



TriLine

A Publication of Tri-Counties Regional Center | Summer 2010

Cover Story

01 Transitioning to Adulthood

Featured Articles

- 03 Whatever happened to the LQA?
- 03 The Prevention Program
- 04 Oxytocin and Mind-blindness in Autism Spectrum Disorders

2009 Annual Report

- 11 Who Does TCRC Serve?
- 12 How Well Did We Perform?
- 13 Expenditures 2008-09
- 14 Results of 2009 Services and Supports Satisfaction Survey
- 15 Strategic Focus Areas in Action 2007-2009
- 16 Board of Directors and Leadership Team

Recurring Topics

- 02 From the Executive Director
- 05 Calendar of Events
- 09 TCRC Staff News
- 10 Greetings from the President

Transitioning to Adulthood: Nicole's Success



Nicole assists in the classroom



Nicole and Danielle

Nicole Cantrell is an Assistant Aide at Carl Dwire Special Education School where she has been employed for over two years. Working alongside her team, Nicole supports preschoolers in their learning. Some children need a bit of prompting when responding to teacher, Josephine, while others need little reminders to stay on task. Caring and gentle, Nicole is a perfect fit for this position! "Nicole brings her warm personality into the classroom," comments teacher Josephine Foronda-Catalini, "and, she takes her job very seriously". Nicole was once a student at Dwire, which serves children with disabilities from pre-school through eighth grade. Employment at this familiar location facilitated a smooth transition for Nicole from student into full time employment as an adult.

continued on pg 8



From the Executive Director

by Omar Noorzad, Ph.D.

As we welcome spring, a season of renewal, we can take a moment to reflect. In spite of the enormous budget related challenges that our service delivery system has faced in recent years due to the Great Recession, we acknowledge the important collective efforts of stakeholders to retain the three foundational tenets of the Lanterman Act: entitlement to services and supports, individualized and person centered planning, and rights to appeal. While additional challenges lie ahead as the state and national economy slowly start on the road to recovery, we at Tri-Counties Regional Center (TCRC) will use this time for renewed focus in striving to achieve and maintain excellence in our work. TCRC is guided by a new 2010-2012 Strategic Performance Plan centered on providing information and resources for all persons served and their families. This is a plan developed with significant input from and supported by all representative TCRC stakeholders. To learn more, go to www.tri-counties.org/about-tcrc/strategic-performance.

This issue of the TriLine also includes the 2009 Annual Report which contains a summary of the accomplishments of the TCRC 2007-2009 Strategic Performance Plan cycle (page 11). This work, aligned with the plan's Focus Areas, created a basis upon which the new 2010-2012 Strategic Performance Plan was formulated. For example, the Tri-Counties Association for the Developmentally Disabled Board of Directors (TCADD), TCRC's governing body, established the Tri-Counties Community Housing Corporation (TCCHC) in late 2008 as a result of the Focus Area of Housing. Two (2) houses, eleven (11)

new set-aside apartments and over thirty (30) potential partnering opportunities in re-development and new housing are just some of the accomplishments of TCCHC since then. On the education front, TCRC developed an on-line learning resource, the TCRC Learning Center, with over three hundred (300) courses for TCRC staff. With this technology in place, additional customized courses may be developed during the new plan cycle to address ongoing learning needs.

The 2009 Annual Report also includes information about the results of the Services and Supports Satisfaction Survey administered by Kinetic Flow to assess the satisfaction level of persons served and families with services and supports provided by TCRC. This year, two (2) questions about the impact of the California fiscal crisis on the quality of life for persons served were added to the thirty eight (38) standard metric questions. Over a majority of the respondents, fifty two percent (52%) responded that their life was "much better" as well as twenty three percent (23%) reported "somewhat better." In consideration of the dire straits of the economy and implementation of twenty five new laws that impacted the services and supports provided by the regional center system, this is an unexpected result. There is little doubt that person centered practices contributed to this high level of satisfaction. See these results on page 14.

Another set of performance data included in the Annual Report is TCRC's performance on key policy and compliance areas relative to statewide performance averages of regional centers. TCRC excelled once again in moving individuals to the community from the Developmental Centers, supporting children and families in the home, and ensuring that adults live in home like settings or in a facility with six (6) beds or less. These results reflect a myriad of activities and efforts to provide person and family centered planning services and supports for individuals with developmental

disabilities. TCRC's compliance measures showed, among other results, passing both the Department of Developmental Services (DDS) and independent fiscal audits without material findings, as well as meeting budget expectations for Operations spending. Read about this on page 13.

This TriLine issue also includes a preview of the new Quality Assurance program based on the National Core Indicators soon to be administered by Area Board 9 in partnership with DDS. Readers may also learn about Prevention Program services offered by TCRC and administered through the Family Resource Centers in all three (3) counties that are comprised of the Alpha Resource Centers in Santa Barbara and Santa Maria, Rainbow Resource Center in Ventura County and Parents Helping Parents (UCP/Work Inc.) in San Luis Obispo County. For eligibility information for TCRC's Prevention Program, contact your local regional center office.

We will no doubt continue to face serious uncertainty in the immediate future around funding for services and supports provided to persons with developmental disabilities. It is important that we do our part to effectively implement the new laws to generate intended savings while adhering to person centered practices. It is also important that we stay vigilant to ensure the promise of the Lanterman Act to persons with developmental disabilities now and for generations to come. To this end and to represent the specific interests of TCRC stakeholders, I personally serve on ten of the Association of Regional Center Agencies (ARCA) committees and task forces at the state level. I urge you to be involved as well. Join us at a TCADD Board of Directors meeting or Town Hall Meeting. Schedules are printed on page 10.

Warm regards,

A handwritten signature in black ink, appearing to read "Omar Noorzad". The signature is fluid and cursive, written in a professional style.

Whatever happened to the LQA, time to add more initials to your alphabet soup...by David Grady, Area Board 9 Quality Assurance Coordinator

For almost a dozen years, teams of visitors throughout California have met with persons served by the regional centers to learn about the quality of their life. Visitors completed a report known as the Life Quality Assessment (LQA) and shared it with the individual and their planning team.

The Department of Developmental Services (DDS) has replaced the LQA and another quality assurance tool known as the "Movers Study", for persons moving to the community from developmental centers, with a new quality measurement tool. The instrument, the National Core Indicators (NCI), was developed by the Human Services Research Institute (HSRI). HSRI brings years of experience in data collection and analysis and is a leader in a multi-state collaboration, around measuring the quality and performance of states' services systems nationwide.

The NCI survey is much like the LQA in that questions are asked about quality of life in areas of choice, socialization, community integration, health, and rights. Persons, their families, and providers are asked to respond, in a one hour interview, to questions using a numerical scale.

A report is expected to be drafted by June 2011 for DDS. Data will be compared

among regional centers as well as with results from other states. The goal is to determine which services for persons with developmental disabilities are needed, where they are needed, and how to best provide them.

Here are a few sample questions from the NCI interview:

1. Would you like a job in the community?
2. Can you see your family or friends when you want to?
3. Does your service coordinator ask you what you want?

Area Boards will oversee completion of the interviews. Between now and December 31, 2010, 400 in- person NCI interviews will be scheduled with individuals randomly selected by DDS in San Luis Obispo, Santa Barbara and Ventura Counties. Unlike the LQA, NCI interview participants can include adults living with their parents. Participation is optional and responses are confidential.

Please contact David Grady, Area Board 9 NCI Project Coordinator at David.Grady@scdd.ca.gov with any questions.

The Prevention Program - Spreading the Word

by TCRC Early Start and Children Team Managers

The Prevention Program is designed to serve as a safety net for infants who are at higher risk for developmental delay and for toddlers who do not qualify for Early Start. At TCRC, we provide intake, assessment, developmental monitoring, parent education and developmental resources to families in the Prevention Program. Although we do not pay for direct services in the Prevention Program, we are very excited to announce that our Family Resource Centers are now offering a series of parent/child workshops on topics such as attachment, play, sensory processing, communication and typical development. We also refer families to other public and generic services (such as Public Health, First Five, private insurance) that are required to serve these children.

Our Family Resource Center partners are Alpha Resource Center (Santa Barbara and Santa Maria), Parents Helping Parents/UCP Work Inc, in San Luis Obispo and Rainbow Family Resource Center in Oxnard. If, during the monitoring process, it is noted that the child exhibits a developmental delay, the TCRC Service Coordinator will immediately initiate a referral to Early Start for a full developmental evaluation and consideration for Early Start eligibility.

