

Strategic Actions

The year of 2013 was the launch for activities supporting the TCRC 2013-2015 Strategic Performance Plan. Progress towards achieving the annual outcome measures determined for each Focus Area is described according to the result for the Strategic Actions.

Strategic Focus Area 1. Family Support

Desired Outcome: Families have information and are supported to make decisions at the time of diagnosis and during age related life transitions.

Four hundred (400) individuals and families of transition-age youth were invited to complete a survey. The results from the responses of ninety-four (94) families provided information about access to transition resources and processes. Input from the survey and from internal focus groups was used to create a plan to enhance transition supports.

Strategic Focus Area 2. Autism

Desired Outcome: TCRC is responsive to the emerging need to expand services for a growing number of young adults with autism. Individuals served will have access to information about insurance benefits for behavioral health services.

Results of the 2013 TCRC Autism Survey were analyzed to prepare an Action Plan around resource development for transition-age young adults with autism. The Survey addressed aspects of a quality life. Concurrently, TCRC has partnered with community colleges and school districts in all three counties for work around enhancement of post-secondary educational opportunities for adults with disabilities. Assembly Bill 86 provides grant funding to plan for enhancement of educational opportunities for certain populations, including adults with disabilities.

Parents attended Behavioral Services Orientation (BSO) in six (6) TCRC locations and received information about insurance.

Strategic Focus Area 3. Information and Communication

Desired Outcome: TCRC provides understandable, useful and needed information in a variety of ways to persons served, families and community partners.

strategic performance

The diversity of TCRC's audience requires similar diversity in how information is communicated. Grade level and readability guidelines have been developed to fit the needs of various audiences. A rating system is employed to help achieve target comprehension levels. The initial step was to segment the audience into representative groups and then determine appropriate comprehension and readability levels based on topic. Subject Matter Experts segmented TCRC's reading audience into five (5) broad categories: Persons Served by TCRC, Parents, Direct Care Professionals, Service Providers and Regional Center Staff.

Operational Focus Area 1. Performance Contract Measures

Desired Outcome: Measures that demonstrate TCRC's performance around quality of life issues compared with the state average.

TCRC met its commitment to moving individuals from Developmental Centers to the community. Adults and children were supported to live in a home-like setting through the development of residential programs and agreements with providers. Service providers were selected through the Request for Proposal process. TCRC demonstrated compliance with intake protocols and worked to meet timelines as needed.

Operational Focus Area 2. Fiscal Compliance (Performance Contract) Measures

Desired Outcome: Audits, Budget, and Client Development Evaluation Report (CDER)/Early Start Report (ESR) and Intake.

TCRC met all targets for the elements of the Desired Outcome related to Fiscal Compliance.

Operational Focus Area 3. Fiscal Compliance (Performance Contract) Measures

Desired Outcome: TCRC achieves consistency in the implementation of person centered performance management practices.

Employees provided input regarding what's working and not working with the TCRC Performance Review process. Suggested revisions included clarification of key performance indicators, streamlining of the competency rating methodology and exploring online administration of the performance review, which was piloted in November. Further enhancements are expected in 2014.

From the Board President

Regional Center performance is guided by a contract with the Department of Developmental Services. The legislative environment concurrently influences the delivery of services and supports in a variety of ways. While operating with external mandates and an infrastructure of internal controls, TCRC develops strategic objectives for delivery of services according to the input of stakeholders. Operating in this demanding climate is hard work and requires the determination and dedication of staff and leadership.

I am pleased that the year of 2013 was one of incremental positive changes for the system. Regional centers and the service providers experienced restoration of the 4.25% operational budget and provider reimbursement reduction. TCRC, along with the rest of the system, continued to implement Senate Bill 946 to ensure that families and persons served receive insurance benefits for services related to autism.

New Trailer Bill Language was also introduced mid-year. The passage of Assembly Bill 1472 brought changes and requirements around referrals to and stays in Developmental Centers along with regulation around secured licensed facilities. TCRC ensured that compliance with new legislation was implemented.

