

TCRC Leadership Team



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community



family



teamwork



Enhancing the Quality
 of Life for People With
 Developmental Disabilities

Letter from the President



Dear Friends of TCRC:

This year's annual report is a testimony to our goal of enhancing the quality of life for people with developmental disabilities. This is no small task and we welcome the challenge. Given California's budget crisis, inadequate funding for operations of the Regional Center and a growing population to serve, our Staff and Board used all available resources to carry out our mission.

The report is a summary of our performance for 2007 — the first of a three year Strategic and Performance Plan. Collaborative actions by Board members and Staff are guided by the plan's seven Focus Areas, principles of Person Centered Thinking and requirements of the Department of Developmental Services (DDS) Performance and Compliance Contract.

Please take this opportunity to learn more about our **Focus Areas** on page 15 and a sampling of our accomplishments on page 16. One example that I would like to bring to your attention is the TCRC Five-Year Housing Plan. Details of our goal to provide 500 homes over five years are at www.tri-counties.org/housing-plan/.

Funding for our **Person Centered Thinking** initiative arrived in September in the form of a \$412,824 grant by the Weingart Foundation. We are grateful for this timely support. These funds (payable over three years) will enhance the implementation of Person Centered Thinking for the organization at large, as well as continue to develop and assess the impact of Person Centered Thinking tools and strategies on the quality of lives of persons served.

Turn to page 8 to see how well TCRC did in meeting **DDS** performance and compliance standards. Buried in the

statistics is this example: efforts by the Community Placement Plan team resulted in eight persons moving from Developmental Centers to home-like settings in the community. It is challenging work, but very rewarding to see individuals who have been institutionalized for decades enter a home-like environment.

We track satisfaction as a key indicator of successful delivery of service. An overview of this year's **Satisfaction Survey** is on page 12. It shows positive trends in communications between persons served and their service coordinators along with TCRC overall. For the first time a satisfaction survey was also administered to persons with autism and their families. The results are being evaluated in order to enhance current services.

Advocacy is one Focus Area that is in continuous need of our attention. In 2007, state legislators were educated about services provided by the regional center, mandates that remain unfunded by the state, high caseload ratios and the continuing increase in the number of people requiring services. We are thankful for the volunteers who work diligently in advocacy efforts.

As you read about work done in 2007 to ensure that persons with developmental disabilities live as active and independent members of their community, know that the Tri-Counties Regional Center Staff and Board are fully committed to making this vision a reality.

Best regards,

Stan Deakin, President
TCADD Board of Directors



mission

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



What's inside



6 **Who does TCRC Serve?**

Learn about where people live, the range of ages, their ethnicity and the reason that they are served.

8 **State Performance Contract Results for Tri-Counties Regional Center**

View current results, compared to last year, the state average and DDS standards. TCRC is always proud of this annual measure.

11 **TCRC Expenditures**

Operating statements for fiscal year 2006/2007 indicate limited resources utilized by the regional center and the excellent management of these resources.

12 **Satisfaction Survey Efforts for Tri-Counties Regional Center**

Read about the results for the 2007 Services and Supports Satisfaction survey as well as TCRC's first administration of a survey to families of persons with autism.

15 **Focus Areas**

The TCRC 2007 – 2009 Strategic and Performance Plan charged the organization with actions pertaining to specific areas developed by the stakeholders of TCRC. Learn about the content supporting the seven Focus Areas.

16 **Focus Areas in Action**

The seven Focus Areas resulted in strategically driven work that, across all three counties, resulted in achieving desired outcomes. Read about the activities, results and our plan to pursue further improvements.

19 **Board of Directors**

See the 2007 Roster of the TCADD Board – volunteers who make a difference in the lives of persons with developmental disabilities!

20 **Office Locations**

Look for the new address of the Oxnard office. The move is scheduled for early summer.

vision

Persons with developmental disabilities live fully and safely as active and independent members of their community.

Who does TCRC serve?



Trends in Demographics

Place of Residence

In 2007, 98% of children served by TCRC lived at home; 76% of adults receiving services resided in a home-like setting. Seventy two percent (72%) of persons served lived with a parent or guardian. Results from 2006 were sustained, linked with a desired agency outcome that children and adults live in non-congregate settings in a caring, home-like environment.

Age-Related Statistics

The admissions of infants to children three years of age increased by 2% in 2007, from 16% of the total population in 2006 to 18%. Children and transition-age youth, 6 years old to 21 years old, increased by 1% over 2006. The age categories of adults 22 years old -52 years old and seniors, 52 years and over, remained the same, along with young children three years to five years olds, as a percentage of the 2007 population.

