

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.

Transition from Early Start

- Information in print and online, including updated Early Start brochure
- Training in Family Resource Centers about transition and community resources.

Transition to Adult Services

- Transition Checklist for families
- Transition to Adult Services brochure
- On-line shared resource folder for Transition Service Coordinators.

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.

Key TCRC staff participated in Assembly Bill (AB) 86 meetings in three counties, advocating for vocational certificate programs for adults with disabilities. TCRC was named a partner in each consortium. Employment collaboratives met in each county. "WorkLink: A New Day for Day Services" presentation was hosted in partnership with SCDD-Central Coast Chapter.

Results of an Autism Survey (2013) were shared with stakeholders, supported training for first responders, the Request for Proposal (RFP) process and AB 86 planning sessions.

Service Development:

- Social Skills Training, Healthy Relationships Training, including "Get Safe" training
- Project Search, an innovative employment internship program, was implemented in Ventura County.

Forty-nine (49) group BSO sessions (English and Spanish), an Autism Services Panel and Spanish Parent Support Group provided information about accessing behavioral services through insurance and Medi-Cal.

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

TCRC has made progress in providing understandable, useful and needed information in a variety of ways.

- Content readability has gone up and reading grade level has gone down.
- Content has been made available in print and various electronic formats. An email campaign was launched.
- A content gap analysis around Autism was held by webinar. Thirty-three ideas were generated.

Operational Focus Area 1. Performance Contract Measures

Desired Outcome: Meets or exceeds statewide average, better than baseline or meets DDS standard.

- Four (4) individuals moved from the Developmental Centers.
- Four (4) residential settings were vended including Residential Care Facilities for the Elderly (RCFE) and one (1) Adult Residential Facility.
- Three (3) RCFEs were vended for single beds in Santa Barbara, Thousand Oaks, and Santa Maria.

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

Desired Outcome: Compliance with outcomes expected from DDS.

TCRC met targets for Fiscal Compliance, defined as Audits, Budget, Client Development Evaluation Report (CDER) / Early Start Report (ESR) and Intake. POS service data were presented at six (6) meetings in 2015.

Operational Focus Area 3. Organizational Development Measures

Desired Outcome: TCRC develops a performance management model that reflects consistent application of person centered practices.

- Revised Performance Review document used in 2015 goal development
- Employee Guide modified
- Performance Management Model drafted.

From the Board President

TCRC completed the 2013-2015 Strategic Performance Plan. Strategic objectives were met and contributed to quality lives for children and adults with developmental disabilities. Communication with the people we serve and their families is such an important form of support. TCRC developed more resources and information about resources for families. Publications were written in more family friendly language and published in useful formats. The growth of the population and needs of young people were acknowledged as TCRC supported opportunities for post-secondary vocational education. Maintaining a strategic focus, along with successful compliance for the Performance Contract with the Department of Developmental Services (DDS), TCRC completed 2015 with excellent results.

The annual Services and Supports Survey is another indicator of TCRC's performance. The additional questions this year around how families and adults receive information about available services and supports were representative of TCRC's efforts to ensure that decision-making in the development of a person's Individual Program Plan (IPP)

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or Individual Family Services Plan (IFSP) is a collaborative process. It is so important for families and adults to understand their options.

Annual reports provide a "snapshot" of how an organization is providing services and for whom. The breakdown of the demographics can show emerging trends or simply validate the facts. The diagnoses of individuals served by TCRC remain predictable, including the increase of autism a percent or two annually. Individuals with developmental disabilities seek a quality life and that includes a good place to call home, training and education, and meaningful work or daily activities. I look forward to the coming years when our statistics will also tell us about the increasing number of individuals in competitive, integrated employment. That's my crystal ball for the future!

In the meantime, I'm pleased with the work of TCRC and the outcomes for people served in 2015. Read the Annual Report knowing that the numbers really do tell the story of a quality life for many people served by Tri-Counties Regional Center.



TCRC Executive Team

Omar Noorzad, PhD

Executive Director

Lorna Owens, MBA

Chief Financial Officer

Pamela Crabaugh, MSW

Director of Services & Supports

Michael Nagel, SPHR

Director of Human Resources

Dominic Namnath

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Director of Community Development

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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), the State Council on Developmental Disabilities, 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 almost 13,000 individuals with developmental disabilities with approximately 300 staff members, over half of whom are Service Coordinators.

