develop long range Five-Year Housing Plan.	Completed - TCADD Board approved content of TCRC Five Year Housing Plan in November 2007.
5. Complete feasibility study for method to establish an NPO (501(c)3) to receive funds and account for housing inventory.	Completed - Kristine McCann recommended development of a 501(c)3 non profit corporation to guide and implement the Five Year Housing Plan.





## 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	2008 Desired Outcome	2008 Year End	2008 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%)	- (24%)	959/4,981 (19%)	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%)	- (3%)	135/4,981 (2.70%)	N/A	N/A	N/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%)	- (21%)	824/4,981 (16.50%)	N/A	N/A	N/A
b. Number of micro-enterprise businesses started through support of TCRC.	0	5 New	10 New	2 New	N/A	N/A	No

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### 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.	Employment module drafted. Disability 101 confirmed to deliver training on employment and benefits to service coordinators and service providers in three counties in April 2009.
2. Communicate the employment-related transportation needs of persons with developmental disabilities to Transportation Commissions and service providers in all three counties.	A transportation taskforce is facilitated by the Director of Community and Organizational Development and membership is composed of President/CEO R&D, an S&S Manager, and Assistant Director, Services and Supports, Ventura County. The taskforce developed a plan in 2008 to present to transportation commissions in San Luis Obispo, Santa Barbara and Ventura counties.
3. Establish an Employment Taskforce to research and evaluate progressive models of employment in order to develop recommendations for systems and protocols.	The Employment Taskforce recommends 1) that TCRC and providers of supported employment collaborate to develop a "best practice training program" for providers, 2) orientation for Service Coordinators includes information about the impact of employment on benefits, 3) transportation be considered in the program design of supported employment providers, 4) alternative employment be secured prior to closure of Work Activity Programs, and 5) an increase in volunteer programs that may lead to paid employment.





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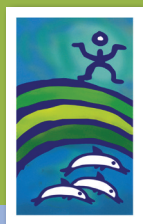
Life Activities

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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.	Two (2) presentations were conducted with San Luis Obispo County Offices of Education (SLOCOE) secondary teachers about transition planning and collaboration; plans to add Person Centered Thinking to the inservice training dates for the School Year 09/10. Person Centered Review training set for 1/26 with SLOCOE and SLO Team. Collaborated with Ventura County Special Education Local Plan Area (SELPA) to pilot Person centered review in Simi Valley with additional pilots in Simi Valley and Oxnard scheduled for Spring 2009.
5. Increase number of contracts supporting the implementation of micro-enterprise opportunities.	One provider suspended Microenterprise developments due to Median Rates. Two micro-enterprise ventures have closed as the individuals changed goals. Two new Microenterprise ventures in Ventura County have started: a sound engineering venture helping people record their music and a pet sitting business. A carpet cleaning business is in the preliminary stage in SB and expected to start in 2009. TCRC has contracted with Income Links, Inc. to streamline the development process and provide training to stakeholders.
6. Develop baseline information regarding employment of transition-age young adults.	The methodology is a frequency distribution by age of all persons served who had any employment authorizations for FY 07/08. The data are collected through a SANDIS query of all Authorizations for Supported Employment; a count is established for each year to develop a baseline for transition aged youth 16–22 years old. In subsequent comparisons, this baseline data will be used with running data to identify trends in overall supported employment numbers as well as job retention for those employed through age 25. Participation will be tracked by individuals to measure retention and enrollment at different ages.



## 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	2008 Desired Outcome	2008 Year End	2008 State Average	Desired Direction	Target Met
a. Adaptor model pilot	N/A	N/A	Review	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

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### 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 models for individualized day services were defined as person centered activities solely based in the community, support for education around physical fitness in YMCA's programs, and hybrid community-based and center-based programs.
2. TCRC to monitor success of pilots according to implementation of person-centered Individual Program Plans (IPPs).	A sub-committee of the ADS Committee developed criteria for qualitative evaluation of the model using a 4 + 1 approach. These criteria were then applied to evaluate three of the pilot projects; this information, in combination with a fiscal analysis of the pilots, was presented to the TCADD Executive Committee on July 21, 2008. POS growth funds were allocated for expansion of a current agency in San Luis Obispo County and development of a new agency in Ventura County. New development funds are on hold as of March 2009.



