

strategic action

Strategic Performance Plan Activities - 2011 Focus Areas

1. Healthcare

The Healthcare Resource Packet created for on-line access on TCRC's web site was further enhanced with thirty-six documents to be used based upon individuals' needs. Two additional health care notebooks were included for the Create Your Own Health Care Notebook page. The Packet includes a Health History Form, Pre-Admission Health History Form and Create Your Own Health Care Notebook. Presentations to health care professionals as well as provision of resources to support information searches were targeted aspects of additional web site content for the topic of Healthcare. Links to generic services continue to be emphasized. Almost seventy (70) training sessions were offered to professionals in the community around healthcare and behavioral issues for persons with developmental disabilities.

2. Autism and Behavioral Support

Behavioral Services Orientations were provided to three hundred ninety-seven (397) families referred for Behavioral Services. Two hundred forty-six (246) families received Group Parent Training. Fifty-two (52) families received orientation in Spanish.

Contracted providers delivered Group Parent Training in Applied Behavioral Analysis, a sixteen (16) hour training in multiple locations in English and Spanish in both online and classroom formats.

3. Family Services

Content was created for the web site to support families seeking information-around age-related transitions such as Early Start to school age and high school to adult services. Focus Groups were convened resulting in feedback and suggestions related to the "Transition to Adult

Services" section. In October, Families Planning Together/Personal Profile training was held in the Atascadero office as a result of collaboration among TCRC, San Luis Obispo County SELPA and Parents Helping Parents Family Resource Center.

4. Community Collaboration and Information Sharing

A searchable service provider directory, with links to provider location on the web site provides access to information about the geographical location of providers according to service code.

A new server platform and software to support content, navigation and administration is in place. New tools allow for multiple Subject Matter Experts with diverse knowledge and expertise to manage web content. Web site visitors are also able to comment on posted articles. Unique visitors to the web site have increased by 624% over last year.

5. Changes in Statute

Representation from all stakeholder groups were convened to develop person centered implementation strategies for the twenty-five (25) new laws.

A Prevention Program brochure was developed to inform referral sources and parents about programs available in all three counties.

To access the End of Year 2011 Strategic Performance Plan report, visit our web site at www.tri-counties.org, select *About TCRC*, *Guiding Principles*, then select *Strategic Performance Plan*. Desired outcomes for each Focus Area are documented according to achievement of each annual target as well as a description of all strategic actions taken.

Who We Are

Tri-Counties Regional Center is one of twenty-one non-profit regional centers in California providing life long services and supports for people with developmental disabilities residing in San Luis Obispo, Santa Barbara and Ventura Counties.

Our Mission

TCRC provides person and family centered supports for individuals with developmental disabilities to maximize opportunities and choices for living, working, learning, and recreating in the community.

How We Work

We use person centered thinking principles in our work with persons served as well as in our relationships with colleagues and community partners. We live by our mission and vision, adhere to our Code of Ethics, exceed requirements of our performance contract with the state and implement our own Strategic Performance Plan.

Our Stakeholders

Individuals with developmental disabilities, family members, employees, Board members, service providers, Association of Regional Centers Agencies (ARCA), Department of Developmental Services (DDS), other non-profit agencies and community partners.

What Guides Our Work

The Lanterman Act is part of the Welfare and Institutions Code that regulates supports and services to the developmentally disabled. It states that individuals with developmental disabilities have a right to services and supports to help them live independent and productive lives.

Our Reach

We serve over 11,000 individuals with developmental disabilities with 291 staff members, 158 of whom are Service Coordinators.

Our Funding

Our 2011/2012 fiscal year budget totaled \$207 million. \$22.7 million was allocated to Operations, \$183.6 million for Purchase of Services, and \$629,382 for state funded grants and other programs. Approximately ninety-seven percent (97%) of our total funding is spent on direct services. The remaining 3% or less covers administration and indirect operations costs.

How We Are Monitored

TCRC is funded and monitored by the Department of Developmental Services (DDS), with governance by Tri-Counties Association for the Developmentally Disabled, Inc. (TCADD). The regional center is guided by both a Performance Contract with DDS and a Strategic Performance Plan approved by TCADD.

From the Board President

Changes occurred in the developmental services system as a result of the passage of Senate Bill 74 in March and Assembly Bill 104 in June. From letters to all stakeholders from the Executive Director to personalized communications from Service Coordinators to persons and families, TCRC used person centered practices to minimize impact to the extent possible.