Although, the distribution of age categories of persons served remained mostly consistent in a population growing by 5% annually, the increase in admission of infants to children three years of age is notable for the demands on intake staff and impact on services and supports required.

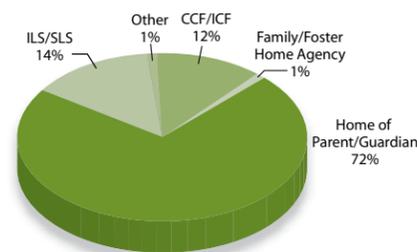
Ethnicity

Trends in ethnicity are consistent with 2006. Secondary to the 31% of the population with Latino heritage, TCRC continues to increase provision of bi-lingual (primarily English and Spanish) services.

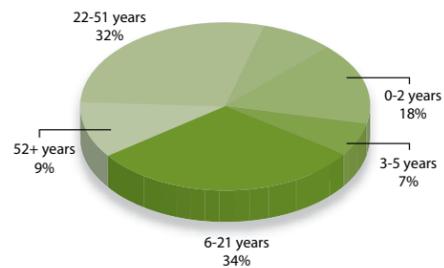
Primary Diagnoses

The prevalence of autism has increased by 2% in the population served in 2007 over 2006. Other diagnostic categories did not change, with the exception of a 1% increase in Mild/Moderate Mental Retardation, as a percentage of the total population served.

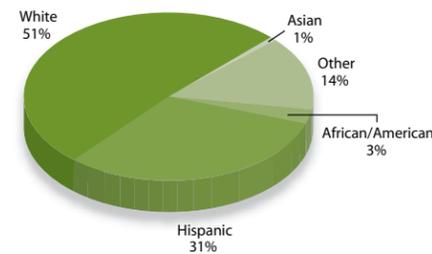
Where Persons Live



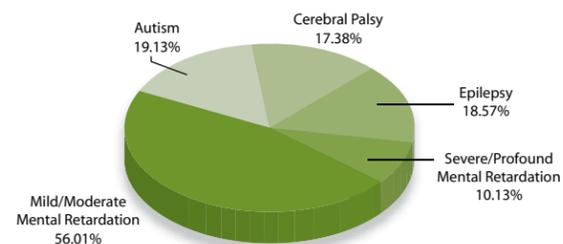
Age of Persons Served



Persons Served



Primary Diagnosis of Persons Served



who we are

Tri-Counties Regional Center, one of twenty-one non-profit regional centers in California, provides life-long services and supports for over 10,000 children and adults with developmental disabilities residing in San Luis Obispo, Santa Barbara and Ventura Counties.

How well did we perform?



Results of Performance and Compliance Contract with the Department of Developmental Services in 2007

TCRC is measured according to DDS Compliance Standards for fiscal audits, Purchase of Service (POS) budget projections, meeting timelines to track information about persons served, communicating with newly referred families of children and adults and meeting timeframes to complete Individual Program Plans (IPP) and Individualized Family Service Plans (IFSP).

Read the table below for a comparison of this year's performance (2007) to that in 2006.

As always, we report our performance for the five areas in which DDS encourages continuous improvement

by each regional center. These charts on page 9 show the comparison of TCRC's performance to other regional centers and to our performance last year in 2006.

The first gray bar indicates how other regional centers were performing at the end of 2006. The second gray bar shows how other regional centers were performing at the end of 2007.

The first green bar indicates how TCRC was doing at the end of 2006. The second green bar shows how TCRC was doing at the end of 2007.

To see how TCRC compares to the other regional centers across the categories,

compare the TCRC numbers with the state averages.

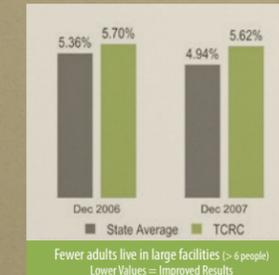
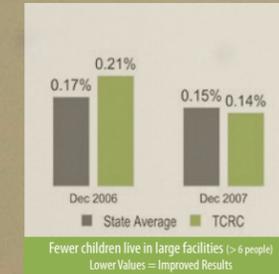
TCRC is especially proud of results for:

- Ensuring that adults live in home like settings*
- Moving individuals to the community from the Developmental Centers
- Assisting adults to live independently and with supports
- Ensuring that when children must live in a facility, there are six beds or less
- Supporting children and families in the home

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
Did not overspend operations budget	Yes	Yes
Participates in the federal waiver	Yes	Yes
CDERs** are updated as required	95.78%	99.05%
Intake/Assessment timelines for children age 3 or older met	100.00%	98.53%
IPP (Individual Program Plan) requirements met	99.02%	98.10%
IFSP (Individualized Family Service Plan) requirements met	97.28%	84.67%

* Home settings include: Independent Living, Supported Living, Adult Family Home Agency homes and family homes.
 ** CDER is the Client Development Evaluation Report with information about the person's diagnosis



what we stand for

We believe in performance excellence. We combine fundamental approaches, such as shared values, cultural competency, leadership capabilities and person-centered planning to excel. We adhere to our Code of Ethics, uphold the law, promote a positive and safe work environment, avoid conflicts of interest, and maintain confidentiality.