See 2009 results for the Performance and Compliance measures of TCRC's contract with the Department of Developmental Services (DDS) and reports of the Strategic Actions aligned with the TCRC 2007-2009 Strategic Performance Plan Focus Areas in the **Annual Report** on page 11.



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

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.



Oxytocin and Mind-blindness in Autism Spectrum Disorders

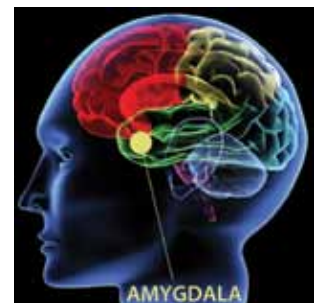
by James O'Hanlon, Ph.D., Psychopharmacologist

Children and adults with autism spectrum disorders (ASDs) are more or less incapable of discriminating among the myriad nonverbal signs that humans unconsciously use to communicate emotion, attraction or aversion, needs or wishes. This fundamental deficit has been called "mind-blindness," meaning that the afflicted individual lacks the

normal ability to infer the thoughts and anticipate the behaviors of others from their postures, gestures and facial expressions. Consequences of the deficit can be severe. The afflicted may not learn the conventions of social interaction that permit friendships and pair-bonding. They may actively avoid social interactions, even those as simple as eye-to-eye contact. If forced to interact with others, they may become chronically anxious or defensively aggressive. They may seek to escape from all social situations, preferring instead a life of solitary activities. Until recently, the deficit responsible for these symptoms was thought to be unchangeable. Now there is a reason to believe that the fundamental deficit lies within the brain's oxytocin system and may be correctable.

Oxytocin is a peptide composed of nine amino acids that is synthesized by neurons in the hypothalamus. From there, separate clusters of neurons project communicating fibers to the pituitary for release of oxytocin into the blood as a hormone; and, to higher brain regions where oxytocin is a neurotransmitter. The best known role of oxytocin in mammalian species is in the reproductive process. Oxytocin facilitates sexual attraction, male-female bonding, mating behavior, childbirth, lactation and maternal nurturing. But the functions of oxytocin are even broader than that. Oxytocin modulates the activity of the amygdala, a part of the brain that integrates perception and emotional memory. A primitive function of the amygdala is to evaluate potential threats to survival. Confronted by a perception associated with the memory of an adverse emotional experience or one totally different from any experienced previously, the amygdala responds by triggering fear and escape behavior. The amygdala is also activated, but less so, if the perception is merely ambiguous, such as that of an unfamiliar member of the same species. At this point, the amygdala awaits further input from brain mechanisms that interpret the meaning of perception from particular cues. Humans, like other mammals, send and receive a wide variety of social signals. Those particular signals signifying the desire for a closer relationship cause the release of oxytocin within the amygdala. Oxytocin inhibits amygdaloid activation, preventing fear and producing a favorable emotional memory of the individual who sent the signal. This concept of how oxytocin fosters social interaction developed out of animal research but advances in neuroimaging made it possible to confirm certain aspects in humans. For example, amygdaloid activation occurs in individuals viewing violent scenes and also, images of facial expressions of fear or anger. Oxytocin administered in a nasal spray beforehand somewhat diminishes the emotional response to violent scenes but nearly abolishes the response to facial signals of fear and anger.

Judging from their aversion to making direct eye contact, it seems that people with ASDs are frightened by ordinary facial expressions. This might be the psychological cause of mind-blindness. On a biological level, it might signify the lack of a factor that dampens amygdaloid activation in the process of forming social relationships. Oxytocin appears to be the missing factor. People with ASDs have shown subnormal blood levels of oxytocin in most but not all studies. Compensating for the presumed deficiency is not easy. Oxytocin can not be administered orally. Like any peptide, it is rapidly metabolized in the gut. Even when oxytocin is administered intravenously, its half-life in the circulation is only 3-6 minutes. Thus, the first studies of oxytocin effects in adults with ASDs employed prolonged intravenous infusion. The results confirmed expectations: oxytocin reduced the subjects' repetitive behaviors in one study and improved their ability to comprehend the emotional quality of pre-recorded speech in another. Then an oxytocin nasal spray became available. Only a fraction of oxytocin delivered in this manner enters the blood and even less penetrates the brain. Its duration of action is only about 30 minutes. Nonetheless, results of recent studies in Australia¹ and France² firmly established oxytocin inhalation as an experimental procedure for temporarily overcoming the mind-blindness of ASD. Oxytocin in single doses enabled subjects in both studies to fixate on images of faces, including the eye region, for periods long enough to interpret the emotional meaning of facial expression. In the French study, subjects also performed a sophisticated computer game for measuring their ability to interact socially with other players after separate treatments with oxytocin and placebo nasal sprays. Subjects were led to believe that the others were persons operating from remote locations but they were actually simulated. Subjects engaged more with cooperative than uncooperative players after oxytocin inhalation, implying greater awareness of social relationships.



So far the only solid implication of this research is that oxytocin can ameliorate some of the core symptoms of autism and related disorders. It does not mean that oxytocin deficiency causes autism or that treatment of that disorder with oxytocin nasal spray should be immediately applied on a wide scale. No one knows the optimal dosage or dosing frequency for chronic use. Long-term side effects are also unknown but suspected on the basis of known oxytocin activity in reproductive organs, mammary tissue, kidneys and heart. Yet studies to date will doubtlessly inspire others for addressing these issues. If no insurmountable problem arises, it is almost certain that oxytocin or a more practical synthetic analog will emerge as the first specific treatment for autism.

¹ Guastella AJ, Einfeld SL, Gray KM, et al. Intranasal oxytocin improves emotion recognition for youth with autism spectrum disorders. *Biological Psychiatry* (2010); 67: 692-694.

² Andari E, Duhamel JR, Zalla T, et al. Promoting social behavior with oxytocin in high-functioning autism spectrum disorders. *Proceedings of the National Academy of Sciences, USA* (2010); 107: 4389-4394.

Calendar of Events

ALPHA RESOURCE CENTER - FAMILY RESOURCE CENTER

email: info@alphasb.org / www.alphasb.org

Santa Maria Office 805.347.2775	Santa Barbara Office 877.414.6227 805.683.2145
------------------------------------	--

Alpha Resource Center offers a wide variety of services and supports to encompass the needs of individuals with disabilities of all ages and at all stages of life.

Children & Family Services ~ Family First assists parents of children with special needs to gain the knowledge and skills to enable their children to be all they can be. Parent-to-parent and family support, parent-professional collaboration, resource meetings and workshops, information & referral, transition, future planning, and much more!

Resource Libraries ~ offer over 2000 titles on developmental and other disabilities. Located at Tri-Counties Regional Center offices in Santa Maria and Santa Barbara. Mobile library services are available. Call for hours or specialized assistance.

Katie's FUNd™ ~ provides social and recreational opportunities for teens and young adults with developmental disabilities. Contact: Amy Buesker at 683-2145 x127 or abuesker@alphasb.org.

Alpha Adult Services ~ provides a broad spectrum of services for adults with developmental disabilities. Each participant assists in the development of individualized services tailored to achieve his or her personal goals. 805.964.3547

SANTA BARBARA SPECIAL NEEDS ADAPTIVE PROGRAMS WEBSITE

A new parent run website that includes a variety of community resources, events and information supporting our area special needs agencies. Find more camps and activities posted on the website. www.sbsnap.org

PARENT-TO-PARENT SUPPORT

Sponsored by Special Needs Network. Meets third Thursday of every month, 9:00 am at Coffee Diem, 505 S. McClelland Street in Santa Maria. Contact: Diana 805.937.8756.

CITY OF SANTA BARBARA PARKS & RECREATION DEPARTMENT

Check out what they have to offer. Contact: Adapted Programs 805.564.5421.

FAMILY FIRST AT ALPHA RESOURCE CONNECTIONS

A family resource center and parent network. Provides parent-to-parent and family support, parent-professional collaboration, parent and family workshops, and information and referral. Contact: North County 805.347.2775/South County 805.683.2145.

