

Tri-Counties Regional Center  
**PERFORMANCE CONTRACT PLAN 2017**

State Public Policy Performance Measure (Outcomes from DDS)	Statewide Average (as of December 2016)	TCRC Baseline (as of December 2016)	Objectives	Activities Summary
1. Number and percent of TCRC caseload in Developmental Centers	To Be Determined (TBD)	TBD	<p>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.</p> <p>(applies as well to Outcomes 3-7)</p>	<p>TCRC will:</p> <ul style="list-style-type: none"> <li>• implement a Community Placement Plan for FY 2016/2017 that includes assessment, planning, and resource development activities based upon the individual needs of persons served by TCRC currently living in Developmental Centers.</li> <li>• collaborate with Tri-Counties Community Housing Corporation (TCCHC) to provide housing in perpetuity for persons with developmental disabilities including those persons moving from the Developmental Center.</li> <li>• utilize CPP funding to develop housing with TCCHC and other service providers to provide deflection residential resources as approved by DDS.</li> <li>• collaborate with the Integrated Health Project to develop community resources to meet the Southern California regional needs of individuals currently residing in Developmental Centers or are at risk of being supported in a restrictive setting.</li> </ul>
2. Number and percent of TCRC minors residing with families	TBD	TBD	<p>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.</p> <p>Families and persons served will have the ability, skills, and knowledge to make informed decisions that work for them.</p>	<p>TCRC will:</p> <ul style="list-style-type: none"> <li>• develop and implement TCRC Orientation for persons served and families.</li> <li>• redesign TCRC website, increase ease of navigation and enhance presentation of existing content in an understandable manner.</li> <li>• develop, post and maintain descriptions of regional center funded services on TCRC website.</li> </ul>

Performance Measure: Numbers 1 – 11: Goal is met when the current TCRC number: 1) meets or exceeds the State average, or 2) exceeds the TCRC Baseline.  
 Compliance Measure: Numbers 1 – 9: Goal is met when the current TCRC number meets DDS Standards.

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3. Number and percent of adults residing in independent living  4. Number and percent of adults residing in supported living  5. Number and percent of adults residing in Adult Family Home Agency Homes  6. Number and percent of adults residing in family homes (home of parent or guardian)  7. Number and percent of adults residing in home settings	TBD	TBD	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.	TCRC will: <ul style="list-style-type: none"> <li>• implement a Community Placement Plan for FY 2016/2017 that includes assessment, planning, and resource development activities based upon the individual needs of persons served by TCRC currently living in Developmental Centers.</li> <li>• collaborate with Tri-Counties Community Housing Corporation (TCCHC) to provide housing in perpetuity for persons with developmental disabilities.</li> <li>• utilize CPP funding to develop housing with TCCHC and other service providers to provide deflection residential resources.</li> <li>• collaborate with the Integrated Health Project to develop community resources to meet the Southern California regional needs of individuals currently residing in Developmental Centers or are at risk of being supported in a restrictive setting.</li> </ul> expand the menu of residential service options by building capacity within the Family Home Agency model. This particular service model promotes community integration as well as encourages and honors individual choice.
8. Number and percent of minors living in facilities serving >6  9. Number and percent of adults living in facilities serving >6	TBD	TBD	Residential settings are developed within the capacity of the Purchase of Services allocation and response to Request for Proposals.	TCRC will: <ul style="list-style-type: none"> <li>• develop residential settings within the capacity of the Purchase of Services allocation and response to Request for Proposals.</li> <li>• continue 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.</li> </ul>

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10. Percent of total annual authorized services for individuals by residence type and ethnicity.	TBD	TBD	Establish baseline and annual targets.	TCRC will: <ul style="list-style-type: none"> <li>• run POS data reports and determine reporting schedule upon the hiring of a Multicultural Specialist</li> <li>• analyze data and determine strategic actions.</li> </ul>
11. Number and percent of families, by race/ethnicity who report that services have made a difference in helping keep their family member at home.	TBD	TBD	Establish baseline and annual targets.  TCRC will improve equal opportunities for underserved populations to access culturally competent services.	TCRC will: <ul style="list-style-type: none"> <li>• determine measurement methodology and process for data collection and reporting schedule based on the NCI Adult Family FY16/17 and Child Family Survey FY15/16</li> </ul> TCRC will: <ul style="list-style-type: none"> <li>• improve access to services and supports by providing understandable information to persons served and families in threshold languages.* provide IPPs in threshold and non-threshold languages within required timelines.</li> <li>• conduct POS Expenditure Data meetings in each county annually. Develop strategies to promote equity in authorization of services, based on community input.</li> <li>• increase organizational linguistic and cultural competence through enhanced training and attention to person centered practices for regional center staff and service providers</li> </ul>