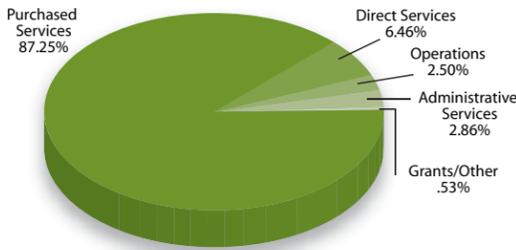
Expenditures 2006-07



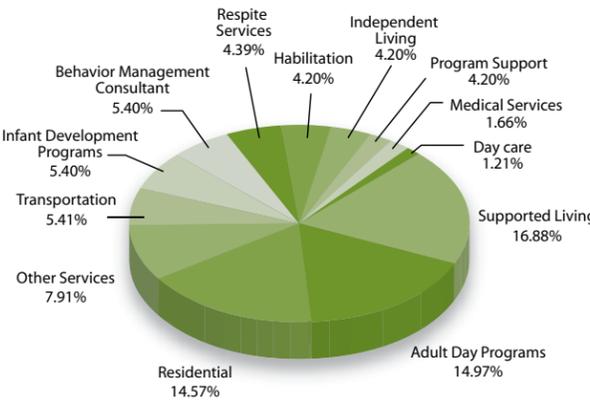
Tri-Counties Regional Center Expenditures For Fiscal Year 2006-07

Budget Category	Expenditures Through February 2008	Percent Of Total Expenditures
Direct Services	\$11,107,912	6.46%
Administrative Services	\$4,918,424	2.86%
Operations	\$4,295,100	2.50%
Grants and Other	\$909,065	0.53%
Total Operations	\$21,230,501	12.35%
Services Purchased		
Supported Living	\$29,025,535	16.88%
Adult Day Programs	\$25,736,669	14.97%
Residential	\$25,058,391	14.57%
Other Services	\$13,607,304	7.91%
Transportation	\$9,305,543	5.41%
Infant Development Programs	\$9,282,420	5.40%
Behavior Management Consultant	\$9,091,842	5.29%
Respite Services	\$7,548,197	4.39%
Habilitation	\$7,225,370	4.20%
Independent Living	\$5,813,357	3.38%
Program Support	\$3,193,446	1.86%
Medical Services	\$2,861,002	1.66%
Day Care	\$2,079,060	1.21%
Self-Determination	\$890,147	0.52%
Total Services Purchased	\$150,718,285	87.65%
Total Regional Center Expenditures	\$171,948,785	100.0%

Tri-Counties Regional Center Expenditures Fiscal Year 2006-2007



Tri-Counties Regional Center Purchased Services* Fiscal Year 2006-2007



* Expenses do not include total Operations

values

We act and behave in a manner consistent with our core values of trustworthiness, respect, responsibility, fairness, caring, and civic responsibility.

The Services and Supports in 2007

The Services and Supports Satisfaction Survey in 2007

TCRC has participated in the quality improvement process of satisfaction survey administration over the last nine years. TCRC's record in tracking satisfaction includes measuring satisfaction for Independent Living Services in 1999 and satisfaction with service coordination in 2000, as well as collaborating with ten regional centers in a pilot program in 2001. The current standardized survey has now been administered annually for six years. TCRC has demonstrated commitment to tracking and learning about the satisfaction of persons served.

In 2007, Kinetic Flow Corporation collected qualitative (recorded verbal responses to questions) and quantitative (recorded a number that described a level of satisfaction) responses from 584 individuals and families served. Thirty-nine questions were asked again this year.

The number of households contacted and surveyed represents a statistically valid sample of the population. This means that the responses obtained can be generalized, or considered to be representative opinions of the entire population served by TCRC.

The survey respondents were:

- 29% persons with developmental disabilities
- 56% mothers
- 10% fathers
- 2% grandparents and
- 3% other family members.

Of the persons surveyed (or their families), 61% were under age 23. The remaining individuals were 30% 23-49 and 9% at least 50 yrs of age.

