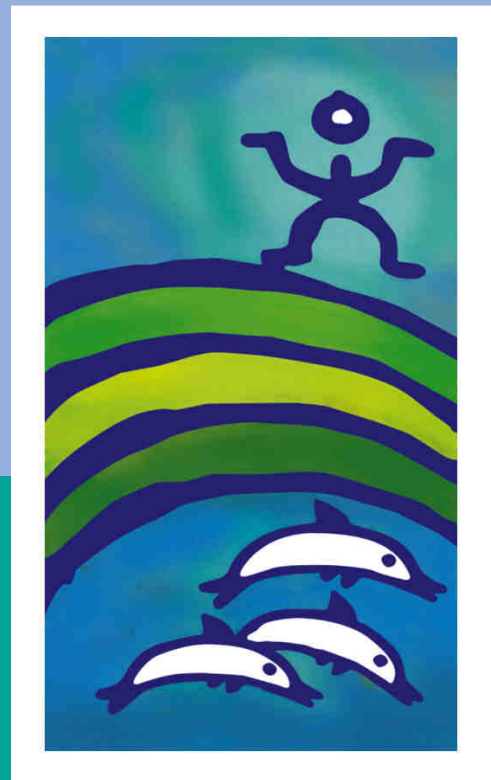


TRI-COUNTIES REGIONAL CENTER

Strategic and Performance Mid-Year Report 2007



Enhancing the Quality of Life for Persons with Developmental Disabilities



TRI-COUNTIES REGIONAL CENTER Strategic and Performance Plan Mid-Year Report 2007

Family Services Healthcare Training Housing Employment Life Activities Autism Advocacy

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 Mid Year	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% ()	98.11% (4879)	97.95%	▲	Yes
b	Number and percent of minors living in facilities serving >6 (P)	.27% (12)	.21% (10)	.26% (12)	.14% (7)	.17%	▼	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	Set Baseline	N/A	N/A	N/A	In Progress

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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.	Gathered input from stakeholder representatives. Currently in proposal development phase.
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.	Early Start Teams in SB/SLO county held a planning retreat on 5/7 which included Family Resource Center (FRC) representation. The retreat included discussion on how to better utilize FRCs and other community partners in early parent orientation/ education. A follow up meeting will take place following a Ventura Cnty retreat on 10/24/07.
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.	Met with SLO County Office of Education staff 3/12 & 6/11 to discuss integration of Person-Centered Thinking (PCT) into their early intervention program design. Met with SBCEO staff 5/14 to plan new Early Start program that will incorporate PCT into program design.
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.	Finalizing survey questions. Developing contract with Kinetic Flow, Inc.
6	Build capacity in the service provider network of bilingual respite workers with qualifications to be linguistically and culturally appropriate.	Work group has been identified. Suggestions for recruitment collected from agency. First meeting of work group in September.



TRI-COUNTIES REGIONAL CENTER Strategic and Performance Plan Mid-Year Report 2007

Family Services | Healthcare | Training | Housing | Employment | Life Activities | Autism | Advocacy

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 Mid Year	State Average	Desired Direction	Target Met
a	Number and percent of persons served who have annual medical exam	85.6% 197/230	71.4% 227/318	87%	N/A Reported Annually	N/A	▲	N/A
b	Number and percent of persons served who have annual dental exam	69.7% 159/288	49.8% 153/307	70%	N/A Reported Annually	N/A	▲	N/A
c	Number of presentations to healthcare professionals in training and in practice	Not Tracked	N/A	3	1	N/A	N/A	On Track
d	Contact information for healthcare professionals is available.	N/A	N/A	Gather Info	Recruiting Staff	N/A	N/A	No

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Strategic Actions: Where are we now?

Strategic Actions		Current Progress
1	Establish independent POS vendor to ensure persons served have knowledge and use of insurance benefits.	Received proposal for parent training to assist parents to access insurance. Research possibility of having Sept. 6, 2006 Insurance Training translated into Spanish and recorded onto DVD for distribution. Providing info on the insurance law to parents along with a template letter they can use.
2	Establish independent POS nurse case manager vendors to support individuals with complex medical health needs.	Draft job description completed; developing a plan for agency infrastructure supports to communicate needs and focus on Special Incident Report (SIR) data and service requirements.
3	Research sources of and provide access to contact information about health professionals available to persons served.	Project charged to Media and Publications Coordinator.
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	Presentation to 20 members of medical staff of Marian Medical Center, Santa Maria. "Autism Update" by Janette Hope, M.D. and Steven Graff Ph.D., 5/30/07

	psychiatric technicians training on the Central Coast about aspects of care for persons with developmental disabilities.	
5	Train service providers, direct care providers (including IHSS) 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.	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.
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.	Collaborating with Chris Landon, M.D., for outreach to pediatricians re: early screening, referral and intervention as well as access to healthcare.



