

**Tri-Counties Regional Center  
PERFORMANCE CONTRACT PLAN 2018**

| State Public Policy Performance Measure (Outcomes from DDS)     | Statewide Average (Dec. 2017) | TCRC Baseline (Dec. 2017) | Objectives  | Activities Summary   |
|---|-------------------------------|---------------------------|---|--|
| 1. Number and percent of TCRC caseload in Developmental Centers | To Be Determined (TBD)        | TBD                       | TCRC has a long-range housing plan that identifies the resources and options required to meet the needs of persons with developmental disabilities for affordable and accessible housing in San Luis Obispo, Santa Barbara, and Ventura Counties.   | TCRC will: <ul style="list-style-type: none"> <li>• Implement a Community Placement Plan for FY2017/2018 that includes assessment, planning, and resource development activities based upon individual needs of persons served by TCRC currently living in Developmental Centers.</li> <li>• Collaborate with Tri-Counties Community Housing Corporation (TCCHC) to provide housing in perpetuity for persons with developmental disabilities including those persons moving from the Developmental Center.</li> <li>• Utilize CPP funding to develop housing with TCCHC and other service providers to provide deflection residential resources as approved by DDS.</li> <li>• Collaborate with the Integrated Health Project to develop community resources to meet the Southern California regional needs of individuals currently residing in Developmental Centers or are at risk of being supported in a restrictive setting.</li> </ul> |
| 2. Number and percent of TCRC minors residing with families     | TBD                           | TBD                       | Families and persons served by the regional center will see TCRC as the agency that will equip them with knowledge, guide and support them in accessing services based on their needs.<br><br>Families and persons served will have the ability, skills, and knowledge to make informed decisions that work for them. | TCRC will: <ul style="list-style-type: none"> <li>• Expand the availability of TCRC Welcome Orientations and make them available in English and Spanish for all individuals and families supported by the regional center. The presentation and format will be modified as needed, based on feedback from participants.</li> <li>• Implement the new TCRC website design, evaluate and modify as needed based on stakeholder input.</li> <li>• Monitor access to descriptions of regional center funded services on the TCRC website and modify as needed. Develop brief modules to educate Service Coordinators and people we serve about accessing existing TCRC content. Incorporate an overview of the website content in New Employee Welcome, Service Coordinator Orientation and the TCRC Welcome Orientation for individuals and families.</li> </ul>  |

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| 3. Number and percent of adults residing in independent living                        |                                      |                                  | Provide information and resources to transition-age young adults, and their families, regarding living options; including options that include more independent living.<br><br>Continue to expect that service coordinators and service providers work closely with individuals and families to support life-long planning for self-sufficiency. | TCRC will: <ul style="list-style-type: none"> <li>• Continue to use person-centered approach to assist adults in ILS, SLS, FHA, etc. to identify residential options.</li> <li>• Continue to hold annual transition days for service coordinators and designated providers to explore how to better serve families to support their young adult children to live in the family home.</li> <li>• Train service coordinators, service providers and families on the topics of person centered thinking, one page profiles and person centered reviews. We will build capacity of bilingual trainers to deliver these topics in Spanish.</li> <li>• Develop Family Home Agencies within the capacity of the Purchase of Services allocation and response to Request for Proposals.</li> <li>• Through ABX2-1 funded Individual and Family Engagement Collaborative, a partnership with Family Resource Centers and Promotora Agencies to provide outreach and information to Hispanic adults and families, to better understand their support needs, and collect and analyze project data. TCRC will explore recommended new service types according to input received from families.</li> <li>• Finalize talking points on infographics for service coordinators to use to help explain TCRC brochures and regional center services during three transition periods (Early Start to Children's services, Children's services to Transition services, and Transition to Adult services). Continue to train services coordinators to use these resources.</li> </ul> |
| 4. Number and percent of adults residing in supported living                          |                                      |                                  |  |  |
| 5. Number and percent of adults residing in Adult Family Home Agency Homes            |                                      |                                  |  |  |
| 6. Number and percent of adults residing in family homes (home of parent or guardian) |                                      |                                  |  |  |
| 7. Number and percent of adults residing in home settings                             |                                      |                                  |  |  |
| 8. Number and percent of minors living in facilities serving >6                       |                                      |                                  | Residential settings are developed within the capacity of the Purchase of Services allocation and response to Request for Proposals.   | TCRC will: <ul style="list-style-type: none"> <li>• Develop residential settings within the capacity of the Purchase of Services allocation and response to Request for Proposals.</li> </ul>  |
| 9. Number and percent of adults living in facilities serving >6                       |                                      |                                  | Residential settings are developed within the capacity of the Purchase of Services allocation and response to Request for Proposals.   | TCRC will: <ul style="list-style-type: none"> <li>• Develop residential settings within the capacity of the Purchase of Services allocation and response to Request for Proposals.</li> <li>• Continue to partner with residential agencies within the TCRC catchment area interested in downsizing. The partnership includes exploring alternative service delivery models as well as supporting community outreach efforts.</li> </ul>   |