The demographic mix reflected the ethnicity profile of TCRC's population with

43% White, 36% Hispanic/Latino, 9% of other races; 12% had unknown ethnicity.

A majority of persons responding live with a parent or relative (84%). Persons living independently and with supports comprised 11% of the respondents; 5% live in group homes.

Results of the survey also indicated that the following are important issues of a satisfying relationship with the regional center:

- The content and location of the IPP meeting
- Preparation for the IPP meeting by the Service Coordinator with the person served
- Responsiveness of the Service Coordinator to requests for information
- Support from the regional center about concerns and questions

New Information in 2007



Survey of Satisfaction with Services for Persons with Autism

The Autism Survey administered in November of 2007 gathered feedback about the use, effectiveness and standards for the services for persons with autism purchased by TCRC. The survey also gathered information about medication use, information needs, family support services and overall regional center services for persons with autism and their families.

The persons questioned were families of persons currently receiving services between the ages of three and 22 years.

The families who participated in this telephone survey were a representative sample of the population. The participants were typically mothers of a six to twelve year old child with autism living at home. Mothers responded in nearly 80% of the interviews, with fathers being the next most frequent at 16% of the time. Additionally, other respondents were family members, grandparents, aunts and older siblings.

Other characteristics of participants include:

Age of person with autism:

6-12 years	50%
13-18 years	23%
3-5 years	21%
19-22 years	6%

The ethnicity of the respondents were: 45% White, 22% Hispanic/Latino, and 33% Other/unknown/mixed.

Three primary objectives of the survey and the results:

Helpfulness of purchased in-home behavioral services

- 94% describe progress as "some" or "major"
- 70% feel that the number of direct intervention hours weekly is sufficient
- 60% of families feel that number of parent-training hours per week is sufficient

Identification of the initial and current concerns, problems and benefits of in-home behavioral services

- 93% of parents want to understand the definition of autism, the diagnosis and related behaviors
- 53% of parents want a minimum of a monthly meeting with a parent-trainer
- 60% of parents with children who formerly received in-home behavioral services would like to receive services currently

Effectiveness of complementary support services such as social skills training, speech/language and occupational therapy, and medicine.

- 58% of the families receiving speech and language services in the schools believe the time is inadequate
- 64% believe that complementary support services are not adequate

For more information about the results of the autism survey and the services and supports survey, please go to www.tri-counties.org/satisfaction-surveys/

our stakeholders

Persons served and their families, employees, Board members, service providers, Department of Developmental Services, other non-profit agencies and community partners





TCRC 2007-2009 Strategic and Performance Plan Focus Areas



where we focus

We align resources to create value for persons served. We have developed a Strategic and Performance Plan to achieve progress in seven areas. We hold ourselves accountable for achievements in our strategic goals as well as according to the expectations of the Performance Contract with the Department of Developmental Services.

1 Family Services

TCRC needs more and varied resources to support families in crisis or at risk. TCRC is striving to ensure that families have information about and access to community services and agency programs necessary to safely care for their child/children and transition-age young adults residing in the family home. Ninety eight percent (98%) of children served lived at home.

2 Healthcare

TCRC strives to increase access to quality, affordable and timely healthcare for persons served. Meeting goals for annual medical and dental visits will require continued efforts to build resources. Increasing availability of providers who are knowledgeable about the special healthcare needs of persons served is a critical need.

3 Training

Training is provided by TCRC to prepare staff and service providers to provide quality services. Training imparts person-centered principles that allow stakeholders to be empowered and make meaningful choices.

Results for 2007 include implementation of Phase 1 of TCRC's Training and Development Plan.

4 Housing

Affordable and accessible housing is difficult to obtain on the central coast. In 2007, TCRC developed a Five Year Housing Plan that will improve housing opportunities for people with developmental disabilities. Plan goals include increasing the stock of quality, affordable housing and long-term, affordable rentals. Additionally, TCRC strives on a continual basis to decrease residence in congregate facilities. The Community Placement Plan (CPP) team facilitated placement of eight adults in home-like settings in 2007.

5.1 Employment

TCRC strives to improve and increase employment opportunities for persons with developmental disabilities. In 2007, an Employment Taskforce was formed. As a result, service providers and TCRC staff joined together to build awareness about the need for and the availability of supported employment services. TCRC set an ambitious goal of 23% of adults in supported and competitive employment. The year end result was 21%.

5.2 Life Activities

Persons with developmental disabilities often lack choice, integration or opportunities in the community. TCRC has set about creating new models of individualized, integrated day services, incorporating person-centered principles, to be available in all three counties. Six models which will support a flexible life around interests of the person are currently being piloted.