## 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	2008 Desired Outcome	2008 Year End	2008 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	Baseline Data Collected	Baseline Data Collected	N/A	N/A	Yes
b. New services in conjunction with Autism Taskforce recommendations that are linked with evidence-based practice.	N/A	N/A	3	22	N/A	N/A	Yes
c. Implementation of agency related Autism Taskforce and state-wide recommendations.	N/A	N/A	+2	Yes	N/A	N/A	Yes

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### Strategic Actions: Where are we now?

Strategic Actions	Current Progress
1. Orient parents about types of services and TCRC contracted Service Providers.	A draft plan for parent orientation (including information on available services) was developed in quarter four (4). Orientations will include a panel with representatives from TCRC, Area Board 9, local School District/SELPA, Family Resource Centers and are expected to begin in the first quarter of 2009, pending approval.
2. Provide ongoing (periodic) updates for staff from clinical and resource development teams regarding TCRC policy, current trends and treatment modalities.	Service Coordinator training on evidence based practices and new autism related services has been presented to Simi Valley, Santa Maria, Atascadero and San Luis Obispo staff. Similar trainings are scheduled for Oxnard staff and Santa Barbara staff.
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 Taskforce Recommendations.	Twenty-two (22) new resources were developed in 2008. Seven (7) additions since mid year include five (5) qualified intensive behavior intervention providers, three (3) in Ventura County (VC) and one (1) in Santa Barbara (SB) County, one (1) behavior management assistant agency (enhanced respite/family support) in VC, and one (1) home based behavior intervention tutor in San Luis Obispo (SLO) County.  Two (2) existing behavior intervention providers (STAR & CalPsychcare) expanded in SB, Santa Maria and SLO, increasing the provider availability for those areas.
4. Utilizing results of State of California research information and best practice guidelines, define intervention standards by age group in collaboration with Autism Taskforce.	In the second quarter of 2009, ten TCRC staff will attend a local autism conference to learn about the state of the art best practice guidelines for interventions, including standards by age group.
5. Develop and implement focused, specialized survey regarding services for persons with autism (See Focus Area 1, Action #5).	Administered in 2008.



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## 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	2008 Desired Outcome	2008 Year End	2008 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	Implement	No	N/A	N/A	No

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### 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.	<p>The Peer Advocate Specialists (PAS) work with community and program-based advocacy groups to ensure that they are aware of current issues, and able to act if they choose. One such area of preparedness was getting persons served registered and prepared to vote in the election. A number of programs either had a guest speaker, held a mock election or at least discussed the candidates and propositions. Members of Peoples First of San Luis Obispo registered their voting stamps with the county clerks office.</p> <p>Related to legislation, one member of the PAS team and three (3) persons served participated in and graduated from Partners In PolicyMaking – a 10 month training course. Another member of the PAS team visited Assembly member Tony Strickland on several occasions to discuss RC and generic services budget issues. A new advocacy group started in Westlake in November, 2008. A member of the PAS team participated in ADA (Americans with Disabilities Act) accommodation planning in the city of Santa Barbara.</p> <p>One PAS team member participated in and supported persons served living in Goleta to participate in two (2) public forums involving increased costs in MTD bus service in Santa Barbara. That same team member has applied to serve on the Board of Directors of MTD.</p> <p>TCRC staff, persons served and parents alike are serving on a committee called SEED (Sexuality Education and Empowerment for People with Disabilities).</p>
2. a. Access existing community Speakers Bureaus utilizing TCRC staff to educate regarding grass roots advocacy in the communities of all three counties. b. As of November 2007: Development of parent advocacy groups for Spanish speaking families.	<p>Action item removed from Strategic and Performance Plan. Approved by TCADD in November 2007.</p> <p>In late 2008, four bilingual parent advocates along with TCRC staff developed a plan for a Spanish Speaking Advocacy group. A meeting site in Santa Barbara has been identified and a communications plan has been created.</p>



