

Strategic Actions

Actions taken to achieve Desired Outcomes for Focus Areas of the 2013-2015 Strategic Performance Plan resulted in meaningful progress for 2014.

Strategic Focus Area 1. Family Support

Desired Outcome: Families have information and are supported to make decisions at the time of diagnosis and during age related life transitions.

The Children's Transition Workgroup developed a plan to:

- Provide information in print and on-line for families at the time of intake
- Identify vendor resources for support
- Revise documents about Early Start eligibility

The Adult Transition Services Workgroup developed a plan to:

- Create a Transition Checklist
- Update responsibilities for Transition Service Coordinators
- Distribute the Transition to Adult Services brochure to all offices in English and Spanish

Strategic Focus Area 2. Autism

Desired Outcome: TCRC is responsive to the emerging need to expand services for a growing number of young adults with autism. Individuals served will have access to information about insurance benefits for behavioral health services.

A Request for Proposal (RFP) for Social Skills training, and one for Healthy Relationships training was completed.

TCRC staff participated in Assembly Bill 86 stakeholder groups in Community College regions in all three Counties. TCRC advocated for accommodated post-secondary vocational non-credit certificate programs for adults with disabilities.

Strategic Focus Area 3. Information and Communication

Desired Outcome: TCRC provides understandable, useful and needed information in a variety of ways to persons served, families and community partners.

TCRC has made progress in providing understandable, useful and needed information in a variety of ways.

- Eight infographics documents were created.
- A mobile friendly version of the TriLine can

now be viewed on the website with an easy "flip page" display.

- The overall average reading grade level for featured articles in two (2) recent TriLine issues decreased over one grade level. Reading ease increased 10-15 points.

Operational Focus Area 1. Performance Contract Measures

Desired Outcome: Meets or exceeds statewide average, better than baseline or meets DDS standard.

TCRC strives to achieve performance measures above the state average or a previous year's performance.

Measures for housing in 2014:

- Two individuals moved from Developmental Centers to the community.

Housing Projects in development:

- Six homes to serve adults with dual diagnoses, children with dual diagnoses, and transition age young adults with Autism.
- A children's home for those with severe behavioral challenges & mental health issues.
- A home for adults in Santa Barbara County.
- A home for elderly adults in San Luis Obispo County, in partnership with Tri-Counties Community Housing Corporation.

Operational Focus Area 2. Fiscal Compliance (Performance Contract) Measures

Desired Outcome: Compliance with outcomes expected from DDS.

TCRC met all targets related to Fiscal Compliance, defined as Audits, Budget, and Client Development Evaluation Report (CDER)/ Early Start Report (ESR) and Intake. For more information, visit our web site, go to "About TCRC", then "Reports."

Operational Focus Area 3. Organizational Development Measures

Desired Outcome: TCRC develops a performance management model that reflects consistent application of person centered practices.

Results of Strategic Actions:

- A revised Performance Review document.
- All staff will be trained in 2015 to use the revised review process.
- The revised Performance Review will be used in the 2015 Goal Planning Cycle.
- A TCRC Performance Management Model was also drafted.

From the Board President

This Annual Report conveys that 2014 was a year of accomplishment and successful accountability for Tri-Counties Regional Center. Outcome Measures for 2014 for four Strategic Focus Areas and two Operational Focus Areas were met for the TCRC 2013 - 2015 Strategic Performance Plan. Feedback about satisfaction with services and supports from a growing population of individuals was obtained through a representative survey. TCRC focused on person centered practices as compliance measures for the Performance Contract with the state of California were met. Trailer Bill Language was implemented for new California statutes and TCRC supported current trends and development in post-secondary education and employment for individuals with developmental disabilities.

Administration of the annual satisfaction survey for services and supports demonstrates TCRC's commitment to a person centered approach to service coordination. TCRC takes the results seriously, using survey outcomes as a tool in making operational decisions and developing team goals.

A review of the demographics shows stable trending of data that remain similar year over year. As a result of supports at home or residing in a licensed home, most children and adults live in home-like settings. California's ethnicity profile is reflected in the population served by the regional center. The types of services provided remain similar as well. The

annual growth of the incidence of autism is consistently reflected in this report.