SOMETHING FOR THE SIBLINGS

The Special Needs Network is a new club for the siblings of individuals with disabilities. The club will consist of several fun activities for the siblings and will also be a chance to get away and relax with others who also have siblings with disabilities. Contact: Laura King, 805.344.1403.

SANTA MARIA SPECIAL EDUCATION & SUPPORT INFORMATION

Kathy Rowley hosts a Yahoo Group for parents of children with special needs who live in Santa Maria. Join at <http://groups.yahoo.com/group/santamariasupport>.

AUTISM SOCIETY OF AMERICA - SANTA BARBARA CHAPTER (ASASB)

Contact: Marcia or Sandy at 805.560.3762 or info@asasb.org, www.asasb.org.

SANTA MARIA AUTISM SUPPORT GROUP

Has an online support group for parents of children diagnosed with autism. There is also a weekly playgroup that meets at a local park. Contact: 805.714.1187 or email begeasykr@yahoo.com.

LOMPOC AUTISM SUPPORT GROUP

A support group for parents and other caregivers of children diagnosed with autism. Contact: Polly Bleavins 805.347.2775 or email pollyb@alphasb.org.

P.O.S.E. PARENTS OF SPECIAL EDUCATION

Parent support group meets the third Friday of every month at 9:30 am at the Alpha Resource Connections library at TCRC. The group also fundraises to provide additional educational materials for special education programs in Santa Barbara. For more information contact Jennifer Griffin, 805.967.0371 (jenagrif@verizon.net) or Cathy Abarca, 805.448.6431 (cat736@aol.com).

TALK ABOUT CURING AUTISM (TACA)

Meets 3rd Saturday of the Month, 11:00 am - 1:00 pm at Ocean Hills Ministry Center "The Loft" 821 State Street, Santa Barbara, CA (above Sur La Table in Paseo Nuevo). This is a support group meeting for caretakers for those with special needs. Contact Kathleen_reish@tacanow.org, www.tacanow.org.

SBATA@YAHOOGROUPS.COM

Online group for parents of special needs children, email hosseini58@cox.net.

FORESTER/CHALLENGER BASEBALL CLINIC FOR CHILDREN WITH SPECIAL NEEDS

June 8-10; 10 am-Noon, Girsh Park Ball fields. Come play ball with the SB Foresters and a great group of Challenger Volunteers to improve your baseball skills. Program adapted for all levels of abilities--wheelchair users included. APE Specialist Michael Galvin will direct the camp and bring along FUN APE activities and games. Fun Surprises and treats each day! www.dpllchallengers.org; or Retta Slay 805.681.9165

JUST RIDE! 1ST ANNUAL DSASBC BIKE CAMP

June 14-18, 2010, Custom bikes to ease riders with special needs into better balance and stability working toward the goal of bike riding without training wheels. Limited spots available- Sign UP Now! Organized by Retta Slay Location: Page Youth Center, 4540 Hollister Avenue, SB, CA 93110, Contact Retta Slay 805.681.9165

BIKE RODEO - FREE EVENT FOR ALL INDIVIDUALS WITH SPECIAL NEEDS

Friday, June 18th, 3:30 - 6:30 pm, Page Youth Center. Bring your bike, trike, helmet and family and enjoy our TWO rodeo courses; DJ, BBQ, Cycling Celebrities and try out custom adapted bikes! Food and drink available for purchase; www.sbsnap.org, Contact; 805/681-9165, Retta Slay.

DSASBC 1ST ANNUAL BUDDY WALK & FESTIVAL

June 19 Saturday 11am-4pm Chase Palm Park - Great Meadow Area Invite your family and friends to be a part of this special day. Registration fee includes, event T-shirt, lunch & all festival activities Chase Palm Park, 323 E Cabrillo Blvd, SB. Contact Melissa Fitch at 805.886.4411 or melissa@dsala.org. Learn more at www.dsasbc.org, click under "Buddy Walk".



SUMMER HORSEMANSHIP ADVENTURE CAMP - TWO SESSIONS

June 28-July 2nd and July 26-30, 2010 9am- noon; a fun, week-long equine activities open to children with and without disabilities. Learn all about horses, their behavior and care, plus crafts and games, and of course, riding! Location: Hearts Therapeutic Riding Facility, Santa Barbara. 805.964.1519 or <http://www.heartsadaptiveriding.org>

JR WHEELCHAIR CAMP-UCSB RECREATION CENTER

Sponsored by Cottage Rehabilitation Hospital, Rehabilitation Hospital Foundation, and UCSB; July 12-16, 2010; Junior Wheelchair Sports Camp is designed for individuals between the age of 5 & 19 years who use a wheelchair to participate in sports. Location: UCSB Rec Center Contact René Van Hoorn 569.8999 ext. 82552

NEW HORIZONS FOR SYSTEMS OF CARE EFFECTIVE PRACTICE AND PERFORMANCE FOR CHILDREN AND YOUTH WITH MENTAL HEALTH CHALLENGES & THEIR FAMILIES

July 14-18, 2010, Four days of training focusing on Effective Practice and Performance for Children & Youth with Mental Health Challenges and Their Families. Organized by The National Technical Assistance Center for Children's Mental Health at the Georgetown University Center for Child & Human Development; Location: Gaylord National Resort & Convention Center, Washington, DC

38TH ANNUAL NATIONAL DOWN SYNDROME CONGRESS CONVENTION

Walt Disney World, July 16-18, 2010, Friday, Don't miss out on this year's annual NDSC Convention! Friday's Opening Plenary Session is sure to create a magic moment in your life as the NDSC presents: We're More Alike Than Different: What Self Advocates Want the World to Know. Location: Walt Disney World, Florida Organized By: NDSC www.ndsccenter.org

CHALLENGER DAY AT THE SB FORESTER GAME - EVERYBODY WELCOMED

Sunday, July 18th, Game time 1pm. Join the Challenger kids & families to PACK the STANDS & cheer our local heroes- the SB Foresters. Children with Special needs may join the Foresters on the field at 12:40; Photos with team after the game; . Concession Stand, Fun games during innings throughout the game. Kids in baseball shirts get in free! Info at www.dpllchallengers.org.

SPORTS VARIETY CAMP - FOR CHILDREN WITH SPECIAL NEEDS

July 27-29th, 1:30-3:30pm, Page Youth Center. Choose from a variety of sports activities each day--Cheerleading, basketball, hip hop and dance moves, soccer, etc. Registration online at www.sbsnap.org or contact Retta Slay, 805/681-9165.

"HOE DOWN FOR DOWNS"

Celebrate & Kick Off Down Syndrome Awareness Month October 2 Saturday, 5:00pm to 9:00pm, Dress for a Boot Scootin, Bingo Calling, Barn Raising, Get Down and Dance kind of evening! Fun for families & community. Check for updates at www.dsasbc.org. Location: Santa Barbara Carriage Museum, 129 Castillo Street, SB. Contact Retta Slay 805.681.9165. Volunteers needed.

3RD ANNUAL WALK, ROLL & RIDE 2010

October 16 Saturday, 8:45am to 11am, at the 2010 Lemon Festival. Location: Girsh Park, 7050 Phelps Road, Goleta. For more details contact Alpha Resource Center.

PARENTS HELPING PARENTS - FAMILY RESOURCE CENTERemail: php@ucp-slo.org / www.phpslo.orgSan Luis Obispo Office
800.456.4153 x3277
805.543.3277Atascadero Office
805.461.7415**PARENTS HELPING PARENTS FAMILY RESOURCE CENTER**

PHP serves families of children with special needs throughout San Luis Obispo County. Two lending libraries, which cover a wide variety of special needs topics, are equipped with toys, games and a place for children to play while their parents browse. PHP has a network of experienced staff and parents available for mentoring and support. A reliable source of current information, referrals, and training, PHP regularly e-mails a Calendar of Upcoming Events to interested families.
Contact: 805.543.3277 (SLO) or 805.461.7415 (Atascadero) or php@ucp-slo.org

PHP SPONSORED EVENTS**PARENTS OF CHILDREN WITH DOWN SYNDROME, 0 -10 YEARS, GET TOGETHER**

Explore opportunities for fun summer activities and meet other parents!
Thursday, April 29, 2010, 10:00 – 11:30 a.m.
San Luis Obispo
Contact: RSVP to PHP, 543.3277 or php@ucp-slo.org

CREATIVE HOUSING OPTIONS SERIES

PHP will be presenting a series of monthly programs to bring you the information you need to provide quality housing for your adult children with developmental disabilities. The Creative Housing Options series was developed from parent input to the surveys taken after the PHP Creative Housing Options Program in September. Please phone us if you would like to be placed on the interest list.