TRI-COUNTIES REGIONAL CENTER Strategic and Performance Plan Mid-Year Report 2007

Family Services Healthcare Training Housing Employment Life Activities Autism Advocacy

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 Mid Year	State Average	Desired Direction	Target Met
a	Phased-implementation of the current TCRC Training and Development Plan	N/A	Plan Development	Phase 1	In Progress	N/A	N/A	On Track
b	Number of stakeholders (staff, service providers, persons served or family, TCADD Board) trained in person -centered thinking	2006 Baseline	163	50	354	N/A	N/A	Yes
c	Number of PCT trainers and mentors	2006 Baseline	N/A	Mentors Identified 4 Trainers	3 Mentor Candidates 8 Trainer Candidates in progress	N/A	N/A	On Track

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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: Training Plan aligned with core values and competencies and strategic plan objectives; Ongoing rotation for New Employee Welcome ,Service Coordinator Orientation, Residential Services Orientation; capacity building for internal trainers; 4063 training and TCRC outreach contacts Jan-June (includes training of 1201 staff, 913 providers, 904 persons served /family, 42 TCADD/ABIX, and outreach/education of 1003 community members through resource & community fairs). Mentor Candidates Identified; 8 of 20 Trainer Candidates in progress. Provided Intro to PCT, PCT Coaching, or PCT Teams training to 180 TCRC Staff, 121 Providers, 6 Persons Served/Family Members, 39 members of TCADD/ABIX, and 8 reps from other RC's for a total of 354
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..	Researched several Learning Management Software products. Invited and received proposals from three.



TRI-COUNTIES REGIONAL CENTER Strategic and Performance Plan Mid-Year Report 2007

Family Services Healthcare Training Housing Employment Life Activities Autism Advocacy

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 Mid Year	State Average	Desired Direction	Target Met
a	Completion of an approved Five-Year Housing Plan	Research Options 2007	N/A	Feasibility Study - Completed Plan	Contract with consultant for Feasibility Study and Plan	N/A	N/A	On Track
b	Percent of TCRC caseload in Developmental Centers (P)	.78% (71)	.70% (66)	.63% (61)	.70% (68)	1.27%	▼	Yes
c	Percent of adults living in facilities serving >6 (P)	6.10%	5.70% (265)	5.95%	5.68% (269)	5.22%	▼	Yes
d	Percent of adults residing in home settings (P)	75.55%	75.78% (3526)	75%	75.97% (3595)	71.02%	▲	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.	Identified Housing Consultant to coordinate these efforts.
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.	Part of process starting September 14, 2007 through November 30, 2007.
4	Develop long range Five-Year Housing Plan	Contracted with Housing Consultant.
5	Complete feasibility study for method to establish an NPO (501(c) 3) to receive funds and account for housing inventory.	Feasibility study will be incorporated into Consultant scope of work.



TRI-COUNTIES REGIONAL CENTER Strategic and Performance Plan Mid-Year Report 2007

Family Services Healthcare Training Housing Employment Life Activities Autism Advocacy

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 Mid Year	State Average	Desired Direction	Target Met
a	Adults employed in supported and competitive employment (Total Adult Population as of 12/30/05 = 4569)	<u>1006</u> 4569 (22.00%)	<u>1013</u> 4663 (21.72%)	() (23%)	<u>985</u> 4766 (20.66%)	N/A	▲	No
a.1	Competitive Employment Number and Percent of Adults (SANDIS 12/31/05)	<u>106</u> 5300 (2.00%)	<u>95</u> 4663 (2.04%)	() (3.00%)	<u>122</u> 4766 (2.56%)	N/A	▲	On Track
a.2	TCRC Supported Employment Number and Percent of Adults (POS Supported Employment Authorizations 12/31/05)	<u>900</u> 4500 (20.00%)	<u>918</u> 4663 (19.69%)	() (20.00%)	<u>863</u> 4766 (18.26%)	N/A	▲	No
b	Number of micro-enterprise businesses started through support of TCRC. (Service Code 055)	0	13	5 New	2 New	N/A	N/A	On Track

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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.	Training included in Service Coordinator Orientation as of FY 07/08.
2	Communicate the employment-related transportation needs of persons with developmental disabilities to Transportation Commissions and service providers in all three counties.	Scheduled to launch Q4 2007.
3	Establish an Employment Taskforce to research and evaluate progressive models of employment in order to develop recommendations for systems and protocols.	Building a foundation to support growth for meaningful employment. Committee underway with representation from Vendors, Department of Rehabilitation and TCRC. In process of researching state of the art models. Draft recommendations will be prepared by September, 2007.
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.	In process of enlisting other managers across the agency to consider options and action steps.

5	Increase number of contracts supporting the implementation of micro-enterprise opportunities.	Adaptor Model Contract with PCS, Inc. has resulted in support of current micro-enterprises, as well as, two additional and three in process businesses.
6	Develop baseline information regarding employment of transition-age young adults.	Done. Now enhancing with types of employment and employer database.