The number of people served increases annually at the rate of three to four percent. With this in mind, it's clear that the needs for services, including residential and support in the community for recreation, education and at work, will continue to grow. Trends in legislation including Assembly Bill 1041 (Employment First Policy) and Assembly Bill 86 (Expansion of Adult Education) are indicators that there will be more opportunities for transition-age youth and adults for post-secondary vocational training and competitive employment. TCRC is committed to developing services to ensure that individuals are successful at school and at work.

The combination of performance measures, satisfaction survey, and strategic performance goals is a complex framework of standards, metrics, and outcomes to be met. TCRC Leadership and staff use person centered practices to achieve the multiple objectives aligned with these areas. I'm pleased to see that 2014 was a year of excellent results for organizational performance.

As always, your interest in the performance of the regional center as well as your support and advocacy for its initiatives and financial stability is appreciated.

Warm regards,

2014 Board of Directors

Rachel Huff

President & Chair, Executive Committee
Chair, Government & Community Relations Committee

Diane Figueroa

Vice President, Treasurer, & Chair, Administrative Committee

Michael Kaszycki

Secretary & Chair, Services & Supports Committee
Co-Chair Board Development Committee

Sharon Francis

Co-Chair, Vendor Advisory Committee

Tim Farrar

Chair, People's Advisory Committee

Robin Rosso

Mani Gaur

Casey Hamlin

Donna Moore

Shanti Nadiminti

Ryan Wilkinson

Susan Rasmussen

TCRC Executive Team

Omar Noorzad, PhD

Executive Director

Lorna Owens, MBA

Chief Financial Officer

Pamela Crabaugh, MSW

Director of Services & Supports

Michael Nagel, SPHR

Director of Human Resources

Dominic Namnath

Chief Information Officer

Diva Johnson, MA, LMFT

Director of Community Development

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), the State Council on Developmental Disabilities, 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 12,800 individuals with developmental disabilities with approximately 288 staff members, 177 of whom are Service Coordinators.

NONPROFIT ORG.
U.S. Postage
PAID
Santa Barbara CA
Permit No. 359

Tri-Counties Regional Center
520 E. Montecito Street
Santa Barbara, CA 93103



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

2014 Annual Report



Our Funding

Our 2013-14 fiscal year budget totaled \$216.3 million. \$23.8 million was allocated to Operations, \$191.9 million for Purchase of Services, and \$656,196 for state funded grants and other programs. Approximately ninety-seven percent (97%) of our total funding is spent on direct services. That includes service coordination and clinical services funded under the Operations budget. 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

Twelve percent (12%) of adults received Supported Living Services or lived in an Independent Living Services setting and ten percent (10%) of adults resided in a licensed home. Seventy-six percent (76%) lived with a parent or guardian. The percentages were almost identical in 2013.

Age

Twenty-one percent (21%) of the population was birth through two (2) years, a one percent (1%) increase over 2013. Thirty-nine (39%) of the population was children and transition-age youth, a one percent (1%) decrease from 2013. Individuals twenty-two (22) years and older remained at forty percent (40%) of the population.

Ethnicity

Thirty-six percent (36%) of the population was Hispanic, a three percent (3%) increase from 2013. Thirty-eight percent (38%) of the population reported as White, a one percent increase. Twenty-seven percent (27%) indicated Other, a four percent (4%) decrease. One percent (1%) of the population was Asian; two percent (2%) was African American.

Primary Diagnoses

Individuals with Mild/Moderate Intellectual Disability comprised fifty-three percent (53%) of the population, compared with fifty-four percent (54%) in 2013. Epilepsy remained at fourteen percent (14%) as well as Cerebral Palsy. Severe/Profound Intellectual Disability was eight percent (8%) of the population. Autism increased to twenty-nine percent (29%). Over the last two years, the incidence of the diagnosis of Autism has increased two percent (2%) annually.

Results of Performance and Compliance Contract with the Department of Developmental Services (DDS) in 2014

TCRC's Performance Contract with the State of California requires annual compliance with rigorous standards. The results represent the work of all staff members. The standards

include ensuring that children live at home, maintaining home-like settings for adults and moving adults from Developmental Centers. Complying with fiscal standards

such as Purchase of Service (POS) budgets and requirements for fiscal audits along with meeting time frames to complete Individual Program Plans (IPP) and Individualized Family Service Plans (IFSP) are also part of the measurements. See the detailed compliant expenditures for 2014 in the table, Expenditures, as well as the other categories in the table, Fiscal and Reporting Standards.