CREATIVE HOUSING OPTIONS PART IV: SUPPORTED LIVING

Presenters: Tri-Counties Regional Center and Supported Living Agencies
Thursday, May 27, 2010, 7:00 p.m. – 8:30 p.m.
San Luis Obispo
Contact: RSVP to PHP, 543.3277

GET CONNECTED AT PHP FOR PARENTS OF CHILDREN 0-5 YEARS

Come in to Parents Helping Parents Family Resource Library to meet other parents and PHP's Resource Specialists. Learn more about new community resources for your child and share resources with other parents.
Atascadero: May 25, 2010, 10:00 – 11:00 a.m.
San Luis Obispo: June 10, 2010, 10:00 – 11:00 a.m.
Contact: Call PHP at 543.3277 for upcoming dates.

UCP EVENTS**UCP KIDS CLUB FOR 6 – 12 YEAR OLDS &****UCP TEEN CLUB FOR 13 – 17 YEAR OLDS**

Community recreation activities and socialization opportunities for kids and teens with special needs, including transportation and supervision.
Saturday, May 22, 2010, 1:00 – 4:00 p.m.: Bowling and pizza at Mustang Lanes
Saturday, June 12, 2010, 1:00 – 4:00 p.m.: BBQ at Lake Lopez/ Mustang Waterslides
Contact: Tessa, 543.7102 or youthservices@ucp-slo.org

UCP COMMUNITY INTERACTION PROGRAM: TOURS FOR ADULTS

Thursday, August 26, 2010 – Saturday, August 28, 2010: Disneyland Labor Day Getaway
Sunday, September 26, 2010 – Saturday, October 2, 2010: Jamaican Cruise
Contact: Kristine, 543.2039 or kristine@ucp-slo.org

UCP LEISURE CLUB LOCAL OUTINGS & ACTIVITIES FOR ADULTS

Saturday afternoon activities and outings for adults with special needs.
Saturday, May 22, 2010, 1:00 – 4:00 p.m.: Bowling and Pizza in Paso Robles
Saturday, July 24, 2010, 1:00 – 4:00 p.m.: Lake Lopez and the Mustang Waterslides
Contact: Kristine, 543.2039 or kristine@ucp-slo.org

ONGOING**NORTH COUNTY AUTISM SPECTRUM SUPPORT GROUP**

3rd Friday of every other month (odd-numbered months), 7:00 - 9:00 p.m.
May 21, 2010
Paso Robles
Contact: Becky, 471.1354 or nocosupport@autismspectrumcenter.com

SOUTH COUNTY AUTISM SUPPORT GROUP

3rd Wednesday of each month, 7:00 – 8:30 p.m.
Grover Beach. Contact: Leslie Barton, 904.9212

ENCOURAGEMENT/SUPPORT GROUP

For parents with children of special needs. The group's vision is to accept, encourage, and strengthen parents for the life-long journey of caring for a child with special needs.
3rd Tuesday of each month, 6:30 – 8:30 p.m.
Arroyo Grande
Contact: Scott and Liz Rice, 481.6843

FAMILY SUPPORT GROUP

Mondays, 9:30 a.m.
For families of children with special behavioral & mental health needs.
Contact: SLO & North County Transitions Mental Health: 458.2596 or mhughes@t-mha.org
Contact: Coastal & South County Transitions Mental Health: 458.6388 or jgarza@t-mha.org

GRANDPARENTS AS PARENTS SUPPORT GROUP

Thursdays, 9:00 a.m.
Arroyo Grande Contact: 481.5722

KINSHIP CENTER PARENT SUPPORT GROUP

Facilitated by Carey Alvord, Clinical Supervisor and KC Clinicians
2nd Tuesday of each month, 5:15 – 6:30 p.m.
Templeton Contact: Carey Alvord, LMFT, 512.7572 or 434.2449

KINSHIP CENTER RELATIVE CAREGIVER ("FAMILY TIES") SUPPORT GROUPS

In Templeton and Arroyo Grande S.A.F.E. offices
Templeton: May 4 & 18, 2010, 6:00 – 8:00 p.m.
Arroyo Grande: May 19, 2010, 6:00 – 8:00 p.m.
Contact: RSVP to 434.2126

POSTPARTUM DEPRESSION SUPPORT GROUP

2nd Saturday of the month, 9:00 - 10:30 a.m.
Cost: \$20.
Contact: Joan Fusco, LCSW, 801.3127

SAN LUIS OBISPO COUNTY SPECIAL OLYMPICS TRAINING

Including: Aquatics, Power Soccer (Motorized Wheelchair), Golf, Gymnastics, Bocce, Track & Field. Contact: 544.6444

SOCIAL ACTIVITIES

For parents and young adult children ages 18 – 35 with Asperger's, HFA, or PDD-NOS. Contact: Victoria or Greg, 460.9389

San Luis Obispo County

With each issue of the TriLine, we provide information on some of the resources available to families within the Tri-Counties area. Please call to confirm dates and times of events. Check with your Service Coordinator for information on other resources available to you in your area.



RAINBOW CONNECTION - FAMILY RESOURCE CENTER
email: rainbow@tri-counties.org

Oxnard Office 800.332.3679 805.485.9643	Simi Valley Office 800.517.2524 x2325 805.823.2325
---	--

Rainbow Connection provides support, information, training and activities for families. Here is a list of on-going support groups:

ACTIVITIES

FAMILY REC NIGHT (BILINGUAL) Third Friday of the month in Oxnard. A time for fun, activities, and socializing for children and teens with special needs and their families. FUN for the whole family. Children must be accompanied by an adult.

SOCIAL TIME FOR ADULTS RECEIVING SERVICES FROM TCRC (BILINGUAL)

First Saturday of the month in Santa Paula. Come, bring a friend or just come meet new people, for conversation, playing games or for refreshments and some fresh air.

TEDDY BEAR BRIGADE Third Saturday of the month (except for summer) 1:00-3:00 pm, Thousand Oaks For children 3 -13 years old with special needs and their siblings. It includes stories, sensory themes, crafts and music. Visit www.bearsandcompany.com to register. Parents meet separately for social and networking time.

"DAY AT THE PARK" May 8th, June 19th, July 10th, August 14th, September 18, October 16th. Oxnard Recreation/Community Services holds a monthly event for the Physically Challenged and Special Needs Population. Event is FREE and held from 11am-2pm, Oxnard Beach Park, 1601 Harbor Blvd. For more information contact Greg Barnes at (805) 385-7990.

FUN CLUB Wednesdays 6:30pm-8:30pm. An adaptive program for developmentally disabled persons ages 16 years of age and older. The 1st, 2nd and 4th Wednesdays the Club meets for arts, crafts, birthday parties and special activities. Cost is \$2.00 per person. On the 3rd Wednesday, a social dance is held. Cost is \$3.00 per person. The program is held at the Wilson Senior Center located at 350 North "C" Street, Oxnard. For more information call (805) 385-8019.

RECREATION BUDDIES Fridays, July 2nd-August 6th from 11:30am-1:00 pm. New weekly recreation class that brings the special population together with their caregiver (parent, grandparent, respite worker). The cost is \$15.00 plus a \$20.00 materials fee. For more information contact the instructor, Laura Ketterman at 805.216.4589. Laura Ketterman is a mother of a young adult with a disability and has a teaching credential in Special Education.

TRAININGS

HEALTH CARE NOTEBOOKS Do you have a hard time keeping track of your health care information? Create your own personal notebook with a Rainbow staff person and/or other parents; learn more about the transition process and get suggestions that might help with guidance from one of our staff and/or other parents. Individual Appointments can be scheduled upon request. For persons receiving services from TCRC.

ALL ABOUT ME Create your child's (or adult served by TCRC) Personal Profile. This is a great way to share valuable information. Simply give a copy of the Personal Profile to the people who will be interacting and working with your child – the teacher, aides, therapists, etc. Give us a call and we'll help you put together your child's very own Personal Profile. Individual Appointments can be scheduled upon request. For persons receiving services from TCRC.