The TCRC 2013-2015 Strategic Performance Plan includes goals for enhancement of information provided to families during times of transition and around how information is delivered to all of our stakeholders. An

emphasis is also placed on understanding the key resource development issues for transition-age youth through administration of a survey. Read more about these efforts along with others in this report.

The enactment of Assembly Bill 86 is an opportunity for regional centers to partner with community colleges and school districts to enhance educational opportunities for adults with disabilities. It is my hope that the information developed through the analysis phase ending March of 2015 will result in funding for new post-secondary educational opportunities for adults with developmental disabilities. Vocational and academic training is key to a successful community life.

TCRC's performance contract results for delivery of services as well as fiscal compliance were exceptional, as always, in 2013. And, TCRC continued to further implement person centered practices through planning activities, communications with persons receiving services, families and internal work. TCRC hosted the 6th California Gathering, sharing information about these practices with colleagues, caregivers, community partners and individuals served and their families.

For another highly successful year, TCRC delivered on commitments to individuals served and our stakeholders to ensure the highest quality life possible for people receiving services.

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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), Area Board 9 (AB9), and other non-profit agencies and community partners.

What Guides Our Work

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

Our Reach

We serve over 12,500 individuals with developmental disabilities with approximately 290 staff members, 175 of whom are Service Coordinators.

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**Tri-Counties
Regional Center**
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2013 Annual Report



Our Funding

Our 2012/2013 fiscal year budget totaled \$216.3 million. \$23.8 million was allocated to Operations, \$191.9 million for Purchase of Services, and \$656,196 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 California Department of Developmental Services (DDS), with governance by Tri-Counties Association for the Developmentally Disabled, Inc. (TCADD) Board of Directors. The regional center is guided by both a Performance Contract required by DDS and a Strategic Performance Plan approved by the TCADD Board of Directors.



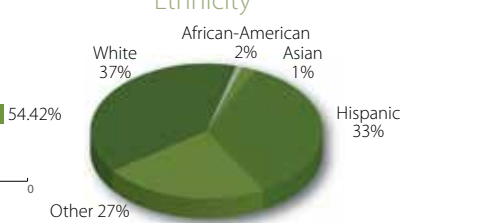
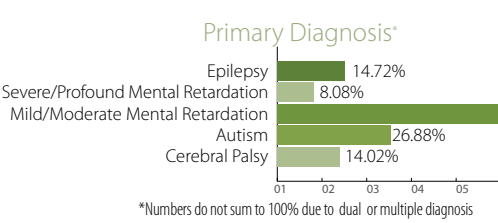
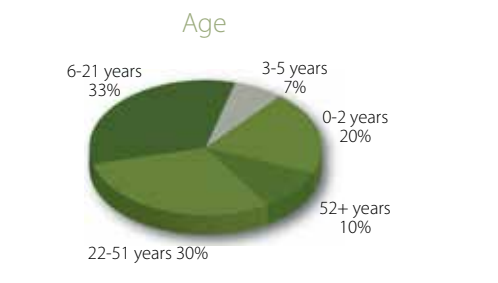
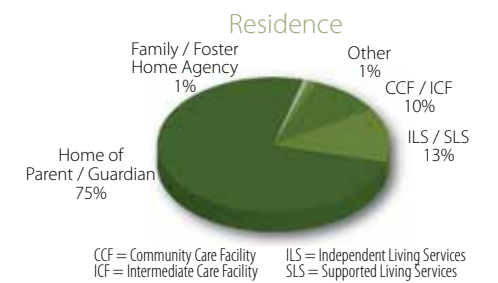
Tri-Counties Regional Center

Demographics

Place of Residence
 In 2013, thirteen percent (13%) of adults received Supported Living Services or lived in an Independent Living Services setting. Ten percent (10%) of adults resided in a licensed home; seventy-five percent (75%) (adults and children) lived with a parent or guardian. The percentages were identical in 2012.