6 Autism

Innovative and age-appropriate services reflecting best clinical practices are necessary to meet the needs of persons with autism and their families. In 2007, over twenty (20) additional services were developed for persons with autism. The administration of the Autism Survey was also a milestone in developing a baseline for evaluation of the needs of this growing population.

7 Advocacy

Identifying the needs for advocacy is critical for persons served. In 2007 state legislators were educated about services provided by the regional center, mandates that remain unfunded by the state, and TCRC's under funded operations budgets.

Focus Areas in Action



1 Family Services

Family Resource Centers along with TCRC Early Start staff are planning person-centered information and orientation training for parents about the regional center system and the resources of public schools. Early Start managers are also working with a statewide Early Start training team for implementation of Person Centered Thinking tool use in trainings statewide. Additionally, results of the survey administered to families of children with autism will be used in the development of services and supports.

2 Healthcare

Training was conducted for parents to determine the best way to access private insurance benefits; a resource list of Medi-Cal providers was developed by the Rainbow Family Resource Center in Ventura County. Seven (7) presentations were delivered by TCRC staff to a total of 131 healthcare professionals about the special medical needs of persons with developmental disabilities.

3 Training

Sixty-nine (69) events reached 1,750 staff, TCADD Board members, service providers and individuals served. An additional 4,534 persons participated in 123 community outreach events. Three (3) mentor candidates were certified by The Learning Community, one person centered trainer was certified and eight are currently in training.

4 Housing

TCRC has set the target of acquisition of 500 units of housing over the next five years. The TCRC Five Year Housing Plan was developed with input by the TCRC Housing Committee and the TCADD Housing Task Force.

5.1 Employment

The TCRC Employment Task Force was formed and has sponsored several events between employment service providers and service coordinators to raise awareness about services available to facilitate competitive and supportive employment. Other aspects of life that support employment, including transportation, have been addressed through providing information and requests to local Transportation Commissions. Communications among regional center, public school and job developer agency staff have been facilitated through regular conference call meetings.

5.2 Life Activities

The pilot programs developed by the Alternatives to Traditional Day Services Committee through partnerships with service providers are under evaluation by the committee for fiscal efficacy and impact on the quality of the lives of persons served.

6 Autism

The Autism survey was developed and reviewed by stakeholders before administration in November 2007. Services for persons with autism were reviewed for evidenced-based approaches by TCRC's clinical team.

7 Advocacy/Self-Advocacy

Peer Advocate Specialists administered a survey to day programs to gain information about persons served knowledge of self and legislative opportunities. Staff partnered with the TCADD Government and Community Relations Committee to honor Assembly Member Sam Blakeslee for his efforts to develop the Warren Mattingly Signature Stamp Act. Four legislator visits were also conducted locally.



how we work

We use person centered thinking principles and tools in our work with persons served as well as in our relationships with colleagues and community partners. We develop and support the capabilities of all individuals served. We seek to create an inspiring work environment to engage every employee to live by our vision and mission. We use the input from all stakeholders to develop and put into action a Strategic and Performance Plan.



Board of Directors and Executive Team

Board of Directors



Stan Deakin
President
Chair, Executive Committee



Richard Ring
Vice President/Treasurer
Chair, Administrative Committee, Government and Community Relations Committee



Nancy Kavin
Secretary
Chair, Board Development Committee



Sandra Aldana
Ethics Committee Representative



Justine Blevins
Chair, Services and Supports Committee



Sam Castillo



Bob Costello
ARCA Representative



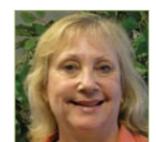
Charles Devlin
Co-Chair, Vendor Advisory Committee



Cathy Farrar
Chair, People's Advisory Committee



Julie Kahn



Harriet Levine



Donna Moore



Kathleen Redmond
Chair, Alternatives to Traditional Day Programs



Kathy Reed
Chair, Audit Committee

TCRC Executive Team

Omar Noorzad, PhD
Executive Director

Patricia Forgey, MA, MBA
Director of Community and Organizational Development

Lorna Owens, MBA
Chief Financial Officer

Frank Bush, MSW, LCSW
Director of Services and Supports

Michael Nagel, SPHR
Director of Human Resources

Dominic Namnath
Chief Information Officer

history

In the autumn of 1968, Tri-Counties Association for the Developmentally Disabled (TCADD) was incorporated. The first Tri-Counties Regional Center office providing services opened a year later in 1969. Since then we have grown to six offices serving over 10,000 people a year. 2009 marks our 40th anniversary of service to the community.