TRI-COUNTIES REGIONAL CENTER Strategic and Performance Plan Mid-Year Report 2007

Family Services | Healthcare | Training | Housing | Employment | Life Activities | Autism | Advocacy

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 Mid Year	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

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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.	Identifying the current status of alternative methods in traditional programs; evaluating the qualitative and quantitative (fiscal) impact of the Adapter Model. Developed three additional contracts for start-up alternative models.
2	TCRC to monitor success of pilots according to implementation of person-centered IPPs.	The Alternatives to Day Services Committee is reviewing methods to monitor success of the pilots, including focus groups and review of participants' IPPs.



TRI-COUNTIES REGIONAL CENTER Strategic and Performance Plan Mid-Year Report 2007

Family Services Healthcare Training Housing Employment Life Activities Autism Advocacy

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 Mid Year	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	In Progress	N/A	N/A	In Progress
b New services in conjunction with Autism Task Force recommendations that are linked with evidence-based practice.	N/A	N/A	3 New	11	N/A	N/A	Yes
c Implementation of agency related Autism Task Force and state-wide recommendations.	N/A	N/A	2	1	N/A	N/A	On Track

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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.	See Family Services Focus Area
2 Provide ongoing (periodic) updates for staff from clinical and resource development teams regarding TCRC policy, current trends and treatment modalities.	To be launched Q4 2007.
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.	Services developed using research based ABA (applied behavioral analysis) models. New intensive in-home behavior intervention meets new DDS guidelines for BAS (Behavioral Analysis Services) which include use of BCBA (Board Certified Behavior Analysts). <i>Service Breakdown:</i> 4 childcare programs (1:1 support) 2 teen programs (childcare) 5 social skills programs for older children
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.	The Interagency Committee of the Autism Taskforce has piloted multi-disciplinary assessments in Ventura, SB, SLO counties. The Diagnosis Committee, through TCRC Clinical staff, has begun expanded use of a screening tool and begun testing for Fragile X for all children suspected of having autism.



TRI-COUNTIES REGIONAL CENTER Strategic and Performance Plan Mid-Year Report 2007

Family Services Healthcare Training Housing Employment Life Activities Autism 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 Mid Year	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	On Track	N/A	N/A	On Track

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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.	Advocacy work group developed PATH Plan in preparation for proposal development. Health liaison project continues through Rainbow Family Resource Center to promote individual and parent advocacy.
2 Access existing community Speakers Bureaus utilizing TCRC staff to educate regarding grass roots advocacy in the communities of all three counties	Media and Publications Coordinator charged with this effort
3 Sponsor issue oriented events linked with a legislative calendar to generate advocacy actions.	People First SBCC Conference in development.
4 Calendar key contacts for presentation to legislators.	Staff partnered with TCADD Government and Community Relations Committee to participate in 4 legislative visits (Maldonado, Nava, McClintock and Blakeslee)
5 Participate in one public forum annually.	People First SBCC Conference.
6 Develop talking points with TCADD Board Government and Community Relations Committee for standard message of the agency to the community at large.	Advocacy work group is developing talking points for the agency advocacy message and will communicate with TCADD to align message.



TRI-COUNTIES REGIONAL CENTER Strategic and Performance Plan Mid-Year Report 2007

What are the performance contract compliance measures?

- Audits, Budget, CDER/ESR and Intake.

Desired Outcome: What does TCRC want to achieve?

- Compliance with outcomes expected from DDS.



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

	Outcome Measures	2005 Baseline	2006 Final	2007 Desired Outcome	2007 Mid Year	State Average	Desired Direction	Target Met
a	Unqualified independent audit with no material finding(s)	Yes	Yes	Yes	N/A Reported Annually	N/A	N/A	N/A
b	Substantial compliance with DDS fiscal audit (conducted within the prior 12 months)	Yes	N/A	N/A	N/A Reported Annually	N/A	N/A	N/A
c	Accuracy percent of POS fiscal projections (based on February SOAR)	Yes	Yes	Yes	N/A Reported Annually	N/A	N/A	N/A
d	Operates within OPS budget.	Yes	Yes	Yes	On Track	N/A	N/A	N/A
e	Certified to participate in the Medicaid Home and Community-Based Services (HCBS) Waivers.	Yes	Yes	Yes	Yes	N/A	N/A	N/A
f	Compliance with Vendor Audit Requirements per contract, Article III, Section 10 (within prior 12 months)	Yes	Yes	Yes	N/A Reported Annually	N/A	N/A	N/A
g	CDER/ESR currency	98.76%	98.78%	N/A	97.98%	95.88%	▲	N/A
h	Intake Status	<142 days; 0.75% 143-240 days; 1.50% over 240 days	100.0% 0.00% 0.00%	N/A	97.71% 1.53% 0.76%	95.35% 3.66% 0.99%	▲ ▼ ▼	N/A
i	IPP Development	99.02% (2004)	100%	N/A	Data N/A From DDS	N/A	▲	N/A
j	IFSP Development	97.28% (2005)	Data N/A From DDS	N/A	Data N/A From DDS	N/A	▲	N/A

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