

2016 ~2018 STRATEGIC PERFORMANCE PLAN



MID YEAR REPORT 2018



**Tri-Counties
Regional Center**

SAN LUIS OBISPO • SANTA BARBARA • VENTURA



Strategic Focus Areas

Family Support

Cultural
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Strategic Focus Area 1 - Family Support

Defined As:

TCRC consistently shares needed information with families about services and resources, at point of eligibility and as they continue to support a family member with developmental disabilities.

Strategic Issues:

- Families want to know what regional center services and generic resources are available.

- Families and persons served seek guidance throughout their lives to access services and supports needed to live, work, and recreate in their communities.

Desired Outcomes: What does TCRC want to achieve?

- Families and persons served by the regional center will see TCRC as the agency that will equip them with knowledge, guide and support them in accessing services based on their needs.
- Families and persons served will have the ability, skills, and knowledge to make informed decisions that work for them.



How will we know we are making progress?						
Objectives	Baseline (Mid Year 2015)	2018 Desired Outcome	2018 Mid Year	2018 State Average	2018 Desired Direction	Target Met
a. Develop and implement TCRC Orientation for persons served and families.	No standardized TCRC Orientation.	Evaluate, modify as needed, and implement Orientation for all interested persons served and families in threshold languages.	Orientations have been evaluated and modified based on feedback. Orientations now open for all persons and families served by TCRC in threshold languages.	N/A	N/A	On Track
b. Redesign TCRC website, increase ease of navigation and enhance presentation of existing content in an understandable manner.	Website built on Joomla platform.	Evaluate and modify as needed.	Website has been evaluated and modified as needed.	N/A	N/A	On Track
c. Develop, post and maintain descriptions of regional center funded services on TCRC website.	Brief descriptions posted on website.	Assess and modify as needed.	Descriptions have been assessed and modified as needed.	N/A	N/A	On Track
d. Percent of children residing at home. (P)	99.30 % (6,515)	98.00% - 100.00%	99.53% (7,510)	99.34%	▲	On Track

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.

* A threshold language is spoken by 5.0% of the population or 3,000 persons in the TCRC catchment area, whichever is lower. TCRC's two current threshold languages are English and Spanish.



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Strategic Actions:

Topic	Description	Current Progress
1. TCRC Orientation.	<p>Coordinate with Family Resource Centers (FRCs) and Service Coordinators in each county to host focus groups with families in English and Spanish that will provide input on desired elements of TCRC Orientation. Use guiding principles of co-creation and co-facilitation with persons served and parents from FRCs when designing Orientation.</p> <p>Based on input, review, develop and/or translate written and multi-media resources to support the Orientation in threshold languages.</p> <p>Implement the TCRC Orientation in Year 2 for new families, and based on feedback, expand to make it available to all interested individuals and families in Year 3.</p>	<p>TCRC Orientations are promoted via social media notifications on Facebook and Twitter, in addition to being posted on the TCRC website.</p> <p>All new Service Coordinators attend an Orientation as part of their introductory training, to further their knowledge and understanding of the services and supports we provide.</p> <p>Offices are working with the Multicultural Specialist to identify the need for TCRC Orientations to be held in other locations.</p> <p>New 2019 presenters have signed up and will be trained over the next quarter.</p> <p>Focus Area group continues to receive feedback and improve delivery and content of the presentation.</p> <p>Service providers have been invited and encouraged to attend TCRC Orientations.</p> <p>The TCRC Orientation has been made available to all TCRC departments who have been encouraged to attend and to answer questions and provide information about services to our families</p>
2. Redesign website.	<p>Conduct multiple online brainstorming sessions with interested stakeholders to review and comment on a variety of websites and navigation types, followed by two (2) in-person focus groups to get more detailed input.</p> <p>Work with programmers during the redesign process to develop and test navigation. Research WordPress features and test compatibility of plug-ins.</p> <p>Identify and train additional web content editors to maintain specific pages within website.</p>	<p>The new website is regularly enhanced with updated content, particularly on the News & Events, Self-Determination, Upcoming Events and Transparency pages. Primary web maintenance is managed by the Media Coordinator. In addition, seven (7) website editors have been provided access and trained to add or edit the following content:</p> <ul style="list-style-type: none"> • Career Opportunities - HR Associate II • Self-Determination - Federal Programs Support Staff • Upcoming Training Events - OD Specialist • Request for Proposals - Resource Development Analyst Specialist • Behavioral Services Orientation - Autism Coordinator • Service Provider Directory - IS Assistant • Employment Section - Employment Coordinator



