

**Tri-Counties Regional Center  
PERFORMANCE CONTRACT PLAN 2019**

State Public Policy Performance Measure (Outcomes from DDS)	Statewide Average (Dec. 2018)	TCRC Baseline (Dec. 2018)	Objectives	Activities Summary
1. Number and percent of TCRC caseload in Developmental Centers	To Be Determined (TBD)	TBD	Reduce from 27 people to 24 people	TCRC will: <ul style="list-style-type: none"> <li>• Implement a Community Placement Plan for FY2018/2019 that includes assessment, planning, and resource development activities based upon 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	Maintain at 98-100% living at home.  Establish strategies for navigating and accessing different service systems and generic resources.	TCRC will: <ul style="list-style-type: none"> <li>• Convene a planning team with representation from TCRC, Family Resource Centers, Promotora network and others to gather input about family needs and barriers to accessing generic services and supports.</li> <li>• Research strategies used by other regional centers and evaluate for potential development in the TCRC area.</li> </ul>
3. Number and percent of adults residing in independent living	TBD	TBD	Provide information and resources to transition-age young adults, and their families, regarding living options; including options that include more independent living.  Continue to expect that service coordinators and service providers work closely with individuals and families to support life-long planning for self-sufficiency.	TCRC will: <ul style="list-style-type: none"> <li>• Continue to use person-centered approach to assist adults in ILS, SLS, FHA, etc. to identify residential options.</li> <li>• Continue to hold annual transition days for service coordinators and designated providers to explore how to better serve families to support their young adult children to live in the family home.</li> <li>• Train service coordinators, service providers and families on the topics of person centered thinking, one page profiles and person centered reviews. We will continue to build capacity of bilingual trainers to</li> </ul>
4. Number and percent of adults residing in supported living	TBD	TBD		
5. Number and percent of adults residing in Adult Family Home Agency Homes	TBD	TBD		
6. Number and percent of	TBD	TBD		

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Compliance Measure: Numbers 1-11: Goal is met when the current TCRC number meets DDS Standards

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adults residing in family homes (home of parent or guardian)				deliver these topics in Spanish. <ul style="list-style-type: none"> <li>• Develop Family Home Agencies within the capacity of the Purchase of Services allocation and response to Request for Proposals.</li> </ul>
7. Number and percent of adults residing in home settings	TBD	TBD		
8. Number and percent of minors living in facilities serving >6	TBD	TBD	Maintain at <or=12  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> </ul>
9. Number and percent of adults living in facilities serving >6	TBD	TBD	Reduce to 4%  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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Measures Related to Employment (ALL)	Statewide Average (Dec. 2018)	TCRC Baseline (Dec. 2018)	Objectives	Activities Summary
10. Number and percent of people served by the regional center, ages 16-64, with earned income. (EDD)	TBD	983 (14.9%)  Jan-Jun 2017	TCRC will realize an increase in the number of people competitively employed in community settings.  Increase the average annual wages for people supported by the regional center, ages 16-64 to 15.5%	<p>TCRC will: Conduct activities based on the Employment Infrastructure Plan that may include:</p> <ul style="list-style-type: none"> <li>• Inform individuals and families about benefits of employment to self-direct their employment plan.</li> <li>• Develop an employment communication and outreach strategy that is aligned with results of the TCRC Communications Survey. This may include strategies such as print media, radio, social media, fairs and presentations.</li> <li>• Deliver trainings on self-advocacy, self-determination and informed choice.</li> <li>• Enhance section of website for employment.□□</li> <li>• Develop job search site where employers can list postings.</li> <li>• Coordinate employment first conference.</li> <li>• Select or develop employment video resources.</li> </ul> <p>Specifically in 2019 TCRC will...</p> <ul style="list-style-type: none"> <li>• Develop an employment communication and outreach plan that is aligned with results from TCRC Communications</li> <li>• Survey. This may include strategies such as print media, radio, social media, fairs and presentations.</li> <li>• Formalize 2-min, 10-min, and 30 min presentations to be shared with different audiences – to include handouts, and outreach strategy for where presentations can be made (in-person, video for website).</li> <li>• Continue to participate in inter-agency meetings including Special Education Local Plan Area (SELPA), Department of Rehabilitation (DOR), Inter-agency Transition Coordinating Council (ITCC) and Employment Collaborative.</li> <li>• Share website page with workgroup for input.</li> <li>• Continue and enhance transition and resource fairs in each county.</li> <li>• Video – determine purpose and intended audience. Research existing videos that can be linked to our website.</li> <li>• Review/update Employment First brochure.</li> <li>• Develop presentations and communication strategies including a focus on families/younger children (explore</li> <li>• DOR job exploration)</li> <li>• Share presentations at CA Gathering.</li> </ul>
11. Average annual wages for people served by the regional center ages 16-64 (EDD)	TBD	\$8,534 Jan-Jun 2017	Meet or exceed 5% over baseline of \$8,534 (2018 baseline)	
12. Annual earnings of people served by the regional center, ages 16-64) compared to people with all disabilities in CA. (EDD)	TBD	TBD Jan 2019	Establish baseline and annual targets for 2020 & 2021	
13. Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.	TBD	3/24 (FY1617)	Increase to 15 out of 55	
14. Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.	TBD	12.5% (FY1617)	Increase to 27.27%	
15. Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year.	TBD	\$13.01/hr  19.3 hrs/wk (FY1617 )	Maintain at or above minimum wage	

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16. Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made.	TBD	\$10.84/hr  19.86 hrs/wk (FY1617)	Maintain at or above minimum wage	
17. Total number of \$1000, \$1250 and \$1500 incentive payments made for the fiscal year.	TBD	32 @ \$1000 10 @ \$1250 1 @ \$1500 (FY1617)	Increase 15%-20% above baseline	<ul style="list-style-type: none"> <li>• TCRC will conduct outreach and continuing education about availability of incentive payments</li> </ul>
18. Percentage of adults who reported having integrated employment as a goal in their IPP. (NCI – 3 year cycle)	TBD	17%  NCI ACS (FY1415)	Meet or exceed statewide average	<ul style="list-style-type: none"> <li>• TCRC Service Coordinator Training will include an introduction to employment services planning via webinar.</li> </ul>

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Measures Related to Reducing Disparities and Improving Equity in Purchase of Services Expenditures	Statewide Average (Dec. 2018)	TCRC Baseline (Dec. 2018)	Objectives	Activities Summary
<p>19. Percent of total annual purchase of service expenditures by individual's ethnicity and age:</p> <ul style="list-style-type: none"> <li>• Birth to age two, inclusive.</li> <li>• Age three to 21, inclusive.</li> <li>• Twenty-two and older</li> </ul>	TBD	TBD	<p>TCRC uses person centered practices to increase the capacity of regional center staff and service providers to provide culturally proficient services and supports.</p>	<p>TCRC will:</p> <ul style="list-style-type: none"> <li>• Establish baseline and three year targets for measures 19 &amp; 20 (Number and percent of individuals receiving               <ul style="list-style-type: none"> <li>○ Review information annually and share with Service Coordinators for follow up when appropriate to better understand families' needs and reasons for not utilizing authorized POS.</li> </ul> </li> </ul> <p>Review information annually and share with Service Coordinators for follow up when appropriate to better understand reasons for only receiving case management services.</p> <ul style="list-style-type: none"> <li>• Use input gathered from Cultural Proficiency training in FY1718 , Service Coordinator Training, and community input from POS Expenditure Information meetings to develop and implement a plan to continue to build capacity for cultural proficiency. Plan will include strategies for:               <p><b>Organizational assessment</b> – to develop and administer an internal organizational assessment that aligns with the National Culturally and Linguistically Appropriate Services (CLAS) standards.</p> <p><b>Community assessment</b> – to continue to gather feedback from the community through POS Expenditure Information meetings and explore use of surveys and POS data to inform priorities and actions.</p> <p><b>Training and development</b> – to provide training to regional center staff and service providers.</p> <p><b>Service Coordinator Support-</b> The multicultural specialist will visit teams periodically to discuss culturally appropriate ways of building rapport with families of diverse backgrounds, issues related to cultural diversity and proficiency, what's working and not working, and share ideas and resources.</p> <p><b>Service Provider Support</b> - to share input about service needs to Resource Development to increase awareness about creative solutions to developing culturally and linguistically appropriate services.</p> </li> </ul> <p>Resource Development will update contract language to clarify</p>

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				<p>expectations related to CLAS standards.</p> <ul style="list-style-type: none"> <li>• Implement a train the trainer program to provide sustainability for delivery training in cultural proficiency in our community. Identify two (2) trainers in each county.</li> <li>• Work with Family Resource Centers to offer topical workshops on understanding and accessing valued services such as respite. Partner with Family Resource Centers to deliver workshops for individuals served by the regional center and their families, to inform about various services and supports and how to access them.</li> <li>• Provide at least one (1) training on cultural proficiency in each office annually.</li> <li>• Continue to align with CLAS standard.</li> <li>• Continue to provide information in an understandable manner and through preferred media channels.</li> <li>• Continue to deliver cultural proficiency training in each county</li> <li>• Complete two (2) POS Expenditure Data Information meetings in each county annually.</li> <li>• Assist with system-wide POS Variance Study through ARCA Equity Committee</li> </ul>
<p>20. Number and percent of individuals receiving only case management services by age and ethnicity:</p> <ul style="list-style-type: none"> <li>• Birth to age two, inclusive.</li> <li>• Age three to 21, inclusive.</li> <li>• Age 22 and older.</li> </ul>	TBD	TBD	<p>TCRC will have a greater presence in the community to increase awareness about TCRC services and supports and how to access them.</p>	<p>TCRC will: Develop and implement a Community Outreach strategy and guidelines.</p> <ul style="list-style-type: none"> <li>• Research and identify objectives of TCRC’s outreach strategy and draft guidelines by November 2019.</li> <li>• Research outreach plans, including what other regional centers have in place, to identify components important to TCRC.</li> <li>• Review the TCRC Communication Plan – review for areas of cross-over</li> <li>• Review historical data on event tracking gather input from staff about existing outreach efforts.</li> <li>• Develop decision making guidelines to support local offices in prioritizing outreach activities.</li> <li>• Define outreach activities that can be operationalized and sustained with existing resources.</li> </ul>

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Compliance Measures (Outcomes from DDS)	Statewide Average (Dec. 2018)	TCRC Baseline (Dec. 2018)	Objectives	Activities Summary
1. Internal compliance audit of implementation of new TBL	NA	TBD	TCRC ensure timely and appropriate implementation of new TBL	TCRC will convene and monitor progress of ad hoc workgroups to implement new TBL as needed.
2. Unqualified independent audit with no material finding(s)	Yes	Yes	TCRC receives an unqualified independent audit with no material findings.	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. Substantial compliance with DDS fiscal audit	Yes	TBD	TCRC receives an unqualified independent audit with no material findings.	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>
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 retirements 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> </ul>
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 18/19 audit plan consistent with DDS contract language.</li> </ul>
7. CDER/ESR currency	TBD	TBD	TCRC will complete and update Client Development Evaluation	TCRC will: <ul style="list-style-type: none"> <li>• Ensure that Service Coordinators will enter CDER/ESR information</li> </ul>

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			Reports (CDERs) as well as Early Start Reports (ESRs) in a timely manner.	<p>within the birth month.</p> <ul style="list-style-type: none"> <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>
8. Intake/assessment and IFSP timelines for 0-2 years of age	<45 days 100.00% (2013)	TBD	TCRC will meet timelines for intake, eligibility evaluation, and IFSP development.	<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.</li> </ul>
9. Intake/assessment timelines for ages 3 and above.	<142 days 100.00% (2015)	TBD	TCRC will meet timelines for intake, eligibility evaluation, and IPP development.	<p>TCRC will:</p> <ul style="list-style-type: none"> <li>• Develop a system to ensure adequate and timely clinical evaluation and diagnosis within 120 days of the decision to assess for eligibility. Follow up on intake protocol to improve timelines as needed and to stay on track.</li> </ul>
10. IPP Development	100% (2016 DDS Review)	100% (2016 DDS Review)	TCRC will meet timelines for intake, eligibility evaluation, and IPP development.	<p>TCRC will:</p> <ul style="list-style-type: none"> <li>• Ensure that Services and Supports Managers provide coaching to Service Coordinators to accomplish IPP services.</li> <li>• Ensure that a sample of IPPs of each team is reviewed by an internal review team for timelines and person-centeredness.</li> </ul>
11. IFSP Development	97.38% (2016 DDS Review)	97.38% (2016 DDS Review)	TCRC will meet timelines for intake, eligibility evaluation, and IFSP development.	<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 services.</li> <li>• Ensure that a sample of IFSP of each team is reviewed by an internal review team for timelines and person-centeredness.</li> </ul>

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