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| <b>Measures Related to Employment (ALL)</b>   | <b>Statewide Average (Dec. 2017)</b> | <b>TCRC Baseline (Dec. 2017)</b> | <b>Objectives</b>  | <b>Activities Summary</b>  |
|---|--------------------------------------|----------------------------------|--|--|
| 10. Number and percent of people served by the regional center, ages 16-64, with earned income. (EDD) |                                      |                                  | There will be an increase in the number of competitive, integrated jobs available in growing labor markets in the tri-counties region for working-age individuals supported by the regional center. Additionally, access to employment opportunities that are currently available will be maximized through an increased awareness of the personal, social and economic benefits of paid employment and through the provision of tools needed for job seekers and their families to develop plans for employment, including managing changes to their government benefits. | <ul style="list-style-type: none"> <li>• TCRC will partner with Family Resource Centers and parent groups to provide trainings and events that increase awareness of the benefits of CIE and empower persons served and their families to self-direct their plan for employment.</li> <li>• TCRC will partner with the workforce development system to include opportunities for work incentive and benefits planning during transition fairs, job fairs, and other events attended by persons served. TCRC will partner with contracted service providers in creating non-traditional, individualized supports to enhance and increase sustainable vocational opportunities.</li> <li>• TCRC will be an active member in the development of local partnership agreements (LPAs) in striving to create efficient pathways to employment through interagency collaboration and sequencing of services.</li> </ul> |
| 11. Average annual wages for people served by the regional center ages 16-64 (EDD)                    |                                      |                                  | In order to increase the average annual wages for people supported by the regional center, working age youths and adults will have access to educational and vocational training that aligns with their personal professional aspirations and the needs of their local labor markets.  | <ul style="list-style-type: none"> <li>• TCRC will partner with local Adult Education Block Grant (AEBG) consortia to improve access for persons served to vocational training and education.</li> <li>• TCRC will partner with the workforce development system and local business leadership organizations to create opportunities for persons served to achieve Competitive Integrated Employment (CIE) in growing labor markets.</li> <li>• TCRC will partner with contracted service providers in creating non-traditional, individualized supports to enhance and increase sustainable vocational opportunities.</li> <li>• TCRC will be an active member in the development of local partnership agreements (LPAs) in striving to create efficient pathways to employment through interagency collaboration and sequencing of services.</li> </ul>  |

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| 12. Annual earnings of people served by the regional center, ages 16-64) compared to people with all disabilities in CA. (EDD)                        |                                      |                                  | Employers in the tri-counties area will be aware of how inclusive hiring and long-term immersion of persons with Intellectual and Developmental Disabilities ( I/DD) in the workforce will benefit their industry, profits and community.   | <ul style="list-style-type: none"> <li>• TCRC will partner with vocational service providers to educate employers on the benefits including people with I/DD in the workforce.</li> </ul>   |
| 13. Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.                      |                                      |                                  | Persons served who participate in paid internships will be well-matched to these opportunities based on their individual skills and preferences and will have access to the supports necessary to successfully transition to Competitive Integrated Employment (CIE).   | <ul style="list-style-type: none"> <li>• TCRC will train service coordinators in person-centered employment planning and goal development.</li> <li>• Service coordinators will verify that internship requests are aligned with the person’s employment goal.</li> <li>• TCRC will partner with vocational providers and the workforce development system to educate employers on how to support people with I/DD in the workplace using existing accommodation structures.</li> <li>• TCRC will continue to identify and develop innovative resources to improve conditions for CIE.</li> </ul>   |
| 14. Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.                  |                                      |                                  | Persons served who participate in internships will be well-matched to these opportunities based on their individual skills and preferences and will have access to supports necessary for transition to Competitive Integrated Employment (CIE).  | <ul style="list-style-type: none"> <li>• TCRC will train service coordinators in person-centered employment planning and goal development.</li> <li>• Service coordinators will verify that internship requests are aligned with the person’s employment goal.</li> <li>• TCRC will partner with vocational providers and the workforce development system to educate employers on how to support people with Intellectual and Developmental Disabilities (I/DD) in the workplace using existing accommodation structures.</li> <li>• TCRC will continue to identify and develop innovative resources to improve conditions for CIE.</li> </ul> |
| 15. Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year. |                                      |                                  | Persons served participating in internships will receive wages that align with the average wage of the labor market for the specified skill level. Interns hired following the internship will know what training and skills are necessary to progress in their industry and will have access to resources for continued development as well as access to supports needed to increase work hours (e.g. transportation, childcare) | <ul style="list-style-type: none"> <li>• Service coordinators will verify that the wage stated on internship requests is competitive for the industry and the individual skill level.</li> <li>• TCRC will require that program designs for vocational service providers include a multi-step plan for how persons served will be supported in obtaining, maintaining and advancing in CIE.</li> <li>• TCRC will continue to identify and develop innovative resources to improve conditions for CIE.</li> </ul>  |