DDS measures performance activity by each regional center. The green bars show TCRC's performance for last year 2013 and 2014. The blue bars in the charts show how other regional centers performed at the end of 2014 and 2013.

Performance Measures

See the charts TCRC's Performance Compared with the State-Wide Average for results in 2014 compared with 2013 in five areas that

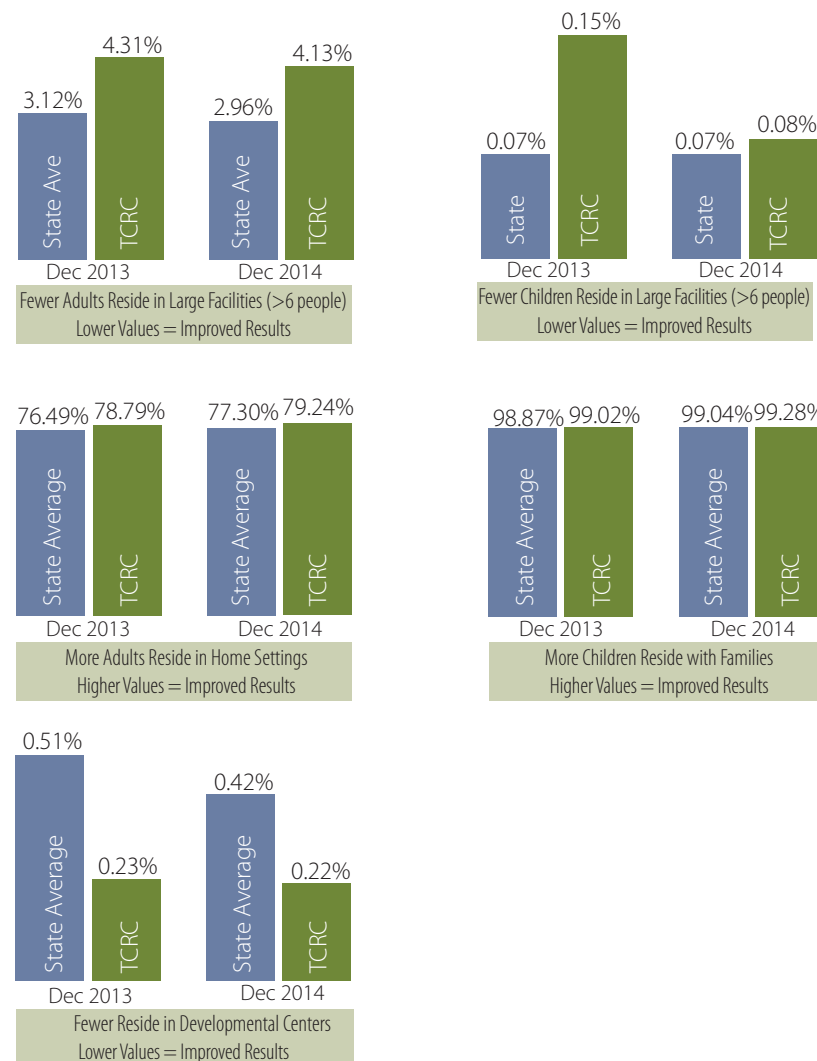
TCRC is proud of continuing results for:

- Moving people from Developmental Centers
- The number of children living at home with their families
- Number of adults living in home like settings

