

Tri-Counties Regional Center  
**PERFORMANCE CONTRACT PLAN 2013**

| State Public Policy Performance Measure (Outcomes from DDS)     | Statewide Average (as of December 2012) | TCRC Baseline (as of December 2012) | Objectives  | Activities Summary   |
|---|---|-------------------------------------|---|--|
| 1. Number and percent of TCRC caseload in Developmental Centers | To Be Determined (TBD)                  | TBD                                 | <p>TCRC has a long-range housing plan that identifies the resources and options required to meet the needs of persons with developmental disabilities for affordable and accessible housing in San Luis Obispo, Santa Barbara, and Ventura Counties.</p> <p>(applies as well to Outcomes 3-7)</p>   | <p>TCRC will:</p> <ul style="list-style-type: none"> <li>• implement a Community Placement Plan for FY 2012/2013 that includes assessment, planning, and resource development activities based upon the 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> </ul>  |
| 2. Number and percent of TCRC minors residing with families     | TBD                                     | TBD                                 | <p>TCRC consistently provides information and support to help families adapt to the impact of disability particularly at the time of diagnosis and during age related transitions.</p> <p>(applies as well to Outcomes 8, 9)</p> <p>TCRC develops meaningful services for young persons with autism as they transition to adult life.</p> <p>(applies as well to Outcomes 8, 9)</p> | <p>TCRC will:</p> <ul style="list-style-type: none"> <li>• map out existing internal capacity and processes, and external resources.</li> <li>• gather input about what is currently Working/Not working regarding support, from families, partners and staff.</li> <li>• create template for a plan for each age related area.</li> <li>• develop and implement evaluative input.</li> <li>• enhance the Autism Survey to be administered spring 2013 with questions that relate to needs for vocational, residential and day services as well as accessing other sources of input.</li> <li>• administer an RFP, review submissions and Program Designs and award contracts based on the results of the needs assessment.</li> </ul> |

Performance Measure: Numbers 1 – 9: Goal is met when the current TCRC number: 1) meets or exceeds the State average, or 2) exceeds the TCRC Baseline.

Compliance Measure: Numbers 1 – 6, and 10 – 11: Goal is met when the current TCRC number meets DDS Standards.

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|--|--|--|---|---|
| 3. Number and percent of adults residing in independent living<br><br>4. Number and percent of adults residing in supported living<br><br>5. Number and percent of adults residing in Adult Family Home Agency Homes<br><br>6. Number and percent of adults residing in family homes (home of parent or guardian)<br><br>7. Number and percent of adults residing in home settings | TBD  | TBD                                    | TCRC has a long-range housing plan that identifies the resources and options required to meet the needs of persons with developmental disabilities for affordable and accessible housing in San Luis Obispo, Santa Barbara, and Ventura Counties.   | TCRC will: <ul style="list-style-type: none"> <li>• implement a Community Placement Plan for FY 2012/2013 that includes assessment, planning, and resource development activities based upon the 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.</li> </ul>   |
| 8. Number and percent of minors living in facilities serving >6<br><br>9. Number and percent of adults living in facilities serving >6   | TBD  | TBD                                    | TCRC consistently provides information and support to help families adapt to the impact of disability particularly at the time of diagnosis and during age related transitions.<br><br>TCRC develops meaningful services for young persons with autism as they transition to adult life.<br><br>See objective #s 10-12 as well. | TCRC will: <ul style="list-style-type: none"> <li>• map out existing internal capacity and processes, and external resources.</li> <li>• gather input about what is currently Working/Not working regarding support, from families, partners and staff.</li> <li>• create template for plan for each age related area</li> <li>• develop and implement evaluative input</li> <li>• enhance the Autism Survey to be administered spring 2013 with questions that relate to needs for vocational, residential and day services as well as accessing other sources of input.</li> <li>• administer an RFP, review submissions and Program Designs and award contracts based on the results of the needs assessment.</li> </ul> |