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|---|--------------------------------------|----------------------------------|--|--|
| 16. Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made. |                                      |                                  | Persons served will know what training and skills are necessary to progress in their industry and will have access to resources for continued development as well as access to supports needed to increase work hours (e.g. transportation, childcare, etc.)   | <ul style="list-style-type: none"> <li>• TCRC will require that program designs for vocational service providers include a multi-step plan for how persons served will be supported in obtaining, maintaining and advancing in CIE.</li> <li>• TCRC will continue to identify and develop innovative resources to improve conditions for CIE.</li> </ul> |
| 17. Total number of \$1000, \$1250 and \$1500 incentive payments made for the fiscal year.  |                                      |                                  | Persons served will have access to ongoing person centered planning for career development and professional growth and the supports needed for job retention and career advancement.   | <ul style="list-style-type: none"> <li>• The employment goal in the IPP will be reviewed and updated annually via the planning team process.</li> </ul>  |
| 18. Percentage of adults who reported having integrated employment as a goal in their IPP. (NCI – 3 year cycle)                                   |                                      |                                  | CIE will be the first option considered in the development of the IPP for working-age adults and transition-age youth. Service coordinators will be aware of the benefits of integrated employment and will have the opportunity to develop skills in the processes of discovery, person centered employment planning and informed choice. | <ul style="list-style-type: none"> <li>• TCRC Service Coordinator Training will include an introduction to employment services planning via webinar.</li> </ul>  |

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| <b>Measures Related to Reducing Disparities and Improving Equity in Purchase of Services Expenditures</b>   | <b>Statewide Average (Dec. 2017)</b> | <b>TCRC Baseline (Dec. 2017)</b> | <b>Objectives</b>   | <b>Activities Summary</b>   |
|---|--------------------------------------|----------------------------------|---|---|
| <p>19. Percent of total annual purchase of service expenditures by individual's ethnicity and age:</p> <ul style="list-style-type: none"> <li>• Birth to age two, inclusive.</li> <li>• Age three to 21, inclusive.</li> <li>• Twenty-two and older</li> </ul>  |                                      |                                  | <p>TCRC will improve equal opportunities for underserved populations to access culturally competent services.</p> | <p>TCRC will:</p> <ul style="list-style-type: none"> <li>• Improve access to service and supports by providing understandable information to persons served and families in threshold languages.</li> <li>• Provide IPPs in threshold and non-threshold languages within required timelines.</li> <li>• Conduct POS Expenditure Data Meetings in each county annually. Communicate progress on actions from prior year and develop strategies to promote equity in authorization of services, based on community input.</li> </ul>  |
| <p>20. Number and percent of individuals receiving only case management services by age and ethnicity:</p> <ul style="list-style-type: none"> <li>• Birth to age two, inclusive.</li> <li>• Age three to 21, inclusive.</li> <li>• Age 22 and older.</li> </ul> |                                      |                                  |   | <ul style="list-style-type: none"> <li>• Increase organizational linguistic and cultural competence through enhanced training and attention to person centered practices for regional center staff and service providers. In 2018 we will continue to partner with Just Communities to deliver training to TCRC staff.</li> <li>• Conduct quarterly learning sessions as part of the Individual and Family Engagement Collaboration to gather feedback from outreach efforts of Family Resource Centers and Promotor Agencies regarding barriers to accessing services from Hispanic families.</li> <li>• Assist with system-wide POS Variance Study through ARCA Equity Committee</li> </ul> |