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Strategic Actions	Current Progress
3. Sponsor issue oriented events linked with a legislative calendar to generate advocacy actions.	Leadership transferred to TCADD Government and Community Relations Committee; approved by TCADD in November 2007.
4. Calendar key contacts for presentation to legislators.	TCADD and People First of SLO honored Assemblymember Sam Blakesley for his support of the Warren Mattingly Signature Stamp Act. Assemblymember Pedro Nava attended a comprehensive tour of TCRC Headquarters that addressed services and supports provided across all three counties.
5. Participate in one public forum annually.	In addition to the ADA and the MTD public hearings referenced in Strategic Action #1, one PAS team member participated in the annual In Home Care Network IHSS Caregiver Appreciation event, in November in Santa Barbara.
6. Develop talking points with TCADD Board Government and Community Relations Committee for standard message of the agency to the community at large.	TCRC staff and TCADD committee members work together to consider messages around and activities to support developing bills in the state legislature. Staff participated in the development and review of a power point presentation created by a TCADD Board member that will serve as a core message for tailoring to particular target audiences.



## 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	2008 Desired Outcome	2008 Year End	2008 State Average	Desired Direction	Target Met
a.	Unqualified independent audit with no material finding(s) (P)	Yes	Yes	Yes	Yes	N/A	N/A	Yes
b.	Substantial compliance with DDS fiscal audit (conducted within the prior 12 months) (P)	Yes	N/A	Yes	Yes (FY 05/06) (FY 06/07)	N/A	N/A	N/A
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) Waiver (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	N/A	N/A	Yes
g.	Client Development Evaluation Report (CDER)/ Early Start Report (ESR) currency	98.76%	98.78%	N/A	Discontinued as a measure	N/A	▲	N/A
h.	Intake Status (P)							
	<142 days	97.74%	100.0%	N/A	100.00%	93.05%	▲	Yes
	143–240 days	0.75%	0.00%		0.00%	5.22%	▼	
	over 240 days	1.50%	0.00%		0.00%	1.74%	▼	
i.	Individual Program Plan (IPP) Development	99.02% (2004)	98.10% (2006)	N/A	99.41% (2008)	N/A	▲	Yes
j.	Individualized Family Services Plan (IFSP) Development	97.28% (2005)	Data N/A From DDS	N/A	84.90% (2008)	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 from prior CPA audit and implement. (DOFA)	Final audit report for FY 07/08 and financial statements to be presented to TCADD Board in March 2009. Meeting with TCADD audit committee and CPA occurred in February 2009. No material findings were reported.
2. Review CPA and DDS audit findings from past 5 years and ensure recommendations are being followed. (DOFA)	Report received January 2009, no significant findings.



## Strategic & Performance Plan 2007–2009

### End of Year Report 2008

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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 07/08, run December 2008, shows 1% or less of a variance in projected expenditures compared to the original SOAR projection. The projections were submitted monthly and in accordance with procedures, as requested by DDS.
4. Monthly monitoring. Continue cost savings measures. Contribute to PERS at year end to maintain employer rate and contribute to post-retirement health trust. (DOFA)	\$1 mil was contributed to PERS and \$250K to the post-retirement health care trust by June 30, 2008. Budget management continuing in FY 08/09. Approximately \$552K on reserve to contribute to PERS in June 2009.
5. Complete audits from prior fiscal year. Establish and implement audit plan for current fiscal year. Periodic meetings with auditors to monitor performance against plan and adjust as needed. (DOFA)	11 audits were performed in FY 07/08, 9 were required by DDS. 3 staffing ratio audits, 3 P&I audits and 5 billing audits, 1 of which was also an Early Start audit, were completed. Programs audited included residential, supported living and 1 Early Start, as required. FY 08/09 audits are being conducted.
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)	End of 2008: Federal Programs continues. Reports continue to be sent to all Services and Supports staff reflecting CDER/ESR reports that are overdue or due within the next 30 days. Currency of CDER/ES has been suspended by DDS as a Performance Contract indicator through 2010.
7. A tracking system is used in each office to "cue" SCs and clinicians regarding intake timelines. (SS)	End of 2008: Clinical support staff continue to monitor intake time lines through a report in SANDIS. This report reflects the number of days each case has left in the intake status; staff work with the intake coordinator in their area to ensure time lines are met. In addition, a report reflecting all cases that have been intake (Status 0) is automatically generated through SANDIS and monitored by Federal Programs weekly. This report is forwarded to Early Start SCs and their managers. A review of intake coordinators' time lines is also completed and forwarded to them if needed, to follow-up on cases.