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Strategic Actions:

Topic	Description	Current Progress
3. Descriptions of TCRC funded services posted on website.	<p>Review and evaluate current service descriptions, including those provided by DDS, brochures, and existing web content. Consider different modalities in presenting service descriptions, such as an attachment or a series of links.</p> <p>Establish and implement a plan for enhancements, including information about main categories of generic resources.</p> <p>Develop brief modules to educate Service Coordinators and people we serve about accessing existing TCRC content. Incorporate overview of website content in New Employee Welcome, Service Coordinator Orientation and TCRC Orientation for individuals and families.</p>	<p>During the TCRC Orientations, service descriptions are available in print form. The website is shown and service description areas are gone over and discussed.</p> <p>An overview of the website and content is shared at New Employee Welcome, by our Media Coordinator. She navigates the website to show new employees what the content is. Service descriptions are a part of this navigation/discussion. Brochures are also handed out at this time.</p> <p>During the IPP & generic resources sessions of Service Coordinator Training, a link to the TCRC Orientation is provided, and an overview, which includes service descriptions.</p>
4. Support families so that children continue to reside at home. (P)	<p>Continue to use a person centered approach to discover, understand and support families' needs.</p>	<p>TCRC continues to support families to have the ability, skills and knowledge to make informed decisions that work for them.</p>



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Strategic Focus Area 2 - Culturally Competent Services and Supports

Defined As:

Individuals and families served by TCRC are supported through the process of identifying needs and accessing services and supports in a person centered and culturally meaningful way.

Strategic Issues:

- Individuals served by TCRC and their families are unique, with different

cultural preferences and different levels of support needs.

- Community connections are an important part of creating a network of supports and services.

Desired Outcome: What does TCRC want to achieve?

- TCRC will improve equal opportunities for underserved populations to access culturally competent services.



How will we know we
are making progress?

Objectives

Objectives	Baseline (Mid Year 2015)	2018 Desired Outcome	2018 Mid Year	2018 State Average	2018 Desired Direction	Target Met
a. Improve access to services and supports by providing understandable information to persons served and families in threshold languages.*	Brochures printed in English and Spanish.	Assess and modify training as needed. Continue to deliver to new SC's.	All SC teams were trained to use new brochure guides.	N/A	N/A	On Track
b. IPPs are provided in threshold and non-threshold languages within required timelines.	Partial SANDIS data on preferred language.	Maintain 45 day timeline.	Monitoring	N/A	N/A	On Track
c. Complete two (2) POS Expenditure Data meetings in each county annually.	Two (2) POS meetings in each county.	Two (2) POS meetings in each county.	Two (2) POS meetings held in each county.	N/A	N/A	Met
d. Increase organizational linguistic and cultural competence through enhanced training and attention to person centered practices.	Cultural competence training conducted. POS Expenditure Data and community input reviewed.	Assess and modify as needed.	Workgroup assessed community input and is developing plan.	N/A	N/A	On Track
e. Report the percent of total annual authorized services for individuals by residence type and ethnicity. (P)	To Be Determined.	N/A	Measure Changed	N/A	N/A	N/A
f. Report the number and percent of families, by race/ethnicity who report that services have made a difference in helping keep their family member at home. (P)	To Be Determined.	N/A	Measure Changed	N/A	N/A	N/A

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Strategic Actions:

Topic	Description	Current Progress
1. Provide understandable information in threshold languages.	<p>Conduct focus groups in threshold languages to 1) determine if additional resources need to be created or existing resources enhanced to facilitate cultural competency; and 2) explore new ways to share information, particularly to those less inclined to use the website.</p> <p>Develop and implement a training plan and content to support Service Coordinators in helping individuals and families understand information presented by TCRC. Offer to all Service Coordinators by end of Year 1.</p> <p>In Year 2, develop or enhance content as recommended. Enhance or expand the ways in which information is shared. Continue training about explaining materials in an understandable manner for new SCs.</p> <p>Assess efforts and modify as needed in Year 3.</p>	<p>A training guide for Service Coordinators was created to assist with presenting information about services and supports to the families and persons served in an understandable manner.</p> <p>Services & Supports Managers trained their service coordinators on the use of the guidelines.</p> <p>These guidelines are to be presented at annuals, quarterlies, IPP's, etc; and ongoing basis.</p> <p>These guidelines will also be incorporated into the Service Coordinator Cultural Proficiency Training and linked to our brochures. Guides will be available for download under the popular links page on TCRC intranet.</p> <p>The subgroup will continue to gather feedback on the implementation of these guides and their usefulness.</p>
2. IPP development in threshold and non-threshold languages within required timelines.	<p>Establish method for tracking IPP preferred language data.</p> <p>Determine baseline and expected actions for meeting required timelines.</p> <p>Implement actions and monitor tracking, modifying actions as needed.</p>	<p>TCRC is tracking the timeliness of delivering Spanish language IPPs. Data was collected and shared individually with each Services and Supports Managers along with feedback on how they could improve.</p> <p>The results are also discussed every other month at the Services and Support Manager meeting.</p> <p>Managers continue to work with their teams to improve performance on this measure.</p>



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Topic	Description	Current Progress
3. POS Expenditure Data Meetings.	<p>Review input from prior year attendees and presenters to make recommendations for future POS Expenditure presentations in threshold languages and in an understandable manner.</p> <p>Develop and execute plan for POS Expenditure Data meetings in each county, including development and implementation of method for gathering participant feedback.</p> <p>Assist with a system-wide POS Variance Study through ARCA Equity Committee.</p>	<p>Over 520 comments were received from staff and community members during six (6) POS Expenditure Information meetings. Comments were reviewed and categorized to align with national Culturally and Linguistically Appropriate Services (CLAS) standards.</p> <p>The Focus Area Workgroup discussed the input and prepared recommendations that were presented at the Operations Committee (OPS) meeting and shared with the Directors Team for input. A final set of recommendations was included in a report to DDS at the end of May, and used to inform the development of TCRC's Strategic Performance Plan 2019-2021.</p>
4. Improve organizational cultural competency through enhanced training and person centered practices.	<p>In Year 1, the Focus Area Workgroup, in collaboration with the PCT Infrastructure Committee, will review a variety of sources, including POS Expenditure data and associated community input, to better understand what helps and what hinders access to culturally competent services and supports.</p> <p>Develop and implement a plan to enhance training and person centered work processes in order to better serve individuals and families according to their linguistic and cultural preferences.</p> <p>Deliver one (1) training in each county for TCRC Staff. Continue cultural competence training for new SCs.</p> <p>In Year 2, implement enhancements according to the plan. Deliver one training on Cultural Competence in each county for TCRC Service Providers.</p> <p>In Year 3, continue annual review of input, assess implementation and modify as needed.</p>	<p>TCRC partnered with Just Communities to provide Cultural Proficiency training to service providers and to TCRC employees. Four (4) training sessions were delivered in 2018.</p> <p>TCRC continues to develop recommendations for possible enhancements to our person centered practices based on community input. The Resource Development team at TCRC has started to review contract requirements of cultural competence training and procedures for providers.</p>



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Topic	Description	Current Progress
5. Report the percent of total annual authorized services for individuals by residence type and ethnicity. (P)	Confirm the data collection methodology and establish baseline and annual targets. Analyze data and determine strategic actions.	NA – this measure was changed by DDS at the end of 2017.
6. Report the number and percent of families, by race/ethnicity who report that services have made a difference in helping keep their family member at home. (P)	Confirm the data collection methodology and establish baseline and annual targets.	NA - this measure was changed by DDS at the end of 2017.



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Strategic Focus Area 3 - Specialized Healthcare

Defined As:

Individuals with developmental disabilities need access to specialized healthcare services including Specialty Medical Services,* Dental Care, Aging-Related Healthcare, and Behavioral Health.

Strategic Issues:

- There are limited health-related resources in the TCRC catchment area, particularly with regard to Specialty Medical Services and Dental Care.
- Individuals with developmental disabilities and co-occurring mental health disorders face systemic barriers to accessing mental health resources.