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|---|--------------------------------------|----------------------------------|---|--|
| 1. Unqualified independent audit with no material finding(s)                                | Yes                                  | Yes                              | TCRC receives an unqualified independent audit with no material findings.                               | TCRC will: <ul style="list-style-type: none"> <li>Continue to conduct its accounting within generally accepted accounting principles (GAAP), standard Regional Center practices, and guidelines set by DDS, the State and Federal governments.</li> <li>Continue to monitor and correct audit findings from prior year audits</li> </ul>   |
| 2. Substantial compliance with DDS fiscal audit   | Yes                                  | TBD                              | TCRC receives an unqualified independent audit with no material findings.                               | TCRC will: <ul style="list-style-type: none"> <li>Continue to conduct its accounting within generally accepted accounting principles (GAAP), standard Regional Center practices, and guidelines set by DDS, the State and Federal governments.</li> <li>Continue to monitor and correct audit findings from prior year audits.</li> </ul>  |
| 3. Accuracy of POS fiscal projections   | Yes                                  | TBD                              | TCRC will report Purchase of Service projections, in accordance with DDS instructions and current data. | TCRC will: <ul style="list-style-type: none"> <li>Continue to project and analyze POS expenditures monthly.</li> </ul>   |
| 4. Operates within OPS budget   | Yes                                  | TBD                              | TCRC will ensure actual Operations expenditures and late bills do not exceed TCRC's Operations budget.  | TCRC will: <ul style="list-style-type: none"> <li>Continue to project and analyze OPS expenditures.</li> <li>Continue to achieve OPS efficiencies through negotiation of contracts/agreements, bidding multiple suppliers, and researching and implementing alternatives to current OPS services, to the extent possible.</li> <li>Continue to maximize the pay down of retirements unfunded liabilities.</li> </ul> |
| 5. Certified to participate in the Medicaid Home and Community-Based Services (HCBS) Waiver | Yes (every two years)                | TBD                              | TCRC is and remains certified to take part in the "Home and Community-Based Services" waiver.           | TCRC will: <ul style="list-style-type: none"> <li>Train staff on Federal Programs to ensure TCRC meets or exceeds all requirements to be certified to participate in the HCBS waiver.</li> <li>Monitor and correct audit findings from the DDS/DHA January 2017 Audit.</li> </ul>  |
| 6. Compliance with Vendor Audit Requirements per contract, Article III, Section 10          | Yes                                  | TBD                              | TCRC will complete vendor fiscal audits as required by the contract language with DDS.                  | TCRC will: <ul style="list-style-type: none"> <li>Develop and implement a FY 17/18 audit plan consistent with DDS contract language.</li> </ul>  |

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| 7. CDER/ESR currency   | TBD                                  | TBD                              | TCRC will complete and update Client Development Evaluation Reports (CDERs) as well as Early Start Reports (ESRs) in a timely manner. | TCRC will: <ul style="list-style-type: none"> <li>• Ensure that Service Coordinators will enter CDER/ESR information within the birth month.</li> <li>• Ensure that TCRC managers monitor monthly for accuracy and timeliness and ensure accountability.</li> <li>• Provide CDER/ESR training to support staff, Service Coordinators and Services &amp; Supports Managers.</li> <li>• Use a tracking method to alert Service Coordinators of CDERs/ESRs due the following month.</li> </ul> |
| 8. Intake/assessment and IFSP timelines for 0-2 years of age | <45 days<br>100.00%<br>(2013)        | TBD                              | TCRC will meet timelines for intake, eligibility evaluation, and IFSP development.  | TCRC will: <ul style="list-style-type: none"> <li>• Ensure children determined eligible for Early Start services will have an initial IFSP completed with services in place within 45 days of initial referral.</li> </ul>  |
| 9. Intake/assessment timelines for ages 3 and above.         | <142 days<br>100.00%<br>(2015)       | TBD                              | TCRC will meet timelines for intake, eligibility evaluation, and IPP development.   | TCRC will: <ul style="list-style-type: none"> <li>• Develop a system to ensure adequate and timely clinical evaluation and diagnosis within 120 days of the decision to assess for eligibility. Follow up on intake protocol to improve timelines as needed and to stay on track.</li> </ul>  |
| 10. IPP Development  | 100%<br>(2016 DDS Review)            | 100%<br>(2016 DDS Review)        | TCRC will meet timelines for intake, eligibility evaluation, and IPP development.   | TCRC will: <ul style="list-style-type: none"> <li>• Ensure that Services and Supports Managers provide coaching to Service Coordinators to accomplish IPP services.</li> <li>• Ensure that a sample of IPPs of each team is reviewed by an internal review team for timelines and person-centeredness.</li> </ul>   |
| 11. IFSP Development   | 97.38%<br>(2016 DDS Review)          | 97.38%<br>(2016 DDS Review)      | TCRC will meet timelines for intake, eligibility evaluation, and IFSP development.  | TCRC will: <ul style="list-style-type: none"> <li>• Ensure that Services and Supports Managers provide coaching to Service Coordinators to accomplish IFSP services.</li> <li>• Ensure that a sample of IFSP of each team is reviewed by an internal review team for timelines and person-centeredness.</li> </ul>  |

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