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2015 Annual Report



Our Funding

Our 2014-15 fiscal year budget totaled \$242.6 million. \$26.4 million was allocated to Operations, \$215.5 million for Purchase of Services, and \$664,152 for state funded grants and other programs. Approximately ninety-seven percent (97%) of our total funding is spent on direct services. That includes service coordination and clinical services funded under the Operations budget. 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.



Demographics

Place of Residence

Twelve percent (12%) of adults received Supported Living Services or lived in an Independent Living Services setting; nine percent (9%) of adults lived in a licensed residence. Seventy-seven percent (77%) of individuals receiving services lived with a parent or guardian. Two percent (2%) resided in a Family or Foster Home Agency setting.

Age

Twenty-two percent (22%) was birth through two (2) years; as in 2014, a one percent (1%) increase over the previous year. Thirty-nine percent (39%) of the population was children and transition age youth, as in 2014. Individuals twenty-two (22) years and older was thirty nine percent (39%), a one percent (1%) decrease from 2014.

Ethnicity

Forty-three percent (43%) of the population was Hispanic, a seven percent (7%) increase over 2014. Forty-five percent (45%) reported as White, also a seven percent (7%) increase. Eight percent (8%) reported as Other, compared with twenty-three percent (23%) reported in 2014. Two percent (2%) of the population was Asian and two percent (2%) was African American, as in 2014.

Primary Diagnoses

Individuals with Mild/Moderate Intellectual Disability comprised fifty-two percent (52%) of the population, compared with fifty-three percent (53%) in 2014. Epilepsy remained at fourteen percent (14%); Cerebral Palsy reported at thirteen percent (13%) compared with fourteen percent (14%) in 2014. Severe/Profound Intellectual Disability was eight percent (8%) of the population, as in 2014. Autism increased to thirty percent (30%), a one percent (1%) increase over 2014.

Results of Performance and Compliance Contract with the Department of Developmental Services (DDS) in 2015

TCRC's Performance Contract with the State of California requires compliance with standards such as ensuring children live at home, maintaining home-like settings for adults, and

moving adults from Developmental Centers. Compliance with fiscal standards, such as management of the Purchase of Service (POS) budget, and fiscal audits is required.

expenditures

FISCAL YEAR 14/15 Budget Category	FY 14/15 Expenditures through April 2016	Percent of Total Expenditures
Direct Services	\$18,212,700	7.52%
Administrative Services	1,858,173	0.77%
Operations	6,260,253	2.59%
Grants & Other	632,510	0.26%
Total Operations	\$26,963,635	11.14%
Services Purchased		
Supported Living	\$37,176,113	15.36%
Adult Day Programs	33,921,245	14.01%
Residential	32,881,153	13.58%
Behavior Services	20,576,719	8.50%
Respite Services	15,219,617	6.29%
Early Start & Infant Programs	14,768,163	6.10%
Transportation	12,834,826	5.30%
Independent Living	8,853,990	3.66%
Supported Emp./Work Activity Program	7,791,004	3.22%
Program Support	7,494,483	3.10%
Medical Services	6,968,009	2.88%
Other Services	3,840,817	1.59%
Personal Assistance	3,808,842	1.57%
Day Care	3,443,533	1.42%
Crisis Services	3,053,083	1.26%
Person Served/Family Training	2,449,076	1.01%
Total Services Purchased	\$215,080,672	88.86%
Total Regional Center Expenditures	\$242,044,308	100.00%

Timing of completion of Individual Program Plans and Individualized Family Service Plans is also tracked.

See the detailed expenditures for 2015 in the tables, 'Expenditures' and 'Fiscal and Reporting Standards.'