WHAT'S NEXT AFTER EARLY START? FOR YOUR CHILD WITH SPECIAL NEEDS

Will your child be turning 3 years old and transitioning out of the Early Start Program? Changes can be confusing. Come during the times above for informal discussions, and make transition a little easier. You will receive a free booklet that has been helpful to other parents. Individual Appointments can be scheduled upon request. For persons receiving services by TCRC.

SUPPORT GROUPS

AUTISM SPECTRUM DISORDER (ASD) PARENT SUPPORT GROUP (ENGLISH)

Meets second Wednesday of the month at Rainbow Connection, 7:00 - 9:00pm, Oxnard. Families meet to share the experiences they've had with their children with special needs and learn about resources.

AUTISMO SUPPORT GROUP (SPANISH)

Third Thursday of the month, 7:00 - 8:30 pm, Oxnard. Families have discussions on issues related to raising children with autism.

CEREBRAL PALSY SUPPORT GROUP (ENGLISH & SPANISH)

Third Monday of the month, 9:30 - 11:00 am. Groups meet separately in English and Spanish. Join other parents to talk about issues related to raising children with cerebral palsy and share resources and information.

G-TUBE/J-TUBE/NG-TUBE NETWORKING (ENGLISH & SPANISH)

Third Thursday of the month, 6:30 - 8:00 pm, Oxnard. Does your child have a G-tube, J-tube, or NG-tube? Has it been suggested that your child get a tube? We look forward to sharing our stories of frustrations, fears, and successes (large and small).

DOWN SYNDROME SUPPORT GROUP (ENGLISH & SPANISH)

Groups meet separately in English and Spanish. Last Thursday of the month, 7:00 - 8:30 pm, Oxnard. Families have open discussions about raising children with Down syndrome.

EPILEPSY SUPPORT GROUP

First Wednesday of every month from 7:00 - 9:00 pm in Oxnard. Families meet to share the experiences and learn about resources.

EARLY START SUPPORT GROUP (SPANISH)

Third Monday of the month 10:30am - 12pm, Oxnard. Families with children in the Early Start Program meet to share the experiences and resources.

PARENTS CONNECTION (SPANISH)

Fourth Monday of the month 10am - 11am, Fillmore. Families of children with special needs meet at Burger King to connect and share information.

SANTA PAULA SUPPORT GROUP (SPANISH)

First Monday of the month 5:30 - 7:00 pm. Families meet to share experiences they've had with their children with special needs and learn about resources.

SANTA CLARA SUPPORT GROUP - FILLMORE, PIRU AREA (SPANISH)

Third Monday of the month 5:30 - 7:00 pm. Families meet to share the experiences they've had with their children with special needs and learn about resources.

SANTA PAULA SUPPORT GROUP (ENGLISH)

Fourth Monday of the month 5:30 - 7:00 pm. Families meet to share experiences they've had with their children with special needs and learn about resources.

SPECIAL FAMILIES SUPPORT GROUP (SPANISH)

First Friday of the month 6:30pm - 8pm, Oxnard. Families meet to share the experiences and resources.

SPECIAL PARENTS NETWORK (ENGLISH)

Third Wednesday of the month, 10am - 11:30am, Oxnard. Third Thursday of the month, 9:30 - 11:00 am, Simi. Come and join us for a cup of coffee, learn about our resources and talk about issues related to raising children with special needs.

SPECIAL PARENTS VENTURA COUNTY NETWORKING GROUP - ONLINE

Special Parents is an online forum where parents of children with special needs can offer and receive support, referrals and information. This networking group provides families with a comfortable and convenient environment for exchanging ideas and resources on everything from medical visits to IEP's. Simply activate a free YAHOO user ID and Password account to log into this forum at <http://groups.yahoo.com/group/SpecialParentsVenturaCounty>.

SIBCLUB

First Friday of the month, 6:30 - 8:00 pm. in Oxnard. Games, Fun, Activities, for 5 - 14 years old siblings of children with developmental disabilities.

NICU CLASS - MY BABY IS IN THE NICU NOW WHAT? (ENGLISH & SPANISH)

First Monday of the month 10:00 -11:00 am in Oxnard. Information & Resources for families & parents of current & NICU grad's.

NICU SUPPORT GROUP (ENGLISH & SPANISH)

Third Wednesday of the month, 6:30 - 8:00 pm, Oxnard. Groups meet separately in English & Spanish. Meet other families and share ideas of coping, photos, info, joy and triumphs.

RAINBOW MOMS CONNECTING - OXNARD (SPANISH)

Third Friday of the month, Oxnard. Come and enjoy time with other mothers of children with special needs and have a relaxing time. For more information or to RSVP please call Rainbow.

RAINBOW MOMS CONNECTING - VENTURA COUNTY (ENGLISH)

Meeting dates and times vary. Come and enjoy a night out with other mothers of children with special needs.

OTHER COMMUNITY SUPPORT GROUPS:

BRANDON'S BUDDIES (ENGLISH)

First Saturday of the month, Calabasas. A free play date for children of all abilities. To RSVP call Dina Kaplan 818.222.8118 or brandonsbuddies@pacbell.net.

HAPPY FRIENDS CLUB

First and third Thursdays, 6:30 - 8:00 pm, Camarillo. Support group for adults & teens with mental/physical challenges. Speakers, games, arts & crafts, round table discussions, occasional community outings. Contact: Jean McGuire 805.816.2319 or email: bobbyjean2@mac.com.

MOM'S NIGHT OUT THOUSAND OAKS (ENGLISH)

Third Tuesday of the month. For contact information call Rainbow.

DAD'S NIGHT OUT THOUSAND OAKS (ENGLISH)

Fourth Tuesday of the month. For contact information call Rainbow.

ASAP: ASPERGER'S SUPPORT GROUP FOR ADOLESCENTS PLUS! (ENGLISH)

A social support group for teens & young adults with Asperger's or high functioning Autism. For more info log on to www.vcasap.org

SUPPORT GROUP FOR PARENTS OF KIDS WITH AUTISM

Last Monday of the month, 6:30 pm. We provide child care. The address is 2697 Lavery Ct., Suite 17 Newbury Park. Contact Leila Silva at 805.480.9039 or 805.341.3089.

VENTURA COUNTY AUTISM SOCIETY (ENGLISH)

For more information call Ventura County Autism Society at 805.496.1632.

DOWN SYNDROME PARENT SUPPORT GROUP

Parents of children with Down Syndrome come together to discuss issues and activities of mutual interest. Ever 1st Wednesday of the month at 6:30pm. Call 805 650-6290 to RSVP.

Transitioning to Adulthood: Nicole's Success...continued from cover

by Heather Wennergren, Media & Training Coordinator

Routine is important to Nicole. Having well defined roles in the classroom, helps ensure her success. After seeing a child safely onto the bus at the end of a school day, Nicole continues home where a second set of responsibilities await her. She assists her mother, Lisa, with children who attend Cantrell Family Day Care in the afternoon. The primary recipient of Nicole's attention is Danielle. The two have been friends for over ten years. Nicole helps Danielle with many daily activities, including an afternoon treat. After cataloging snacks for the day, she feeds Danielle a cup of pudding. At a half cup, Nicole expertly wipes excess pudding from Danielle's face, explaining, "Too much pudding won't be good for you". She then assists her into her bedroom for one of her favorite films. Danielle eagerly anticipates Nicole's daily homecoming and Nicole takes meticulous care of Danielle. The deep bond between the two is apparent.

At age 23, Nicole shoulders many responsibilities and enjoys an increasing level of independence. Lisa Cantrell comments on factors that have contributed to her daughter's successful transition, emphasizing "finding the right niche." According to Lisa, every person has talents, and with initiative and the right guidance, can find activities that make up a "good day". A familiar environment with standard schedules provides the stability that Nicole needs. Careful planning also helps. Lisa updates a calendar in Nicole's room with short days or days off and has pre-programmed Nicole's cell phone with reminder alarms that notify her about changes throughout the day, such as when to take lunch and breaks and when to return to work.

More about Carl Dwire School

At Dwire, a strong emphasis is placed on learning desired behaviors and improving communication skills. Students at Dwire have the benefit of Community Based Instruction, including integrated activities with children from the neighboring school. Educators endeavor to teach functional skills that will maximize future independence. Learn more about Dwire at www.vcoe.org.