\*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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Compliance Measures (Outcomes from DDS)	Prior Review Period-2015 Yes/No	Current Review Period-2016 Yes/No	Objectives	Activities Summary
1. Unqualified independent audit with no material finding(s)  2. Substantial compliance with DDS fiscal audit	Yes  Yes (FYs 13/14 and 14/15)	TBD  TBD	TCRC receives an unqualified independent audit with no material findings and is in substantial compliance with the DDS fiscal audit.	TCRC will: <ul style="list-style-type: none"> <li>• continue to conduct its accounting within generally accepted accounting principles (GAAP), standard Regional Center practices, and guidelines set by DDS, the State and Federal governments.</li> <li>• continue to monitor and correct audit findings from prior year audits.</li> </ul>
3. Accuracy of POS fiscal projections	Yes	TBD	TCRC will report Purchase of Service projections in accordance with DDS instructions and current data.	TCRC will: <ul style="list-style-type: none"> <li>• continue to project and analyze POS expenditures monthly.</li> </ul>
4. Operates within OPS budget	Yes	TBD	TCRC will ensure actual Operations expenditures and late bills do not exceed TCRC's Operations budget.	TCRC will: <ul style="list-style-type: none"> <li>• continue to project and analyze OPS expenditures..</li> <li>• continue to achieve OPS efficiencies through negotiation of contracts/agreements, bidding multiple suppliers, and researching and implementing alternatives to current OPS services, to the extent possible.</li> <li>• continue to maximize the pay down of retirement unfunded liabilities</li> </ul>
5. Certified to participate in the Medicaid Home and Community - Based Services (HCBS) Waiver.	Yes  (every two years)	TBD	TCRC is and remains certified to take part in the "Home and Community - Based Services" waiver.	TCRC will: <ul style="list-style-type: none"> <li>• train staff on Federal Programs to ensure TCRC meets or exceeds all requirements to be certified to participate in the HCBS waiver.</li> <li>• monitor and correct audit findings from the DDS/DHS January 2016 Audit</li> </ul>

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6. Compliance with Vendor Audit Requirements per contract, Article III, Section 10	Yes	TBD	TCRC will complete vendor fiscal audits as required by the contract language with DDS.	TCRC will: <ul style="list-style-type: none"> <li>• develop and implement a FY 16-17 audit plan consistent with DDS contract language.</li> </ul>
7. CDER/ESR currency	TBD	TBD	TCRC will complete and update Client Development Evaluation Reports (CDERs) as well as Early Start Reports (ESRs) in a timely manner.	TCRC will: <ul style="list-style-type: none"> <li>• ensure that Service Coordinators will enter CDER/ESR information within the birth month.</li> <li>• ensure that TCRC managers monitor monthly for accuracy and timeliness and ensure accountability.</li> <li>• provide CDER/ESR training to support staff, Service Coordinators and Services &amp; Supports Managers.</li> <li>• use a tracking method to alert Service Coordinators of CDERs/ESRs due the following month.</li> </ul>

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<p>8. Intake/assessment and IFSP time lines for 0-3 years of age.</p> <p>9. Intake/assessment time lines for ages 3 and above</p>	<p>&lt;45 days 100.00% (2013)</p> <p>&lt;142 days 100.00% (2015)</p> <p>(The duration of 142 days or less approximates the calendar days allowed for intake/assessment (15 working days + 6 weekend days + 1 potential weekend holiday + 120 calendar days)</p>	<p>TBD</p> <p>TBD</p>	<p>TCRC will meet timelines for intake, eligibility evaluation, and IFSP/IPP development.</p>	<p>TCRC will:</p> <ul style="list-style-type: none"> <li>• ensure children determined eligible for Early Start services will have an initial IFSP completed with services in place within 45 days of initial referral. develop a system to ensure an adequate and timely clinical evaluation and diagnosis within 120 days of inquiry (See reference to duration of 142 days per DDS performance contract measures report)</li> <li>• follow up on intake protocol to improve timelines as needed and to stay on track</li> </ul>
<p>10. IPP Development</p> <p>11. IFSP Development</p>	<p>99.13% (2014 DDS Review)</p> <p>96.81% (2014 DDS Review)</p>	<p>TBD (Results not yet received)</p> <p>TBD (Results not yet received)</p>	<p>TCRC will meet timelines for intake, eligibility evaluation, and IFSP/IPP development.</p>	<p>TCRC will:</p> <ul style="list-style-type: none"> <li>• ensure that Services and Supports Managers provide coaching to Service Coordinators to accomplish IFSP/IPP services.</li> <li>• ensure that a sample of IFSP/IPPs of each team is reviewed by an internal review team for timelines and person-centeredness.</li> </ul>

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