Performance Measures

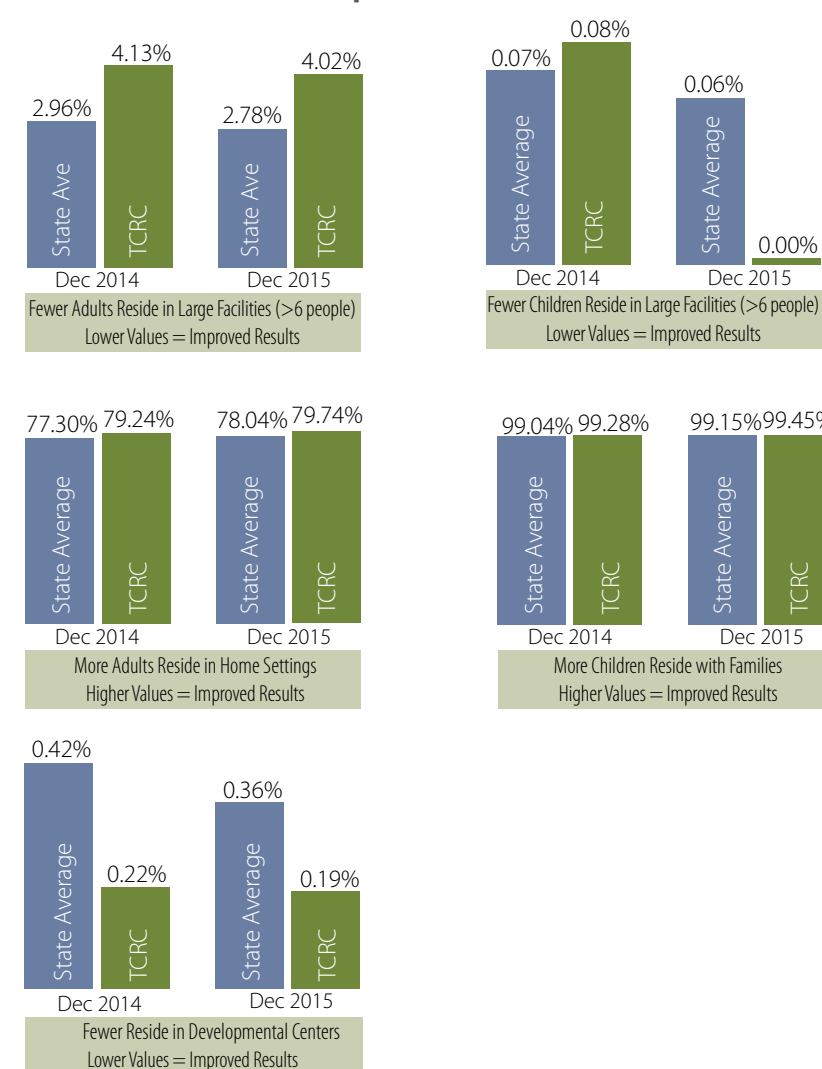
TCRC's Performance, compared with State-Wide Average results in 2015 and 2014 in areas that DDS compares performance across regional centers, is shown in the table below. The green bars show TCRC's performance for 2014 and 2015. The blue bars show other

regional centers' performance.

TCRC is proud of continuing results for:

- Supporting children and families in the home
- Ensuring that adults live in home-like settings and children, when necessary, live in a home of six beds or less
- Moving individuals to the community from the Developmental Center
- Meeting all timelines for Intake and Assessment
- Maintaining currency for CDERs (Client Development Evaluation Record).

TCRC's Performance Compared with the Statewide Average



Did TCRC Meet DDS Fiscal and Reporting 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	94.57%*	94.28%**
Intake/Assessment timelines for persons age 3 or older met	100%	100%
IPP (Individual Program Plan) requirements met	98.13%	99.13%
IFSP (Individualized Family Service Plan) requirements met	96.81***	96.79%

*Measure was temporarily suspended due to implementation of new Early Start Report.
 **CDER and ESR currency percentages were weighted based on the regional center's Status 1 and Status 2 caseloads, to arrive at a composite score.
 ***Measurement methodology revised at the end of 2013.

Results of the 2015 Services & Supports Satisfaction Survey

In 2015, over 1,400 individuals responded to 48 questions about Service Coordination, Communication, Information, Individual Program Plan, Healthcare, General Services and Overall Satisfaction.

For 2015, new questions included:

- How would you rate your service coordinator in presenting and helping you understand the service options available to you or your child?
- Do you know that you can request certain services for yourself or your child, even if your service coordinator did not present the information to you?
- Did your service coordinator explain or help you understand your right to appeal TCRC's decision on services that were not approved?

The highest scores:

- Ability to listen (3.99)
- Understanding needs (3.91)
- Overall service coordination (3.91)
- Written copy of IPP/IFSP in primary language (3.91)
- Overall knowledge (3.90)

The lowest scores:

- Presenting and helping understand service options available (2.57)
- Providing information on generic services (3.35)
- Providing information on regional center services (3.49)

Greater spending for services did not equate to greater satisfaction. Differences did exist for diagnosis, a range of 0.19 to 0.24, in comparisons of high and low scores, for Overall Services and Overall Impact.

The results for 2015 show continued improvement in satisfaction, despite increasing service restrictions since 2008. View the report at www.tri-counties.org; enter "Satisfaction Survey" in the search field.



who we serve