Melissa holds a favorite pet



Joshua at the slot machine



Melissa & Angelica help in the kitchen

Cantrell Family Day Care, A Nice Alternative

Lisa Cantrell has been running her alternative day care for over ten years. After deciding that another program was not beneficial for her daughter, Lisa quit her job, determined to find a way to care for and oversee Nicole's daily activities herself. With initial plans of starting a typical day care, Lisa was pleasantly surprised when other parents of children with disabilities requested that she care for their children as well. Her business grew organically as others noticed the quality of care provided and the benefit of services provided in a home setting. A day in the Cantrell home feels more like a family get together than a day care. Each member has an interest to share. Melissa adores animals. She has special pets that she keeps at the Cantrell home. Angelica loves to help in the kitchen, where she has special roles and responsibilities. Joshua enjoys his time at the slot machine. This cheery home engenders a real sense of belonging. Lisa urges others to open up their homes, making this opportunity available to more individuals.

Share Your Ideas about Advocacy

The TCADD Government and Community Relations Committee works to consider opportunities for advocacy that may benefit individuals served by Tri-Counties Regional Center. In an effort to consider the many great ideas of TCRC's stakeholders, a form has been established on the TCRC web site. Go to www.tri-counties.org, click on "News" and then "Submit Advocacy Ideas" to share your ideas with board members. Information about upcoming events is also welcome.

TCRC Staff News

The Spirit of Excellence award program acknowledges employees who demonstrate teamwork, good citizenship, service to the people we serve, morale building, quest for quality, and above and beyond dedication to their work. Employees are nominated by their colleagues and quarterly winners are also selected by a panel of their peers. Nominees receive a recognition certificate and \$20 gift certificate. Quarterly winners receive temporary possession of the stone Dolphin Award and an opportunity to be chosen as one of the eight annual winners. Two annual winners receive the stone Dolphin Award and \$300.

SPIRIT OF EXCELLENCE AWARDS

3rd Quarter 2009

DENISE RENNA
Service Coordinator II, Atascadero
LISA FOSTER
Service Coordinator II, Oxnard
EVELYN GONZALES
Secretary, Oxnard
DON SORENSEN
Senior Information Systems Analyst

LESLIE BURTON
Manager, Purchase of Services
DIANA RINGER
Service Coordinator I, San Luis Obispo
KAREN HARRIS
Service Coordinator I, Santa Maria
TINA CALDERARO-MENDOZA
Person Centered Thinking Project
Coordinator, Simi Valley

SPIRIT OF EXCELLENCE AWARDS

4th Quarter 2009

PAM CRABAUGH
Manager, Services and Supports,
Atascadero
MEL MURPHY
Service Coordinator /Enhanced Case
Management
RICHARD SANCHEZ
Service Coordinator, Oxnard
WENDY WATSON-MORGAN
Benefits Administrator

LOUIS CASSANO, RN
CPP Nurse Specialist
CLAIRE CHAPMAN
Service Coordinator II, San Luis Obispo
JEAN HOLMQUIST
Manager, Support Services, Transfer &
Fair Hearing Coordinator North County
JULIANNE CROSGROVE
Secretary, Simi Valley

Annual Award Winners

SPIRIT OF EXCELLENCE 2009
Congratulations to Denise Renna and Jean Holmquist!

Promotions

KAREN HARRIS
from Service Coordinator I
to Service Coordinator II
REGINA KENTNER, Ph D
from Psychologist I to Psychologist II

ANDREA SCHACHT
from Service Coordinator II w/masters to
Manager, Services and Supports, Santa
Maria Office

New Hires



Sonya Mejia, Secretary III



Joshua Woody, Service Coordinator II



Patricia Cortez, Service Coordinator II

SAN LUIS OBISPO COUNTY

Atascadero

7305 Morro Road, Suite 101
Atascadero, CA 93422
805.461.7402
FAX 805.461.9479

San Luis Obispo

3450 Broad Street, Suite 111
San Luis Obispo, CA 93401-
7102

805.543.2833
800.456.4153
FAX 805.543.8725

SANTA BARBARA COUNTY

Santa Barbara

520 East Montecito Street
Santa Barbara, CA 93103-
3278

805.962.7881
800.322.6994
FAX 805.884.7229

Santa Maria

1234 Fairway Dr.
Santa Maria, CA 93455

805.922.4640
800.266.9071
FAX 805.922.4350

VENTURA COUNTY

Oxnard

2401 East Gonzales Road
Suite 100

Oxnard, CA 93030-2119
805.485.3177
800.664.3177
FAX 805.988.9521

Simi Valley

1900 E. Los Angeles Ave.
Simi Valley, CA 93065

805.522.8030
800.517.2524
FAX 805.522.8142

TCRC Announces New Office Location in Atascadero

Tri-Counties Regional Center is pleased to announce that our Atascadero office has moved to a new location. The new office space is located at: **7305 Morro Road, Suite 101, Atascadero, CA 93422 (Phone) 805.461.7402 (Fax) 805.461.9479**. The office is conveniently located in the Moresco Plaza on Morro Road, not far from the previous office location. Access to Highway 101 is only minutes away. Additional office space is necessary to accommodate growth of our Atascadero team. The new facility will offer expanded work and conference room space, additional interview rooms, and ample parking.

**Tri-Counties
Regional Center
Headquarters**

520 E. Montecito Street
Santa Barbara, CA 93103
805.962.7661 Tel
800.322.6994 Toll-Free
www.tri-counties.org

**Tri-Counties Association
for the Developmentally
Disabled Inc. (TCADD)
Board of Directors**

Robyn Adkins
President

Bob Cobbs
Vice President

Justine Blevins
Secretary

- Stan Deakin
- Charles Devlin
- Cathy Farrar
- Mani Gaur
- Julie Kahn
- Michael Kaszycki
- Nancy Kavim
- Steven Kresco
- Shanti Nadiminti
- Kathy Reed
- Robin Rosso

Upcoming Board Meetings

- June 5th Oxnard
- July 9th Santa Barbara
- Sept 10th Santa Barbara
- Oct 2nd San Luis Obispo
- Nov 5th Santa Barbara

Upcoming Town Hall Meetings

- July 21st Santa Maria
- Sept 15th Oxnard
- Oct 20th Atascadero



Greetings from the President

by Robyn Adkins, TCADD Board Director

sents a loss of services to groups of individuals. After hours of debate and political posturing, lawmakers may lose sight of the people attached to those funds, making it all the easier to agree to cutting resources. It is up to each of us to add a face and a voice to our budget line.

It is important to get involved... as much or as little as your time allows. For those with the time and desire for direct participation, I encourage you to consider joining the TCADD Board of Directors. If you have questions about the time commitment, meeting schedule, or application process, contact the regional center Executive Office for more information. The best way to experience the work of the Board is to come to a meeting and observe.

For those with limited time, dedicated efforts and activities can have as much impact as a long-term commitment. Share your thoughts and suggestions at a TCADD board or committee meeting. Participate in a community outreach or advocacy event. Visit or write to your state and local representatives. Support the fund-raising efforts of the vendor community. Write a letter to the editor of your local paper. Call in to local talk radio and share our cause with the community. Make your opinion heard at the ballot box.

Effective advocacy involves information and knowledge. The 2009 Annual Report provides

in-depth information about the regional center's performance including results of the annual Services and Supports Survey, Fiscal Year 08/09 expenditures, and a summary of achievements toward Strategic Performance Plan objectives. This Report is a good basis for the facts around not only the performance of TCRC but information about the population served and the responses of the persons served regarding the performance of TCRC.

In addition to operational responsibilities around the Performance Contract with DDS and the strategic actions supporting the Strategic Performance Plan, TCRC has assumed a leadership position in Person Centered Thinking practices. Whether implementing the new laws this past year in a way that least impacted the quality of individual's lives or using positive and productive strategies in meetings, TCRC staff and stakeholders demonstrate ongoing learning and expansion of these practices.

Please join me in continued support of and advocacy for the work of the regional center system and its community partners. The years ahead, including the next three years for which a brand new Strategic Performance Plan is in place, can be filled with creative responses to the fiscal challenges and the expansion of Person Centered Thinking practices.

I am pleased to convey a positive message to you at this time of change and challenges in our system in the midst of the completion of my term as President of the TCADD Board of Directors. Of all of my experiences during the last two years, I find that I am most appreciative of the people whom I have met on this journey.