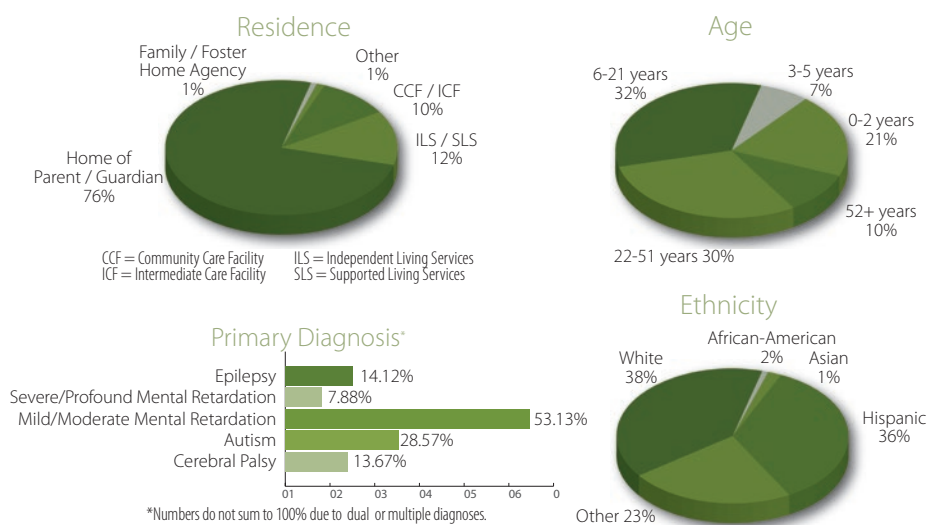
expenditures

| FISCAL YEAR 13/14 Budget Category | FY 13/14 Expenditures through April 2015 | Percent of Total Expenditures |
|---|--|-------------------------------|
| Direct Services | \$17,422,143 | 7.67% |
| Administrative Services | 1,820,546 | 0.80% |
| Operations | 5,603,185 | 2.47% |
| Grants & Other | 648,475 | 0.29% |
| Total Operations | \$25,494,349 | 11.23% |
| Purchased Services | | |
| Supported Living | \$36,676,644 | 16.16% |
| Adult Day Programs | 33,318,790 | 14.68% |
| Residential | 31,944,996 | 14.07% |
| Behavior Services | 19,178,760 | 8.45% |
| Early Start & Infant Programs | 13,950,102 | 6.15% |
| Respite Services | 12,916,080 | 5.69% |
| Transportation | 12,013,846 | 5.29% |
| Independent Living | 8,068,871 | 3.55% |
| Supported Emp./Work Activity Program | 7,526,916 | 3.32% |
| Program Support | 6,150,064 | 2.71% |
| Medical Services | 5,515,764 | 2.43% |
| Other Services | 3,719,687 | 1.64% |
| Day Care | 3,200,410 | 1.41% |
| Personal Assistance | 3,001,983 | 1.32% |
| Person Served/Family Training | 2,472,738 | 1.09% |
| Crisis Services | 1,857,328 | 0.82% |
| Total Services Purchased | \$201,512,978 | 88.77% |
| Total Regional Center Expenditures | \$227,007,327 | 100.00% |

TCRC's Performance Compared with the Statewide Average



who we serve



Did TCRC Meet DDS Fiscal and Reporting 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 and ESRs are updated as required | NA* | 94.57%** |
| Intake/Assessment timelines for persons age 3 or older met | 100% | 100% |
| IPP (Individual Program Plan) requirements met | 98.13% | 99.13% |
| IFSP (Individualized Family Service Plan) requirements met | NA*** | 96.81% |

*Measure was temporarily suspended due to implementation of new Early Start Report.
 **CDER and ESR currency percentages were weighted based on the regional center's Status 1 and Status 2 caseloads, to arrive at a composite score.
 ***Measurement methodology revised at the end of 2013.

Results of the 2014 Services & Supports Satisfaction Survey

A satisfaction survey of is offered yearly to people receiving services and/or a member of the family or circle of support. Respondents take a phone or on-line survey, administered in multiple languages. The sampling, or number of people interviewed, is calculated to ensure that there is representation according to ethnicity, primary spoken language, place of residence and age. In 2014, 1,416 individuals participated via telephone interviews (1,307) and through an on-line survey (109).

In 2014, all 34 base metric scores were rated between "Good" (3.00) or "Excellent" (4.00).

In 2014, the highest scores were around:

- Service Coordinators' ability to listen
- Overall Service Coordination
- Service Coordinator understanding (your) needs
- Service Coordinator knowledge

Some of the areas in which TCRC needs to continue to improve around:

- Providing information for non-Regional Center and Regional Center funded services and supports and about ethnically relevant information
- The level of degree of choice in receiving services
- Providing information to make (your own) decisions

Service coordinators and managers review survey results to set goals from input of the survey. Issues addressed through the survey are: Service Coordination, Communication, Information, Individual Program Plan, Healthcare, General Services and Overall Satisfaction.

Improvements occurred since the baseline year (2002) in all thirty four (34) core metrics.

View the report at www.tri-counties.org; enter "Satisfaction Survey" in the search field.