- Many individuals and families, including underserved populations, do not know what resources are available or how to access Specialty Medical Services.
- TCRC serves a growing population of people who are aging and requiring specialized supports to address adult and age-related changes in overall health and functioning.
- Limited specialized resources are available to support the aging population, specifically in the areas of end of life planning and education about growing healthcare needs.



Desired Outcome: What does TCRC want to achieve?

- Families and individuals are better informed and have needed access to existing Specialty Medical Care, Dental Care, Aging-Related Healthcare, and Behavioral Health.

How will we know we are making progress? Objectives	Baseline (Mid Year 2015)	2018 Desired Outcome	2018 Mid Year	2018 State Average	2018 Desired Direction	Target Met
a. Deliver resources and requested trainings directly to families, through TCRC and Family Resource Centers (FRCs), about insurance, healthcare, end of life issues, and how to navigate the service delivery system.	One (1) training per quarter in each county related to accessing insurance.	Conduct at least one (1) training per quarter in each county on requested topics. Add online training component.	Trainings were delivered in each county in Q1 and Q2. Online trainings in development.	N/A	N/A	On Track
b. Develop and implement a plan to expand specialized healthcare resources.	Limited access to Dental and Specialty Medical Services, monthly Psychiatric Clinics in each county.	Assess and modify plan as needed.	Mobile dental clinics are now scheduled in all three (3) counties.	N/A	N/A	On Track

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.

* Specialty Medical Services are outside the purview of normal primary care providers, typically including psychiatry, dental care, and neurology.



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Strategic Actions:

Topic	Description	Current Progress
1. Number and type of resources and requested trainings.	<p>In Year 1, link to existing online, printable database of Medical, Dental, and Mental Health Providers who accept MediCal.</p> <p>Develop resource guide for families about how to access specialized healthcare services.</p> <p>Develop methodology and collect input about training needs, preferred training times, and locations from persons served, families and staff. Based on input, conduct one (1) training per county.</p> <p>In Year 2, collaborate across teams and with FRCs to conduct at least one (1) in-person training per quarter in each county, in response to topics, times and places identified by persons served and families.</p> <p>In Year 3, continue to deliver at least one (1) training per quarter in each county on requested topics.</p> <p>Add online training component in Year 3, to alleviate barriers to access and increase participation for families, including those in remote areas.</p>	<p>Trainings have been provided for the first and second quarter in all 3 counties.</p> <p>First Quarter Trainings:</p> <p>Ventura County- 5 Wishes Presentation for end of life planning in both Oxnard and Simi Valley.</p> <p>Santa Barbara County- Crisis Support Services did a presentation on 10 techniques to deescalate. They explained how CSS works to build rapport with individuals and families before a crisis occurs, what circumstances might warrant a family requesting services, and what happens when CSS comes to the home.</p> <p>SLO County- Dr. Campos presented on dual diagnosis in coordination with Parents Helping Parents</p> <p>Second Quarter Trainings:</p> <p>Ventura County- Epilepsy Workshop presented by the Epilepsy Foundation through Rainbow Resource Center.</p> <p>Santa Barbara County- Oral hygiene presentation to families through Alpha Resource Center by registered dental hygienists.</p> <p>SLO County- Crisis Support Services (CSS) did a presentation on 10 techniques to deescalate in coordination with Parents Helping Parents. The content was similar to what is described above for Santa Barbara County.</p>



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Strategic Actions:

Topic	Description	Current Progress
2. Plan to expand specialized healthcare resources.	<p>Research models for Telemedicine and Dental Clinics by consulting with Far Northern, Valley Mountain, Westside, and Redwood Coast Regional Centers, and ARCA Dental Coordinators, as well as federal programs that fund clinics in rural areas.</p> <p>Draft a plan for development of these Specialized Healthcare resources.</p> <p>Expand resources according to the plan and available funding.</p> <p>Continue to collaborate with Gold Coast and CenCal to ensure access to MediCal providers.</p>	<p>Dental Coordinator was hired and is now overseeing and managing the dental clinics.</p> <p>Dental Clinics are hosted by day programs in all three counties. The Registered Dental Hygienists are also going to residential facilities and providing preventative oral treatment in these settings.</p>



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Strategic Focus Area 4 - Employment

Defined As:

Employment is given the highest priority when planning with transition age youth and working age adults. Work in this area focuses on the services and supports needed to help people prepare for, obtain, and retain integrated, competitive employment.*

Strategic Issues:

- Adults of all ages want interesting and meaningful things to do in their day.
- Employment levels of people with developmental disabilities are low, and those who are employed are often working in sub-minimum wage jobs.
- There are systemic and cultural obstacles to preparing for, achieving, and supporting competitive employment.