Age
 In 2013, services provided according to the person's age remained the same as in 2012. Twenty percent (20%) of the population was age zero to two years. Forty percent (40%) of the population were children and transition-age youth, three to twenty-one years. Individuals twenty-two years and older were also forty percent (40%) of the population.

who we serve



Ethnicity
 Thirty-three percent (33%) of the population was of Hispanic heritage, a two percent (2%) decrease from 2012. Thirty-seven percent (37%) of the population reported as White, a one percent decrease. Twenty-seven percent (27%) of the population indicated Other, a three percent (3%) increase. One percent (1%) of the population served was Asian and two percent (2%) was African American.

Primary Diagnoses
 Individuals with the diagnosis of Mild/Moderate Intellectual Disability comprised fifty-four percent (54%) of the population served, compared with fifty-five percent (55%) in 2012. Those diagnosed with Epilepsy remained the same at fifteen percent (15%) as well as Cerebral Palsy at fourteen percent (14%). Individuals with Severe/Profound Intellectual Disability remained at eight percent (8%). Autism increased by two percent to twenty-seven percent (27%) in 2013.

Results of Performance and Compliance Contract with the Department of Developmental Services (DDS) in 2013

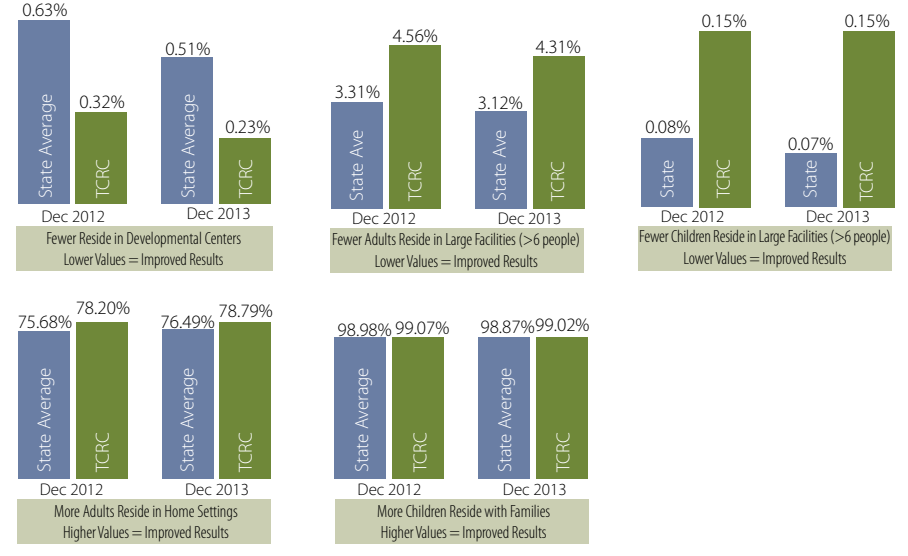
TCRC fulfills DDS Performance and Compliance standards annually. Performance standards include maintaining home-like settings for adults, ensuring that children live at home, and that individuals move to the community from Developmental Centers. Compliance requirements for fiscal and operating metrics include meeting Purchase of Service (POS)

expenditures

FISCAL YEAR 12/13 Budget Category	FY 12/13 Expenditures through April 2014	Percent of Total Expenditures
Direct Services	\$17,034,133	7.87%
Administrative Services	1,702,527	0.79%
Operations	5,084,656	2.35%
Grants & Other	656,196	0.30%
Total Operations	\$24,477,511	11.31%
Purchased Services		
Supported Living	\$36,015,227	16.65%
Adult Day Programs	31,627,850	14.62%
Residential	30,819,061	14.25%
Behavior Services	18,827,071	8.70%
Early Start & Infant Programs	12,922,348	5.97%
Respite Services	11,292,102	5.22%
Transportation	11,259,049	5.20%
Independent Living	7,685,716	3.55%
Supported Emp./Work Activity Program	7,599,809	3.51%
Medical Services	5,339,826	2.47%
Program Support	5,206,770	2.41%
Other Services	3,708,463	1.71%
Day Care	2,734,459	1.26%
Person Served/Family Training	2,625,849	1.21%
Personal Assistance	2,533,090	1.17%
Crisis Services	1,666,967	0.77%
Total Services Purchased	\$191,863,654	88.69%
Total Regional Center Expenditures	\$216,341,166	100.00%