The continued implementation of the 2010-2012 Strategic Performance Plan proved successful with enhanced information on the TCRC web site for all Focus Areas of the Plan.

The results for the Services and Supports Survey and the DDS Performance Contract continued to exceed expectations in these challenging times. See details on the TCRC website.

The spirit and intent of the Code of Ethics of the Regional Center and the TCADD Board were well represented through hard work and perseverance. The advocacy efforts of parents, families and individuals served are always an important factor in times of change. Our collective work and advocacy efforts are critical to represent the important message of the needs for services and supports for people served by the Regional Center.



TCADD Board President

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TCRC Executive Team

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Director of Human Resources

Dominic Namnath

Chief Information Officer



Tri-Counties Regional Center

SAN LUIS OBISPO • SANTA BARBARA • VENTURA

2011 Annual Report





Demographics

Place of Residence

In 2011, thirteen percent (13%) of individuals served by the regional center were supported by Independent Living Services or Supported Living Services; ten percent (10%) were in a licensed care facility and seventy-five percent (75%) lived with a parent or guardian. There were not distinctive changes over 2010 regarding these trends.

Age

In 2011, twenty percent (20%) of the population served were zero through two (2) years, a two percent (2%) increase from 2010. Thirty-three percent (33%) of the population were children and transition age youth, three (3) years to twenty-one (21) years. Persons twenty-two (22) years and older, were thirty-nine percent (39%) of the population, a two (2) percent decrease from 2010.

Ethnicity

Trends in ethnicity have been consistent over the past few years. Thirty-five percent (35%) of the population represented individuals with Hispanic heritage, an increase of 1% over 2010.

Primary Diagnoses

The growth of autism stayed with the trend of a 1% increase over the previous year, just as in 2010 over 2009.

There was a slight decrease in numbers of persons served in other categories, with the exception of mild/moderate mental retardation as well as cerebral palsy which remained consistent.

Results of Performance and Compliance Contract with the Department of Developmental Services (DDS) in 2011

TCRC is measured according to DDS performance standards such as maintaining home-like settings for adults, ensuring that children live at home, and that individuals

move from Developmental Centers, as well as compliance standards including fiscal audits. Other measures include meeting Purchase of Service (POS) budget projec-

tions, intake requirements, and meeting time frames to complete Individual Program Plans (IPP) and Individualized Family Service Plans (IFSP).

Please see the charts below that compare performance in 2011 with 2010 according to the five areas in which DDS encourages continuous improvement by each regional center. The charts include the comparison of TCRC's performance to other regional centers as well.

The blue bars in the charts indicate how other regional centers (according to a state wide average) performed at the end of 2010 and 2011. The green bars indicate TCRC's performance for both years.

TCRC is especially proud of continuing results for:

- meeting compliance standards
- adults living in home like settings
- moving individuals from Developmental Centers to the community
- children living at home with their families

Did TCRC Meet DDS Standards?

Read below to see how well TCRC did in meeting DDS compliance standards:

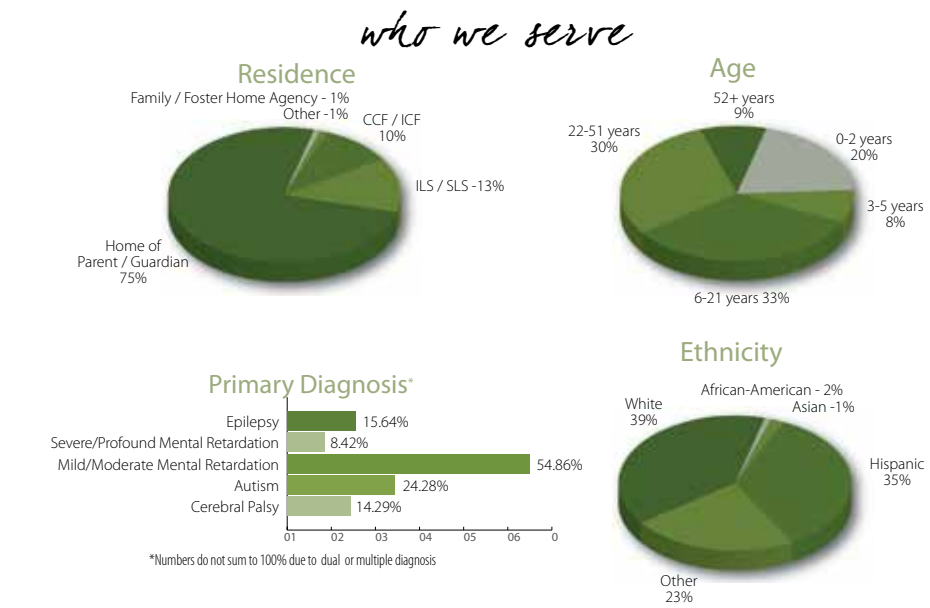
Areas Measured	Last Period	Current Period
Passes independent audit	Yes	Yes
Passes DDS audit	Yes	Yes
Audits vendors as required	Met	Met
Manages within Operations Budget	Yes	Yes
Participates in the federal waiver	Yes	Yes
CDERS are updated as required	98.30%	*NA
Intake/Assessment timelines for persons age 3 or older met	99.20%	98.43%
IPP (Individual Program Plan) requirements met	99.41%	99.48%
IFSP (Individualized Family Service Plan) requirements met	90.11%	**NA

*Measure temporarily suspended due to implementation of new Early Start Report.

**Measure temporarily suspended pending revision to measurement methodology and availability of associated data.

FISCAL YEAR 10/11 Budget Category	FY 10/11 Expenditures to Date	Percent of Total Expenditures
Direct Services	\$14,580,838	7.01%
Administrative Services	1,492,484	0.72%
Operations	4,934,929	2.37%
Grants & Other	1,244,004	0.60%
Total Operations	22,252,255	10.70%
Purchased Services		
Supported Living	\$37,069,448	17.82%
Adult Day Programs	29,488,379	14.18%
Residential	27,967,695	13.44%
Behavior Management Services	24,673,061	11.86%
Early Start & Infant Programs	12,472,277	6.00%
Transportation	10,887,126	5.23%
Respite Services	9,106,378	4.38%
Habilitation	7,402,734	3.56%
Independent Living	7,288,847	3.50%
Program Support	4,055,903	1.95%
Other Services	3,828,366	1.84%
Medical Services	3,655,738	1.76%
Personal Assistance	2,716,119	1.31%
Person Served/Family Training	2,605,279	1.25%
Day Care	2,547,220	1.22%
Total Services Purchased	*\$185,764,569	89.30%
Total Regional Center Expenditures	\$208,016,824	100.00%

expenditures



The Services and Supports Satisfaction Survey in 2011

TCRC annually convenes Service Coordinator teams to review the results of the survey against team objectives and create new goals to continue to enhance satisfaction of families and persons served. The issues addressed through the survey are: Service Coordination, Communication, Information, Individual Program Plan, Healthcare, General Services and Overall Satisfaction.

TCADD Board members are informed of the results through an opportunity to hear directly from the professional researchers annually at the May TCADD Board meeting.

Kinetic Flow Corporation collected qualitative and quantitative responses from individuals and families served. The one thousand fifty-seven (1057) households contacted and surveyed were a representative sample of the population served by TCRC. For the first time, an on-line version of the survey was offered. Ninety-seven (97) individuals participated on line in English.

The baseline year for the thirty-eight (38) standard metrics (or questions) is 2002; these questions are always administered along with questions that have been added in successive years. For this year, there was a total of fifty-three (53) questions.

Compared with Previous Year and Baseline

All scores for the standard metrics were higher than the previous year, 2010, as well as for the baseline year.

2011 Highest Scores

As in 2010, the highest scores were around:

- Service Coordinators' ability to listen
- Overall impact of the Regional Center
- Overall Service Coordinator rating

2011 Areas to Improve

TCRC needs to improve around:

- Information on *non-Regional Center* funded services/support
- Information on *Regional Center* funded services and supports

Areas Identified to improve Overall Satisfaction

Certain drivers of satisfaction included:

- IPP addressing needs, wants and issues
- Choice of services
- Overall information provided by TCRC
- Overall comfort level in speaking with staff

The complete report is available at www.tri-counties.org, enter "Satisfaction Survey" in the search field.

Over the years of administration of the survey, TCRC has demonstrated consistent improvement in overall satisfaction.