Across the breadth of the stakeholders of this regional center, including TCADD board members, persons served, TCRC staff, the service provider community, and families and friends, I have found that all commonly share the vision of TCRC: that persons with developmental disabilities live fully and safely as active and independent members of their community. This experience has let me know that the strategic statements of Tri-Counties Regional Center and core values can be relied upon in difficult times and also reflect the values held by all stakeholders.

The resources of California continue to be challenged, and will be for some time to come. Each line-item on the budget chopping block in Sacramento repre-

Call for Volunteers for the TCADD Board

Potential members have business management, public relations, education or other business or non-profit experience. Family members of persons served by TCRC are encouraged to apply. Make a rewarding contribution to TCADD and help to improve the quality of life for persons with developmental disabilities. Please contact Nancy Kavim at nkavin@mwdh2o.com for more information, or visit our web site: <http://www.Tri-Counties.org/tcrc4/about-tcrc/tcadd/membership/>

Tri-Counties Regional Center 2009 Annual Report

Trends in Demographics

Place of Residence

In 2009, 98.8% of children served by TCRC lived at home; seventy seven percent (77.2%) of adults receiving services resided in a home-like setting. Seventy four percent (74%) of all persons served lived with a parent or guardian.

Age

In 2009, seventeen percent (17%) of the population served were zero through two (2) years of age, a slight decrease from 2008. Forty three percent (43%) of the population were children and transition age youth, six (6) years of age to twenty one (21) years. Persons twenty two (22) years of age and older, including seniors, represented forty percent (40%) of the population. This information is consistent with data from 2008.

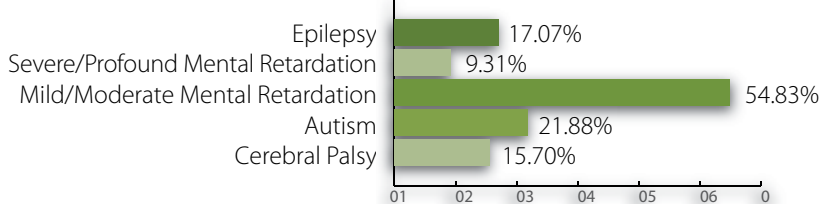
Ethnicity

Trends in ethnicity have been consistent over the past few years. Thirty-four percent (34%) of the population represented individuals with Latino heritage and /or bilingual English / Spanish or monolingual in Spanish.

Primary Diagnoses

The prevalence of autism increased by 1.24% in the population served in 2009 over 2008. There was a slight decrease in percentage of persons served in all other diagnostic categories (from 0.32% to 0.76%).

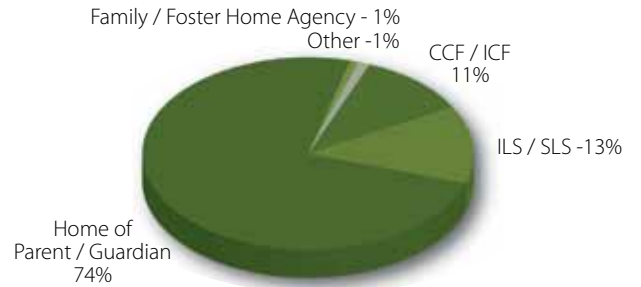
Primary Diagnosis*



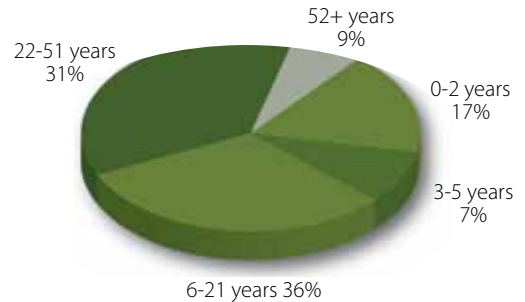
*Numbers do not sum to 100% due to dual or multiple diagnosis

Who does TCRC serve?

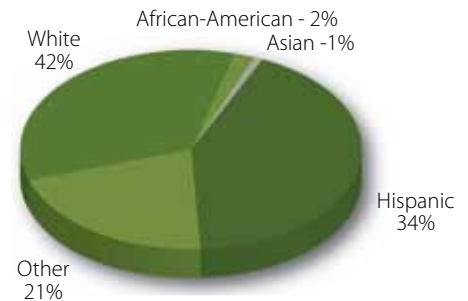
Residence



Age



Ethnicity





How well did we perform?

Results of Performance and Compliance Contract with the Department of Developmental Services (DDS) in 2009

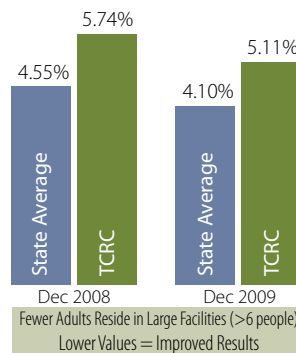
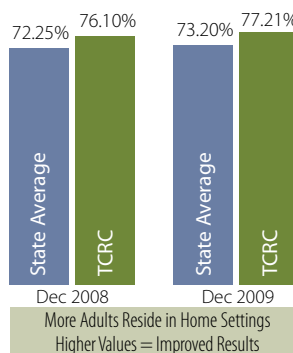
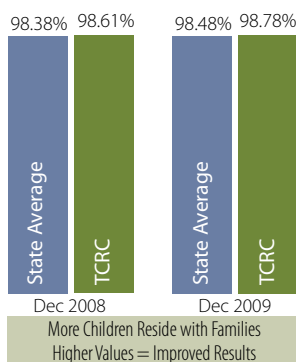
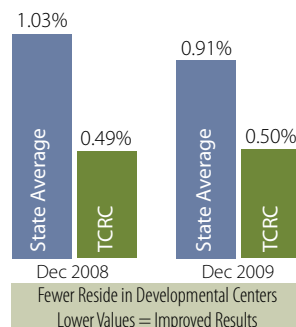
TCRC is measured according to meeting DDS compliance standards for fiscal audits, achieving Purchase of Service (POS) budget projections, accomplishing time lines to track information about persons served, communicating with newly referred families of children and adults and meeting time frames to complete Individual Program Plans (IPP) and Individualized Family Service Plans (IFSP). Performance standards are also required for actions such as moving persons from Developmental Centers to the least restrictive setting possible in the community and maintaining home-like settings for adults.

Please see the charts below that show performance in 2009 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 and to performance in the previous year (2008) as well.

The blue bars in the charts indicate how other regional centers (according to a state wide average) performed at the end of 2008 and 2009. The green bars indicate TCRC's performance for both years.

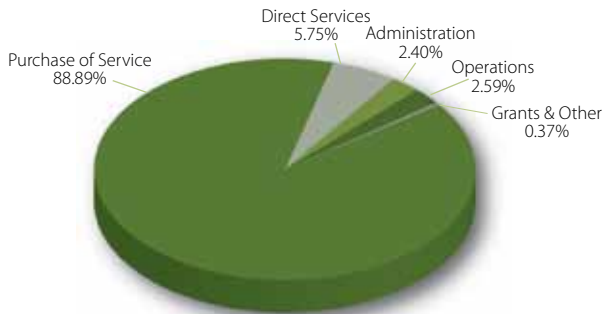
TCRC is especially proud of results for:

- meeting requirements of compliance standards
- ensuring that adults live in home like settings
- moving individuals to the community from the Developmental Centers
- children living at home with their families
- ensuring that when children must live in a facility, there are six beds or less