Desired Outcomes: What does TCRC want to achieve?

- TCRC will improve opportunities of people with developmental disabilities to access meaningful, integrated, competitive employment.
- Adults who receive regional center services have access to innovative day services that reflect their interests and needs.



How will we know we are making progress?						
Objectives	Baseline (Mid Year 2015)	2018 Desired Outcome	2018 Mid Year	2018 State Average	2018 Desired Direction	Target Met
a. Strengthen employment infrastructure that can support people to prepare for, obtain and retain integrated, competitive employment.	Employment Collaboratives in each county.	Assess and refine objectives and activities of Employment Plan.	Reviewed Employment Infrastructure Plan and solicited feedback from stakeholders on relevance of strategic actions.	N/A	N/A	On Track

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.

* Competitive employment is employment for which a person earns the minimum wage or higher and benefits that are the same as those of other employees in a comparable position. Integrated employment is employment in which a person served works alongside people without disabilities, excluding supervisors and service providers, and interacts with other individuals to the same extent as co-workers without disabilities in a comparable position.



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Strategic Actions:

Topic	Description	Current Progress
1. Strengthen employment infrastructure.	<p>Hire Employment Coordinator to collaborate with community partners and support employment initiatives with the goal of increasing competitive, integrated employment of persons served by the regional center.</p> <ul style="list-style-type: none"> Secure funding and finalize job description. Establish and implement timeline for recruitment and hiring. Develop and implement training and support plan for Employment Coordinator. <p>Establish TCRC Employment First Policy.</p> <ul style="list-style-type: none"> Review policies from other regional centers. Draft TCRC Employment First Policy that is aligned with AB1041. Develop and implement supporting procedures. <p>Develop a plan to strengthen employment infrastructure that addresses the following elements:</p> <ul style="list-style-type: none"> Identification of collaborating partners. Clarification of phases of employment preparation, as well as roles and responsibilities of collaborating partners within each phase. Establish Data Collection Methodology to ensure accurate and consistent use of data collection tools (i.e. CDER, NCI, etc.). Dissemination of information and new laws and trainings. Education to SCs and other stakeholders. 	<ul style="list-style-type: none"> Completed Draft of Local Partnership Agreement with Department of Rehabilitation (DOR) and fifteen (15) Local Education Agency(s) (LEAs) Implemented and trained staff and service providers on new Employment Site Facilitation (ESF) Service Provided Employment First Trainings for Service Coordinators Provided clarification of guidelines for funding of support for Competitive Integrated Employment (CIE) as a means of increasing opportunities for students to participate in paid employment Presented information to statewide adult education partners on pathways to employment for individuals with intellectual and developmental disabilities Provided outreach and Information to individuals served, family members, educators and service providers at five (5) Job and Transition Fairs Developed proposal for presentation at October 2018 Supported Life Conference Collaborated with Peer Advocate Team to develop opportunities for outreach and information to working-age individuals served by TCRC Developed Paid Internship Program (PIP) Collaboration plans with community stakeholders inclusive of local community colleges and state and local workforce investment agencies. Increased authorizations for Paid Internship Programs and CIE Incentive Payments



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Operational Focus Area 1 - Performance Contract Measures

Defined As:

Measures that demonstrate TCRC's performance around quality of life issues compared with the state average.

Desired Outcome: What does TCRC want to achieve?

- Meets or exceeds statewide average, better than baseline, or meets DDS standard.



Strategic Issues:

- Number and percentage of total population caseload in Developmental Centers.
- Adults Residing in Home Settings.
- Children Residing in Facilities with Seven (7) or More Beds.
- Adults Residing in Facilities with Seven (7) or More Beds.
- Duration in Intake Status for Individuals Ages 3 and Over.