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|--|--|--|--|--|
| 10. Number and percent of adults with earned income and average wage (aggregate)<br><br>11. Number and percent of adults in supported employment<br><br>12. Number and percent of adults in competitive employment | Undetermined (UD)<br><br>UD<br><br>UD      | UD<br><br>UD<br><br>UD                 | TCRC develops meaningful services for young persons with autism as they transition to adult life.<br><br>.<br><br>.                    | TCRC will: <ul style="list-style-type: none"> <li>• Define goals and objectives for desired post secondary programming.</li> <li>• Develop summary of currently existing post secondary programming available to young adults with autism and create a plan for relationship building and opportunity development.</li> <li>• Dedicate a team of TCRC leadership to conduct outreach.</li> </ul>   |
| 13. Access to medical and dental services  | UD   | UD                                     | People will have and be encouraged to use information about available healthcare services  | TCRC will: <ul style="list-style-type: none"> <li>• Increase availability of accurate information about generic resources for preventive healthcare over the lifespan.</li> <li>• Provide Healthcare Resource Packet that can be customized to support families and persons served about accessing and receiving healthcare information and services, including preventative as well as treatment options.</li> <li>• Utilize the Tri-Line or existing publications to direct persons served and their families to available healthcare resources</li> </ul> |
| 14. Number of persons per thousand who are victims of abuse  | UD   | UD                                     | Operational activities support education of the community about the special safety needs of persons served as well as risk management. | TCRC will: <ul style="list-style-type: none"> <li>• Offer training to law enforcement regarding response issues for persons with developmental disabilities</li> <li>• Arrange counseling for persons who receive TCRC services who are victims of crime</li> <li>• Distribute Safe &amp; Strong DVD series</li> <li>• Implement SIR Reporting and Training elements of the TCRC Risk Mitigation Plan</li> </ul>   |

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| Compliance Measures<br>(Outcomes from DDS)  | Prior Review<br>Period-2012<br>Yes/No | Current Review<br>Period-2013<br>Yes/No | Objectives   | Activities Summary   |
|---|---------------------------------------|---|--|--|
| 1. Unqualified independent audit with no material finding(s)<br><br>2. Substantial compliance with DDS fiscal audit | Yes<br><br>Yes<br>(every two years)   | TBD<br><br>TBD                          | TCRC receives an unqualified independent audit with no material findings and is in substantial compliance with the DDS fiscal audit. | 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 the State and Federal governments.</li> <li>• continue to monitor and correct audit findings from prior year audits.</li> </ul> |
| 3. Accuracy of POS projections  | Yes                                   | TBD                                     | TCRC will report Purchase of Service projections in accordance with DDS instructions and current data.                               | <ul style="list-style-type: none"> <li>• continue to analyze expenditures monthly and track projections.</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.                               | <ul style="list-style-type: none"> <li>• continue to track certain OPS expenditures by manager.</li> <li>• continue to achieve OPS efficiencies through renegotiation of contracts/agreements, bidding multiple suppliers, and researching and implementing alternatives to current OPS services, to the extent possible.</li> </ul>     |
| 5. Certified to participate in the Medicaid Home and Community -Based Services (HCBS) Waiver.                       | Yes<br>(every two years)              | TBD                                     | TCRC is and remains certified to take part in the "Home and Community - Based Services" waiver.                                      | <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> <li>• monitor and correct audit findings from the DDS/DHS April 2012 Audit</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.   | <ul style="list-style-type: none"> <li>• develop and implement a FY 12-13 audit plan consistent with DDS contract language.</li> </ul>   |

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| 7. CDER/ESR currency   | TBD   | TBD                                     | TCRC will complete and update Client Development Evaluation Reports (CDERs) as well as Early Start Reports (ESRs) in a timely manner. | TCRC will <ul style="list-style-type: none"> <li>• ensure that Service Coordinators will enter CDER/ESR information within the birth month.</li> <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 and Support Managers.</li> <li>• use a tracking form to alert Service Coordinators of CDERs/ESRs due the following month.</li> </ul>                   |
| 8. Intake/assessment and IFSP time lines for 0-3 years of age.<br><br>9. Intake/assessment time lines for ages 3 and above | <45 days 89.00% (2010)<br><br><142 days 100.00% (2012)<br><br>(The duration of 142 days or less approximates the calendar days allowed for intake/assessment (15 working days + 6 weekend days + 1 potential weekend holiday + 120 calendar days) | TBD<br><br>TBD                          | TCRC will meet timelines for intake, eligibility evaluation, and IFSP/IPP development.  | <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> <li>• develop a system to ensure an adequate and timely clinical evaluation and diagnosis within 120 days of inquiry (See reference to duration of 142 days per DDS performance contract measures report)</li> <li>• implement an intake protocol ensuring that timelines are met.</li> </ul> |
| 10. IPP Development<br><br>11. IFSP Development  | 100%<br><br>92%<br>(2010 DDS Review)  | TBD<br><br>TBD                          |   | <ul style="list-style-type: none"> <li>• ensure that Services and Supports Managers provide coaching to Service Coordinators to accomplish IFSP/IPP services</li> <li>• ensure that a sample of IFSP/IPPs of each team is reviewed by an internal TCRC peer review team for currency and person-centeredness.</li> </ul>  |

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