

**Tri-Counties Regional Center  
PERFORMANCE CONTRACT PLAN 2020**

State Public Policy Performance Measure (Outcomes from DDS)	Objectives	Activities Summary
1. Number and percent of TCRC caseload in Developmental Centers	Maintain at < or = to 18 people (%)	<p>TCRC will:</p> <ul style="list-style-type: none"> <li>• Implement a Community Placement Plan for FY2019/2020 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	<p>Maintain at 98-100% living at home.</p> <p>Implement strategies for navigating and accessing different service systems and generic resources.</p>	<p>TCRC will:</p> <ul style="list-style-type: none"> <li>• Continue to gather input about family needs and barriers to accessing generic services and supports through POS Expenditure Information Meetings and feedback from TCRC Orientations.</li> <li>• Continue to provide evidenced based resources that focus on social and emotional development to families and providers, and track the progress of Early Start SSIP implementation in the TCRC catchment area.</li> <li>• Implement strategies identified in the 2019 Family Support Plan to address needs around navigating and accessing different systems and generic resources.</li> </ul>
3. Number and percent of adults residing in independent living	<p>Provide information and resources to transition-age young adults, and their families, regarding living options; including options that include more independent living.</p> <p>Continue to expect that service coordinators and service providers work closely with individuals and families to support life-long planning for self-sufficiency.</p>	<p>TCRC will:</p> <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. Begin to deliver person centered thinking in Spanish.</li> <li>• Deliver good life workshops using Charting the LifeCourse framework and Liberty Plan training to support various approaches to person centered planning</li> </ul>
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		

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

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guardian)		<ul style="list-style-type: none"> <li>• Deliver Trauma-informed Care training for service coordinators and service providers.</li> <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		
8. Number and percent of minors living in facilities serving >6	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	Reduce to 3.9%  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.  Including: 4a – 4i and L113 living facilities.</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>

December 2019 data will be available in February 2020

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Measures Related to Employment (ALL)	Statewide Average (Dec. 2019)	TCRC Baseline (Dec. 2019)	Objectives	Activities Summary
10. Number and percent of people served by the regional center, ages 16-64, with earned income. (EDD)	TBD	TBD	Meet or exceed the statewide average or exceed the TCRC baseline	<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>• Implement employment communication and outreach strategies that 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>• Continue to enhance section of website for employment.</li> <li>• Identify or develop job search site where employers can list postings.</li> </ul> <p>Specifically, in 2020 TCRC will...</p> <ul style="list-style-type: none"> <li>• Feature employment stories in Tri-Line newsletter</li> <li>• Continue to participate in inter-agency meetings such as employment collaboratives and the Inter-agency Coordinating Council (ITCC) with community partners including Special Education Local Plan Area (SELPA), Department of Rehabilitation (DOR), the California Adult Education Programs (CAEP) and the American Job Centers of California.</li> <li>• Coordinate with Family Resource Centers to deliver training to families about Employment First and work incentives and benefits planning.</li> <li>• Continue to coordinate and enhance transition planning events in each county.</li> <li>• Develop presentations and/or communication strategies that include a focus on preparing families with younger children for exploration and planning for competitive integrated employment (CIE).</li> <li>• Share person-centered employment planning presentations at CA Gathering and/or Communities of Practice.</li> </ul>
11. Average annual wages for people served by the regional center ages 16-64 (EDD)	TBD	TBD	Meet or exceed 5% over prior year \$10,431	
12. Annual earnings of people served by the regional center, ages 16-64) compared to people with all disabilities in CA. (EDD)	TBD	TBD	Meet or exceed the statewide average or exceed the TCRC baseline	
13. Number of adults who entered in competitive, integrated employment following participation in a Paid Internship Program.	TBD	TBD	Increase to 30	
14. Percentage of adults who entered in competitive, integrated employment following participation in a Paid Internship Program.	TBD	TBD	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	TBD	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	TBD	Maintain at or above minimum wage	(see above)
17. Total number of \$1000, \$1250 and \$1500 incentive payments made for the fiscal year.	TBD	TBD	Increase 15%-20% above FY1718	<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 competitive integrated employment as a goal in their IPP. (NCI – 3 year cycle)	TBD	TBD	Meet or exceed statewide average	<ul style="list-style-type: none"> <li>TCRC Service Coordinator Training will continue to include an introduction to employment services.</li> </ul>

Source of employment data: TCRC Performance Report

Measures Related to Reducing Disparities and Improving Equity in Purchase of Services Expenditures	Statewide Average (Dec. 2019)	TCRC Baseline (Dec. 2019)	Objectives	Activities Summary
19. Percent of total annual purchase of service expenditures by individual's ethnicity and age: <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	TCRC uses person centered practices to increase the capacity of regional center staff and service providers to provide culturally proficient services and supports.	<p>TCRC will:</p> <ul style="list-style-type: none"> <li>• Complete a minimum of two (2) POS Expenditure Data Information meetings in each county annually and gather community input.</li> <li>• Share information about the POS Variance Recommendations reported to DDS with TCRC staff during Summer and Fall team meetings.</li> <li>• Design the 2019-2020 Train the Trainer program based on assessment information collected from Cultural Proficiency Training in FY1718, participant evaluations from Service Coordinator training, and comments gathered and categorized by CLAS standard from POS meetings FY1617.</li> </ul>

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				<ul style="list-style-type: none"> <li>• Complete the Train the Trainer program to establish a team of internal TCRC Cultural Proficiency trainers (two in each county) to deliver training to staff annually in each office thus building sustainability for the delivery Cultural Proficiency trainings in our community.</li> <li>• Deliver Cultural Proficiency Training to Residential Providers once in each county.</li> <li>• Continue to support teams during staff meetings through discovery activities, sharing of resources, person centered skills and team retreats.</li> <li>• Work with JUST Communities to identify language used during intake/psychological evaluations that is not easily understood by parents and family. The focus will be to create a guide of understandable terms to support families, service coordinators, and TCRC's clinical team. (Spanish and Mixteco).</li> <li>• Provide a mid-year follow up information session in Q3 to share what steps have been recommended for implementation as a result of the input gathered from the Q1 POS meetings. This will be aligned with the development of the performance contract plan goals for the next year.</li> <li>• Continue to explore ways to align with CLAS standards.</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	TCRC will have a greater presence in the community to increase awareness about TCRC services and supports and how to access them.	<p>TCRC will: Implement a Community Outreach Strategy using approved guidelines to:</p> <ul style="list-style-type: none"> <li>• Support local offices in identifying and prioritizing community outreach events.</li> <li>• Increase the profile of TCRC in their local communities by providing information to relevant locations (clinics, childcare centers, community centers) on a regular basis.</li> <li>• Identify and support the opportunity for collaboratives in their local communities.</li> <li>• Enhance internal communication to meet the goals of the TCRC Communication Plan.</li> </ul>

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1. Unqualified independent audit with no material finding(s)	TBD	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>
2. Substantial compliance with DDS fiscal audit	TBD	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>
3. Operates within OPS budget	TBD	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>
4. Certified to participate in the Medicaid Home and Community-Based Services (HCBS) Waiver	TBD	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>
5. Compliance with Vendor Audit Requirements per contract, Article III, Section 10	TBD	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 19/20 audit plan consistent with DDS contract language.</li> </ul>
6. CDER/ESR currency	TBD	TBD	TCRC will complete and update Client Development Evaluation Reports (CDERs) as well as Early Start	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 (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>
7. Intake/assessment and IFSP timelines for 0-2 years of age (Early Start Report)	TBD	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>
8. Intake/assessment timelines for ages 3 and above. (CMF)	TBD	TBD	TCRC will meet timelines for intake, eligibility evaluation, and IPP development.	<p>TCRC will:</p> <ul style="list-style-type: none"> <li>• Continue 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>
9. IPP Development (W&I requirements) (Biennial Department Review)	N/A	TBD	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>
10. IFSP Development (Title 17 requirements) (Early Start Report)	N/A	TBD	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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