How will we know we are making progress?						
Outcome Measures	Baseline (Mid Year 2015)	2018 Desired Outcome	2018 Mid Year	2018 State Average	2018 Desired Direction	Target Met
a. Number and % of total population caseload in Developmental Centers (P)	0.21% (27)	.x% (18)	0.16% (23)	.16%	▼	On Track
b. Adults Residing in Home Settings (P)	79.44% (4,873)	81.00% (x)	81.62% (5,470)	79.90%	▲	On Track
c. Children Residing in Facilities with Seven (7) or More Beds (P)	0.02% (1)	.x% (≤ or = 12)	0.00% (0)	0.05%	▼	On Track
d. Adults Residing in Facilities with Seven (7) or More Beds (P)	4.09% (251)	3.8% (x)	3.19% (214)	2.39%	▼	On Track
e. Duration in Intake Status for Individuals Ages 3 and Over Intake Status (P)					▲ ▼ ▼	On Track
<142 days	100.00%	98.00%-100.00%	99.01%	99.12%		
143-240 days	0.00%	(x%)	0.99%	.76%		
over 240 days	0.00%	(x%)	0.00%	.12%		

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. For Children Residing with Families data, see Strategic Focus Area 1 - Family Support, Objective d.



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Strategic Actions:

Topic	Description	Current Progress
1. Individuals moving from Developmental Centers.	Implementation of the CPP Plan for the current fiscal year.	Since January of 2018 we have moved 2 more individuals from developmental centers. Twelve (12) individuals currently live in developmental centers.
2. Adults live in home like settings.	Residential settings are developed within the capacity of the Purchase of Services allocation and response to Request for Proposals.	<p>In the first half of 2018, two (2) Adult Residential Facilities were developed to support individuals in Ventura County. The homes each support four (4) people at an ARM level 4i and are located in Oxnard and Simi Valley.</p> <p>An ARM level 3 home was also developed to support four (4) individuals in Moorpark. This home is a staff-operated home.</p> <p>In Paso Robles, an existing provider increased their capacity from supporting two (2) to four (4) individuals.</p> <p>An RCFE (Residential Care Facility for the Elderly) located in Los Osos was vendored for to support one (1) individual.</p>
3. Children are not living in large facilities.	Residential settings are developed within the capacity of the Purchase of Services allocation and response to Request for Proposals.	A Request for Proposal (RFP) was released for a Children's Residential Facility in January 2018 but zero (0) proposals were received.
4. Adults are not living in large facilities.	TCRC continues to support downsizing of large congregate residential settings in the TCRC catchment area.	TCRC continues to partner with residential agencies within the TCRC catchment area interested in downsizing. The partnership includes exploring alternative service delivery models as well as supporting community outreach efforts.
5. Intake process.	Each intake is monitored for a timely eligibility decision.	TCRC continues to focus on meeting all eligibility timelines. MY 2018 results were 99.1% of all intakes were completed within the required timelines.



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Operational Focus Area 2 - Fiscal Compliance

Defined As:

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

Desired Outcome:

■ Compliance with outcomes expected from DDS.

How will we know we are making progress?						
Outcome Measures	Baseline (Mid Year 2015)	2018 Desired Outcome	2018 Mid Year	2018 State Average	2018 Desired Direction	Target Met
a. Internal compliance audit of implementation of new TBL	Yes	Yes	Yes	N/A	N/A	On Track
b. Unqualified independent audit with no material findings (P)	Yes	Yes	Yes	N/A	N/A	On Track
c. Substantial compliance with DDS fiscal audit (conducted within prior 12 months) (P)	Yes FY11/12 FY12/13	Not measured*	Yes FY13/14 FY14/15	N/A	N/A	On Track
d. Accuracy of POS fiscal projections (P)	Yes	Yes	Yes	N/A	N/A	On Track
e. Operates within POS budget (P)	Yes	Yes	Yes	N/A	N/A	On Track
f. Certified to participate in the Medicaid Home and Community-Based Services (HCBS) Waiver	Yes	Yes	Yes	N/A	N/A	On Track
g. Compliance with Vendor Audit Requirements per contract, Article III, Section 10 (within prior 12 months) (P)	Yes	Yes	Yes	N/A	N/A	On Track
h. Client Development Evaluation Report (CDER)/Early Start Report (ESR) currency	Yes	Yes	Yes	N/A	N/A	On Track
i. Individual Program Plan (IPP) Development*	99.13% (2014)	98.00% - 100.00%*	100% (2016)	N/A	N/A	N/A
j. Individualized Family Services Plan (IFSP) Development*	96.81% (2014)	96.00% - 100.00%*	97.38% (2016)	N/A	N/A	N/A