budget projections, intake requirements, and time frames to complete Individual Program Plans (IPP) and Individualized Family Service Plans (IFSP). See detailed DDS compliance standards for 2013 in the lower table.

Performance Measures
 See the charts for performance in 2013 according to five areas in which DDS measures performance activity by each regional



TCRC's success is measured according to improvement of the TCRC metric, doing better than the state average, or meeting or exceeding the DDS standard. TCRC performed better than the state average for:

- Moving people from Developmental Centers
- The number of children living at home with their families
- The number of adults living in home like settings

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 CPA audit	Yes	Yes
Passes DDS audit	Yes	Yes
Audits vendors as required by DDS Contract	Met	Met
Manages within Operations Budget	Yes	Yes
Participates in the federal waiver	Yes	Yes
CDERs and ESRs are updated as required	*NA	CDER Yes/ESR *NA
Intake/Assessment timelines for persons age 3 or older met	100%	100%
IPP (Individual Program Plan) requirements met	99.48%	98.13%
IFSP (Individualized Family Service Plan) requirements met	**NA	**NA

*Measure temporarily suspended by DDS due to implementation of new Early Start Report.
 **Measure temporarily suspended by DDS pending revision to measurement methodology & availability of associated data.

The Services and Supports Satisfaction Survey in 2013

This annual survey is administered to a sample of the population ensuring that the results are representative of the entire population served by TCRC, according to ethnicity, language, region and age. Input is gathered through responses to open questions and with a numerical rating. Interviews are done in both English and Spanish. English is offered by phone and online.

Service coordinator teams review the survey results to align their goals with satisfaction of persons served. Issues addressed through the survey are: Service Coordination, Communication, Information, Individual Program Plan, Healthcare, General Services and Overall Satisfaction.

Measurable improvements have occurred since the baseline year (2002) in all 34 core



2013 Autism Survey

The TCRC 2013 Autism Services Survey was intended to gather information from families of young persons with autism (14 – 22) about their anticipated future needs as they transition to adult life from high school.

We asked about:

- Transition Services
- Preferences around Work and Education
- Plans for Living Situations
- Transportation Needs
- Behavioral Issues
- Communication Needs
- Healthcare and Sexuality Resources
- Information and Resources

metrics. In 2013, all 34 base metric scores were rated between "Good" (3.00) or "Excellent" (4.00). However, as expected, 2013 was also a year of natural rebalancing, where satisfaction results overall declined, with all base metrics declining 0.22 - 0.60 from the prior year.

In 2013, the highest scores were around:
 • Service Coordinators' knowledge, ability to listen, accessibility, understanding and acting on needs and wants.
 • Overall impact of the Regional Center.

TCRC needs to continue to improve around:
 • Providing Information on non-Regional Center and Regional Center funded services and supports and about ethnically relevant information.
 • Service Coordinator advocating for services from an outside agency.

- Are concerned about behavior management in the community.
- Want services for development of social skills to obtain employment or develop interests in the community.
- Want work training and job coaching.
- Want post-secondary education at community colleges.
- Will provide transportation, want access to public transportation and travel training.
- Want to hear from TCRC through e-mail/conventional mail about adult/transition services, traditional/non-traditional therapies, support groups, and advocacy.
- Have explored adult medical care but do not have many resources about sexual health information and support for their young adults.
- Believe that young adults will live at home.

Results indicated that families of transition-age youth with autism: