

strategic action

Strategic Performance Plan Activities - 2012 Focus Areas

1. Healthcare

TCRC enhanced its web site by posting generic services available in San Luis Obispo, Santa Barbara and Ventura counties such as information on free to low-cost health clinics and provider directories for both medical and dental needs. A "Health/Medical Links and Resources" sidebar and an enhanced "Related Articles" feature help viewers find information related to their original search.

An online Healthcare Resource Packet includes the Health Passport, TCRC Pre-Admission Health History Form and Create Your Own Health Care Notebook, with thirty-six (36) documents to be used based upon individual need.

2. Autism and Behavioral Support

Behavioral Services Orientations were provided in English and Spanish for three hundred forty-two (342) families in 2012. Eighty one (81) families received the orientation in Spanish. Two hundred thirty-two (232) families completed Group Parent Training in 2012, with seventy-seven (77) families receiving the training in Spanish.

3. Family Services

Content was created for the web site to support families seeking information around age-related transitions such as Early Start to school age and high school to adult services. Focus Groups were convened resulting in feedback and enhancements to the "Transition to Adult Services" and "Turning Age Three" sections of the TCRC web site. In November, Families Planning Together/Personal Profile training was held in the Santa Barbara office as a result of collaboration among TCRC and Alpha Resource Center.

4. Community Collaboration and Information Sharing

Information about TCRC operations, IS projects, and budget, along with relevant state legislation was provided at Town Hall meetings held in each TCRC office community.

In January, various stakeholders participated in a webinar to review and comment on web content in subject areas targeted for enhancement. With input from Stakeholders, twenty-eight (28) new articles were added to the web site in the last half of 2012. An "opt-in" feature has been made available on the TCRC web site for people to sign up to receive customized content by email. There were 18,029 absolute unique web site visitors from July to December, 2012.

5. Changes in Statute

Policies and Procedures affected by changes in law and regulation were revised, resulting in sixteen (16) service policies that were reviewed by the TCADD Board for approval in 2012.

To access the End of Year 2012 Strategic Performance Plan report, visit our web site at www.tri-counties.org, select About TCRC, Guiding Principles, and 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.

The TCADD Board

From the Board President

Changes in legislation led to new challenges in 2012. Although budget reductions continued to impact Health and Human Services, stakeholders and staff worked together to keep advocacy efforts strong. Many joined the regional center in a letter writing campaign that sought to restore the 4.25% payment reduction to the Regional Centers and Service Providers. Collaborative efforts resulted in a smaller reduction in 2012 and full restoration of the reduction by 2013.

TCRC brought the 2010 - 2012 Strategic Performance cycle to a close while undergoing a thorough planning process to create a foundation for continued excellence in 2013 - 2015. New Focus Areas were developed to continue to meet the needs of people and families served.

Senate Bill 946, changing the Autism Insurance Mandate was passed in July 2012. A multi-tiered training and outreach plan was implemented to support a smooth transition

for those affected. Questions were answered and support was given through the phone, website, by email and in face-to-face trainings. New Trailer Bill Language was introduced mid-year. The passage of Assembly Bill 1472 brought a myriad of changes and requirements. TCRC's performance contract results as well as fiscal compliance continued to be exceptional despite the implementation measures required to adhere to regulation changes.

The regional center hosted the 5th California Gathering, sharing information about person centered practices with colleagues, caregivers, community partners and individuals served and their families. For another successful year, TCRC has delivered on commitments to individuals served and our stakeholders.

Robyn Adkins
TCADD Board President

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Robyn Adkins

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TCRC Executive Team

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Executive Director

Lorna Owens, MBA

Chief Financial Officer

Patricia Forgey, MA, MBA

Director of Community & Organizational Development

Frank Bush, MSW, LCSW

Director of Services & Supports

Michael Nagel, SPHR

Director of Human Resources

Dominic Namnath

Chief Information Officer

Who We Are

Tri-Counties Regional Center is one of twenty-one non-profit regional centers in California providing life long services and supports for people with developmental disabilities residing in San Luis Obispo, Santa Barbara and Ventura Counties.

Our Mission

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

How We Work

We use person centered thinking principles in our work with persons served as well as in our relationships with colleagues and community partners. We live by our mission and vision, adhere to our Code of Ethics, exceed requirements of our performance contract with the State and implement our own Strategic Performance Plan.

Our Stakeholders

Individuals with developmental disabilities, family members, employees, Board members, service providers, Association of Regional Centers Agencies (ARCA), Department of Developmental Services (DDS), Area Board 9 (AB9), and other non-profit agencies and community partners.

What Guides Our Work

The Lanterman Act is part of the California Welfare and Institutions Code that regulates supports and services to the developmentally disabled. It upholds the rights of individuals with developmental disabilities to have services and supports to help them live independent and productive lives.

Our Reach

We serve over 12,000 individuals with developmental disabilities with approximately 300 staff members, 169 of whom are Service Coordinators.

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**Tri-Counties
Regional Center**
SAN LUIS OBISPO • SANTA BARBARA • VENTURA

2012 Annual Report



Our Funding

Our 2011/2012 fiscal year budget totaled \$214.9 million. \$22.5 million was allocated to Operations, \$191.7 million for Purchase of Services, and \$68 4,989 for state funded grants and other programs. Approximately ninety-seven percent (97%) of our total funding is spent on direct services. The remaining 3% or less covers administration and indirect operations costs.

How We Are Monitored

TCRC is funded and monitored by the California Department of Developmental Services (DDS), with governance by Tri-Counties Association for the Developmentally Disabled, Inc. (TCADD) Board of Directors. The regional center is guided by both a Performance Contract required by DDS and a Strategic Performance Plan approved by the TCADD Board of Directors.



Tri-Counties Regional Center

Demographics

Place of Residence

In 2012, thirteen percent (13%) of individuals served by the regional center were supported by Independent Living Services or Supported Living Services; ten percent (10%) were in a licensed care facility and seventy-five percent (75%) lived with a parent or guardian. There were not distinctive changes over 2011 regarding these trends.

Age

In 2012, twenty percent (20%) of the population served were age zero through two (2) years. Forty (40%) of the population were children and transition age youth, three (3) years to twenty-one (21) years, a one percent (1%) decrease from 2011. Individuals twenty-two (22) years and older, were forty percent (40%) of the population, a one percent (1%) increase from 2011.

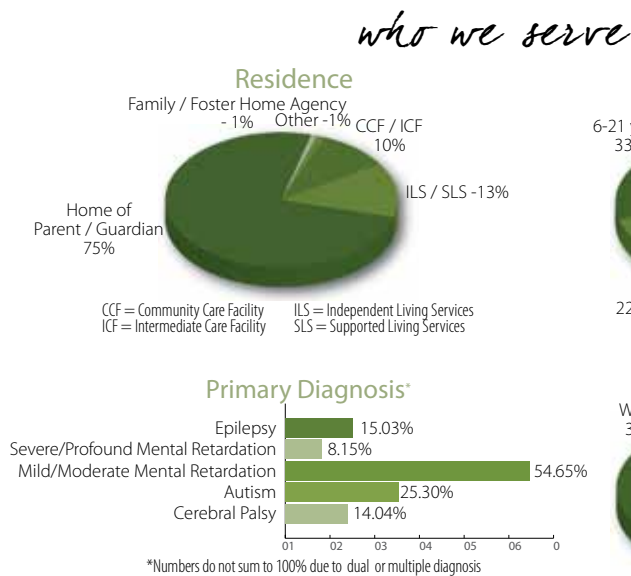
Ethnicity

Trends in ethnicity have been consistent over the past few years. Thirty-five percent (35%) of the population represented individuals with Hispanic heritage, which is consistent with 2011. Thirty-eight percent of the population represented individuals reporting White ethnicity and twenty-four percent (24%) of the population selected Other ethnicity, a shift of one percent (1%) from White to Other since 2011.

Primary Diagnoses

The growth of autism stayed with the trend of a 1% increase over the previous year, just as in 2011 over 2010.

There was a slight decrease in numbers of persons served in other categories.



Results of Performance and Compliance Contract with the Department of Developmental Services (DDS) in 2012

TCRC is measured according to DDS performance standards such as maintaining home-like settings for adults, ensuring that children live at home, and that individuals move to the community from Developmental Centers, as well as compliance standards including fiscal audits. Other measures include meeting Purchase of Service (POS)

expenditures

FISCAL YEAR 11/12 Budget Category	FY 11/12 Expenditures through August 2013	Percent of Total Expenditures
Direct Services	\$14,945,743	7.18%
Administrative Services	1,536,673	0.74%
Operations	4,961,122	2.38%
Grants & Other	684,989	0.33%
Total Operations	22,128,528	10.63%
Purchased Services		
Supported Living	\$36,828,414	17.68%
Adult Day Programs	30,185,774	14.49%
Residential	29,507,148	14.17%
Behavior Management Services	20,409,707	9.80%
Early Start & Infant Programs	12,843,754	6.17%
Transportation	10,807,597	5.19%
Respite Services	10,138,065	4.87%
Habilitation	7,423,775	3.56%
Independent Living	7,290,895	3.50%
Medical Services	4,731,896	2.27%
Other Services	4,301,657	2.07%
Program Support	4,100,251	1.97%
Personal Assistance	2,599,759	1.25%
Person Served/Family Training	2,546,727	1.22%
Day Care	2,410,966	1.16%
Total Services Purchased	*\$186,126,383	89.37%
Total Regional Center Expenditures	\$208,254,911	100.00%

budget projections, intake requirements, and meeting time frames to complete Individual Program Plans (IPP) and Individualized Family Service Plans (IFSP).

Please see the charts below that compare performance in 2012 with 2011 according to the five areas in which DDS requires compliance by each regional center. The charts include the comparison of TCRC's performance to the state average of all regional centers as well.

The blue bars in the charts indicate how other regional centers (according to a state wide

average) performed at the end of 2011 and 2012. The green bars indicate TCRC's performance for both years.

TCRC has been successful in:

- meeting compliance standards
- the number of adults living in home like settings
- moving individuals from Developmental Centers to the community
- the number of children living at home with their families

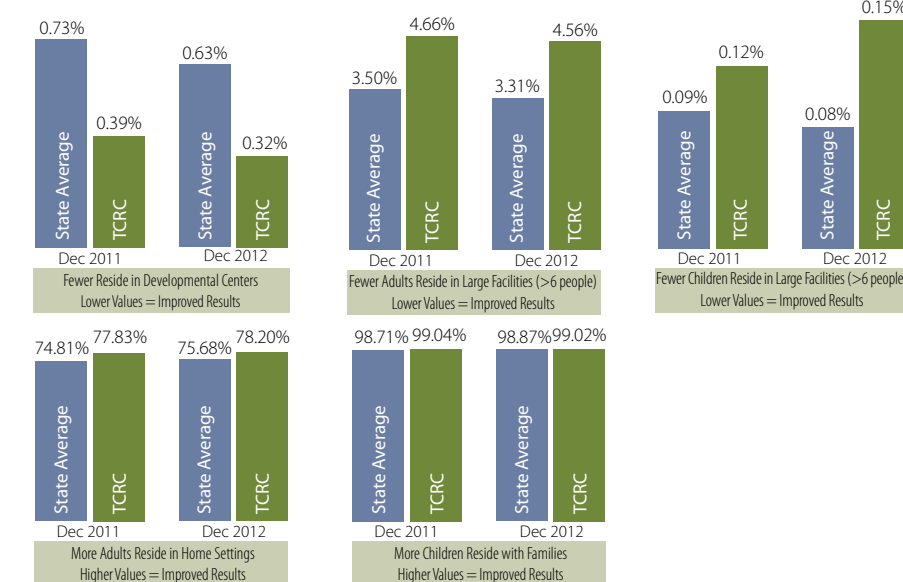
Did TCRC Meet DDS Standards?

Read below to see how well TCRC did in meeting DDS compliance standards:

Areas Measured	Last Period	Current Period
Passes independent CPA audit	Yes	Yes
Passes DDS audit	Yes	Yes
Audits vendors as required by DDS Contract	Met	Met
Manages within Operations Budget	Yes	Yes
Participates in the federal waiver	Yes	Yes
CDERs are updated as required	98.30%	*NA
Intake/Assessment timelines for persons age 3 or older met	98.43%	100%
IPP (Individual Program Plan) requirements met	99.48%	98.13%
IFSP (Individualized Family Service Plan) requirements met	90.11%	**NA

*Measure temporarily suspended by DDS due to implementation of new Early Start Report.

**Measure temporarily suspended by DDS pending revision to measurement methodology & availability of associated data.



The Services and Supports Satisfaction Survey in 2012

TCRC annually convenes Service Coordinator teams to review the results of the survey against team objectives and create new goals to continue to enhance satisfaction of families and persons served. The issues addressed through the survey are: Service Coordination, Communication, Information, Individual Program Plan, Healthcare, General Services and Overall Satisfaction.

TCADD Board members and the public who attends are informed of the results directly from the professional researchers annually at the May TCADD Board meeting.

Kinetic Flow Corporation gathered qualitative and quantitative responses from individuals and families served. The one thousand fifty-seven (1057) households contacted and surveyed were a representative sample of the population served by TCRC. For the first time, an on-line version of the survey was also offered. Ninety-seven (97) individuals participated on line in English.

The baseline year for the thirty-eight (38) standard metrics (or questions) is 2002; these questions are administered along with questions that have been added in successive years. In 2012, there was a total of forty-nine (49) questions.

Compared with Previous Year and Baseline

For the second consecutive year, all scores for the standard metrics were higher than the previous year, 2011, as well as the baseline year.

2012 Highest Scores

In 2012, the highest scores were around:

- Service Coordinators' ability to listen;
- Regional Center staff treating you with dignity and respect; and
- Service Coordinator understanding your needs.

2012 Areas to Improve

While these areas have improved since 2011, TCRC needs to continue to improve around:

- Information on non-Regional Center funded services and supports; and
- Information on Regional Center funded services and supports.

Areas Identified to Improve Overall Satisfaction

Certain drivers of satisfaction included:

- Comfort level at IPP/IFSP meetings
- Overall information provided by TCRC
- Choice of services
- IPP addressing needs, wants and issues

The complete report is available on our site at www.tri-counties.org, enter "Satisfaction Survey" in the search field.

Over the years of administration of the survey, TCRC has demonstrated consistent improvement in overall satisfaction.