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*DDS Audits Spring 2016 and Spring 2018 (every two [2] years)



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Performance
Contract Measures

Fiscal
Compliance

... continued

Strategic Actions:

Topic	Description	Current Progress
1. Implementation of new Trailer Bill Language (TBL).	Internal compliance review of implementation of new TBL.	TCRC complied with new TBL and continues to monitor TBL activities. FYs 16/17 and 17/18 included minimum wage provider rate increases, competitive integrated employment and internship programs, 5 contracts with Family Resource Centers and Promotoras to reduce POS disparities, 5 contracts for DDS approved provider proposals to comply with HCBS regulations in 16/17 and 17/18, provider rate survey, and changes to vendor independent audit requirements. TBL implementation for FY 18/19 is in process.
2. CPA Audit Corrective Action Plan.	Develop corrective action plan from prior CPA audit and implement.	No findings from FY 16/17 CPA audit. TCADD Audit Committee met January 2018 to review. Presentation to Board at February 2018 meeting. Audit was completed with new CPA audit firm. FY 17/18 audit work started in August 2018.
3. Review CPA and DDS Audit Findings.	Review CPA and DDS audit findings from past 5 years and ensure recommendations are being followed.	Review of CPA and DDS audits from prior years was completed. Preparations completed for DDS fiscal audit of FYs 15/16 and 16/17 conducted in May 2018. Draft DDS audit report will be reviewed with DDS auditors when received – expected near the end of 2019. No significant findings have been reported.
4. POS Projections.	Submit monthly POS projections to DDS in accordance with instructions and current data.	The monthly POS projection was submitted timely to DDS and in accordance with DDS instructions. No discrepancies noted.



Strategic Focus Areas

Family Support

Cultural
Competence

Specialized
Healthcare

Employment

Operational Focus Areas

Performance
Contract Measures

Fiscal
Compliance

... continued

Strategic Actions:

Topic	Description	Current Progress
5. Monitoring of OPS.	Monthly monitoring. Continue cost savings measures. Contribute to PERS at year end to maintain employer rate and consider contribution to post-retirement health trust.	The OPS budget is monitored closely each month. Savings in FY 17/18 primarily in salaries, rent, bank fees, and travel allowed for \$1 million contribution towards PERS unfunded liability made from OPS at year end. Actuarial valuation for post-retirement healthcare decreased liability by \$1.8 million. Board PRHT Subcommittee and Board approved \$1 mil transfer from PRHT account to PERS to further reduce unfunded liability.
6. Participation in Medicaid HCBS Waiver	Monthly peer reviews and internal case record reviews ensure TCRC remains in compliance with documentation requirements for HCBS Waiver.	Peer reviews and internal case record reviews continue. Federal Programs team continues to monitor all required documentation. HCBS Waiver Audit completed in January 2018, it went very well. Awaiting official results. With the addition of the 1915i SPA, 70% of people who are status 2 are on the waiver or the SPA.
7. Audit Plan for current fiscal year.	Establish and implement audit plan for current fiscal year. Periodic meetings with auditors to monitor performance against plan and adjust as needed.	Met FY 17/18 vendor audit requirements. Completed eight (8) audits: four (4) billing audits, two (2) staffing ratio, and two (2) Personal & Incidental funds. One of these audits was of an Early Start program, as required. Audit plan for FY 18/19 in process. Audit Team meets every two (2) months or sooner, as needed.
8. Monitoring CDER/ESR reports.	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.	MY 2018 CDER Currency for TCRC was 99.59%.
9. Individual Program Plan (IPP) Development.	Agency-wide tracking system for IPPs is implemented by support staff and monitored by managers for PCT practices and timeliness.	The results from TCRC's Medicaid Waiver audit held in January 2018 by DDS/DHCS, reflected 100% compliance in IPP development.
10. Individualized Family Services Plan (IFSP) Development.	Agency-wide tracking system for IFSPs implemented by support staff and monitored by ES managers for PCT practices and timeliness.	2016 DDS Early Start Review/Audit results were 100% for IFSP currency.