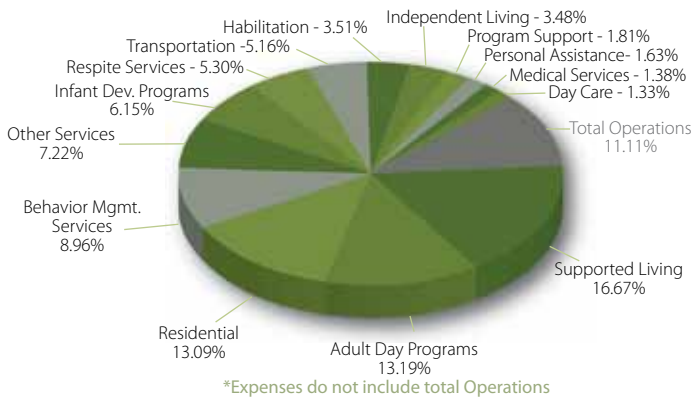


Expenditures 2008-09

Tri-Counties Regional Center Expenditures Fiscal Year 2008-09



Tri-Counties Regional Center Purchased Services* Fiscal Year 2008-09



Budget Category	Expenditures through February 2010	Percent of Total Expenditures
Direct Services	\$11,862,120	5.75%
Administrative Services	4,955,494	2.40%
Operations	5,334,785	2.59%
Grants & Other	765,000	0.37%
Total Operations	22,917,399	11.11%
Purchased Services		
Supported Living	\$34,394,739	16.67%
Adult Day Programs	27,209,109	13.19%
Residential	27,010,750	13.09%
Behavior Management Services	18,486,391	8.96%
Other Services	14,886,961	7.22%
Infant Development Programs	12,695,783	6.15%
Respite Services	10,925,300	5.30%
Transportation	10,464,844	5.16%
Habilitation	7,232,767	3.51%
Independent Living	7,185,605	3.48%
Program Support	3,743,657	1.81%
Personal Assistance	3,361,165	1.63%
Medical Services	2,849,495	1.38%
Day Care	2,741,443	1.33%
Total Services Purchased	\$183,370,008	88.89%
Total Regional Center Expenditures	\$206,287,407	100.00%

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
Didn't overspend operations budget	Yes	Yes
Participates in the federal waiver	Yes	Yes
CDERS ** are updated as required	NA	NA
Intake/Assessment timelines for consumers age 3 or older met	100.00%	99.13%
IPP (Individualized Program Plan) requirements met	98.10%	99.41%
IFSP (Individualized Family Service Plan) requirements met	97.28%	84.90%



Results of Services & Supports Survey

The Services and Supports Satisfaction Survey in 2009

As part of a continuous quality improvement process, TCRC collects qualitative and quantitative feedback from individuals and families served. The results of the survey are utilized by TCRC leadership and staff. TCADD Board members are informed of the results annually. 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.

Respondents rated all thirty-eight (38) standard metrics higher in 2009 than in 2008, with thirty-three (33) considered to be statistically significant higher scores, or in other words, the rating was higher than would be expected by chance. All scores for the standard metrics were higher than the baseline year, 2002; thirty-four (34) of the metrics were rated statistically significant higher scores than in the baseline year, 2002. For the first time, all thirty-eight (38) standard metric scores were rated "Good" or higher.

As in previous years, Kinetic Flow Corporation collected qualitative (verbal answers to questions) and quantitative (a number that described a level of satisfaction) responses from individuals and families served. The number of households contacted and surveyed, one thousand ninety-nine (1099), represented a statistically valid sample of the population served by TCRC. This means that the responses obtained can be considered to be representative of the opinions of the entire population. Of the respondents, twenty-six percent (26%) were persons with developmental disabilities, sixty-nine percent (69.1%) were parents, two percent (2.1%) were siblings, one percent (1.6%) were other family members, and one percent (1.2%) of others.

Nearly fifty-two percent (52%) of the individuals were under age eighteen (18) years old, consistent with study demographics. Of the remaining individuals, twenty-eight percent (28.2%) were twenty-three (23) to forty-nine (49) years of age and nine percent (9.8%) were over fifty (50) years of age.

The demographic mix reflected the ethnicity profile of TCRC's population with forty-two-percent (42.3%) White, thirty-two percent (32.8%) Hispanic/Latino, seven percent (7.1%) of other races (Filipino, Chinese, Korean, Native American, other Asian), one percent (1.9%) African American and fifteen percent (15.9%) of unknown ethnicity. A majority of persons responding, eighty percent (80.5%) live with a parent or relative. Persons living independently and with supports comprised twelve percent (12.2%) of the respondents; six percent (6.5%) live in group homes.

Over the last several years, results have been evaluated according to areas considered to be key in determining satisfaction.

In 2008, these areas were:

- Choice of services
- Advocacy from the service coordinator for services
- The plan meeting the needs of the person served
- Information about services funded by the regional center

In 2009, the key areas included:

- The plan meeting the needs of the persons served
- Choice of services
- Comfort level in talking with regional center staff

In response to questions, added this year, about the impact of the California's budget crisis, a significant majority of fifty-two percent (52%) indicated that their quality of life has gotten "much better" and twenty-three percent (23%) indicated "somewhat better" in the past year. And, fifty-four percent (54%) of persons indicated "yes" that California's budget crisis has had an affect on their quality of life. In response to a question developed in 2008, about how persons view their relationship with the regional center, individuals and families responded that they look to the regional center to provide choices, good planning, information and advice. Nearly sixty percent (60%) of respondents, compared with forty-six percent (46%) of respondents in 2008, described their relationship with the agency as a partnership.



Strategic Performance Plan Activities for 2009 in Seven Focus Areas

1. Family Services

A panel of experts met in Ventura and Santa Barbara Counties to provide information to parents about services for children with autism. Representatives from Special Education Local Plan Areas, Area Board 9, Family Resource Centers along with a TCRC psychologist and public school personnel were participants.

2. Healthcare

Training regarding accessing insurance was developed for a Service Coordinator Orientation module. TCRC's R.N. Specialist provided trainings to three hundred sixty-six (366) individuals as well as 23 (twenty three) individual trainings in residential settings. Nine (9) presentations were delivered by TCRC staff to a total of two hundred ninety two (292) healthcare professionals about the special medical needs of persons with developmental disabilities.

3. Training

The TCRC Learning Center was configured and launched with eight (8) on-line modules offered. Two hundred sixty two (262) persons were trained in Introduction to Person Centered Thinking. A webinar format was introduced for Service Coordinator training. TCRC staff was introduced to webinar based conferencing and collaborative work in a shared web space environment.

4. Housing

The Tri Counties Community Housing Corporation (TCCHC) acquired two (2) homes, providing housing for four (4) persons and capacity for three (3) persons moving from Developmental Centers and one (1) person in deflection for 2010. Eleven (11) individuals were moved into new development in Oxnard; thirty-six (36) units were reserved in planned new development apartment set-aside units.

5.1 Employment

Employment and Benefits Training was provided to thirty-five (35) Service Coordinators, Managers and Service Providers in Oxnard. TCRC applied for a Job Access & Reverse Commute Grant in partnership with R & D Transportation to support free bus passes in Santa Barbara County, travel assessments and a call in center with bi-lingual (English to Spanish) support. Eleven new micro-enterprises were developed in 2009.

5.2 Life Activities

New development funds were placed on hold for continuation of alternative projects as of March 2009.

6. Autism

Recommendations from the results of the administration of the Autism Survey in 2008 were developed and implemented. It was determined that Planning Teams would use information from the National Standards Report and the Best Practice guidelines from the Department of Developmental Services (when available) to guide decisions around utilizing evidence-based practices.

7. Advocacy

From July 28, 2009 to the end of the calendar year, TCRC's primary involvement with legislative actions and contact was linked with implementation of the Trailer Bill Language with person centered practices. Twelve (12) work groups with representation from all stakeholder groups were convened to develop person-centered implementation strategies for the twenty-five (25) new laws.

The End of Year 2009 Report is available on the TCRC web site. Go to www.tri-counties.org, select "About TCRC", 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.

Board of Directors and ARCA Leadership Team



Robyn Adkins
*President, Chair, Executive
Committee*
Co-Chair, GCRC



Bob Cobbs
*Vice President, Treasurer
Chair, Administrative
Committee*



Justine Blevins
*Secretary
Chair, Board Development
Committee*



Charles Devlin
*Co-Chair, Vendor Advisory
Committee*



Cathy Farrar
*Chair, People Advisory
Committee*



Julie Kahn
*Co-Chair, Government
& Community Relations
Committee*



Kathy Reed
Chair, Audit Committee



Stan Deakin



Mani Gaur



Michael Kaszycki



Nancy Kavin



Shanti Nadiminti



Robin Rosso

TCRC Leadership Team

TCRC Executive Team

Omar Noorzad, PhD
Executive Director

Patricia Forgey, MA, MBA
*Director of Community &
Organizational Development*

Michael Nagel, SPHR
Director of Human Resources

Lorna Owens, MBA
Chief Financial Officer

Frank Bush, MSW, LCSW
Director of Services & Supports

Dominic Namnath
Chief Information Officer

