2016~2018 STRATEGIC PERFORMANCE PLAN

END OF YEAR REPORT 2016

Tri-Counties Regional Center

SAN LUIS OBISPO • SANTA BARBARA • VENTURA

TCRC STRATEGIC PERFORMANCE PLAN 2016~2018

	Strategic Focus Areas			Operational Focus Areas	
Family Support	Cultural Competence	Specialized Healthcare	Employment	Performance Contract Measures	Fiscal Compliance

Strategic Focus Area 1 - Family Support

Defined As:
TCRC consistently shares needed information with families about services and resources, at point of eligibility and as they continue to support a family member with developmental disabilities.

Strategic Issues:
- Families want to know what regional center services and generic resources are available.

- Families and persons served seek guidance throughout their lives to access services and supports needed to live, work, and recreate in their communities.

Desired Outcomes: What does TCRC want to achieve?
- 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.
- Families and persons served will have the ability, skills, and knowledge to make informed decisions that work for them.

How will we know we are making progress?

Objectives	Baseline (Mid Year 2015)	2016 Desired Outcome	2016 End of Year	2016 State Average	2016 Desired Direction	Target Met
a. Develop and implement TCRC Orientation for persons served and families.	No standardized TCRC Orientation.	Develop plan and materials for TCRC Orientation for new families in threshold languages.*	Developed plan and materials for TCRC Orientation in threshold languages.	N/A	N/A	Met
b. Redesign TCRC website, increase ease of navigation and enhance presentation of existing content in an understandable manner.	Website built on Joomla platform.	Gather input about website. Begin redesign.	Input was gathered and work has begun on the redesign.	N/A	N/A	Met
c. Develop, post and maintain descriptions of regional center funded services on TCRC website.	Brief descriptions posted on website.	Gather and analyze input, define the project parameters and develop implementation plan.	Gathered and analyzed input, defined parameters. Developed implementation plan.	N/A	N/A	Met
d. Percent of children residing at home. (P)	99.30 % (6,515)	98.00% - 100.00%	99.60% (6,913)	99.24%	▲	Met

Note: (P) = DDS Performance Contract Measure. Goal for (P) measure is met when current TCRC # 1) meets or exceeds state average; 2) is better than TCRC baseline; 3) meets DDS Standard.

* A threshold language is spoken by 5.0% of the population or 3,000 persons in the TCRC catchment area, whichever is lower. TCRC's two current threshold languages are English and Spanish.

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Strategic Focus Areas				Operational Focus Areas	
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Strategic Actions:

	Topic	Description	Current Progress
1.	TCRC Orientation.	Coordinate with Family Resource Centers (FRCs) and Service Coordinators in each county to host focus groups with families in English and Spanish that will provide input on desired elements of TCRC Orientation. Use guiding principles of co-creation and co-facilitation with persons served and parents from FRCs when designing Orientation. Based on input, review, develop and/or translate written and multi-media resources to support the Orientation in threshold languages. Implement the TCRC Orientation in Year 2 for new families, and based on feedback, expand to make it available to all interested individuals and families in Year 3.	In the first half of 2016, a survey was available to families in English and Spanish to gather input about content for an orientation to the regional center. With that input, we developed the Orientation content and an implementation plan. In February, 2017 three (3) focus groups (one in each county in English and Spanish), will provide opportunity for individuals served by the regional center and family members to preview the Orientation and provide feedback. In 2017, the content will be enhanced based on focus group input, presenters will be identified and trained to deliver the Orientation content, and a referral process will be finalized. The TCRC Orientation will be offered at each TCRC office on a quarterly basis in both English and Spanish.

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Strategic Actions:

	Topic	Description	Current Progress
2.	Redesign website.	Conduct multiple online brainstorming sessions with interested stakeholders to review and comment on a variety of websites and navigation types, followed by two (2) in-person focus groups to get more detailed input. Work with programmers during the redesign process to develop and test navigation. Research WordPress features and test compatibility of plug-ins. Identify and train additional web content editors to maintain specific pages within website.	Two (2) web design focus groups were held in Santa Barbara and Oxnard. An additional (2) were held by webinar. A single "popular layout" was derived from feedback. A User Interface specialist was consulted to make recommendations on user experience (ease of navigating site) and content hierarchy (menu of links at top of new website). Our web development team has reviewed recommendations and is creating a mock-up site for approval.
3.	Descriptions of TCRC funded services posted on website.	Review and evaluate current service descriptions, including those provided by DDS, brochures, and existing web content. Consider different modalities in presenting service descriptions, such as an attachment or a series of links. Establish and implement a plan for enhancements, including information about main categories of generic resources. Develop brief modules to educate Service Coordinators and people we serve about accessing existing TCRC content. Incorporate overview of website content in New Employee Welcome, Service Coordinator Orientation and TCRC Orientation for individuals and families.	Service descriptions have been drafted. Two (2) multi-disciplinary groups of editors worked on them to ensure the content is person-centered, family-friendly, and accurate. They collaborated in a series of "live editing sessions".
4.	Support families so that children continue to reside at home. (P)	Continue to use a person centered approach to discover, understand and support families' needs.	TCRC continues to support families with a focus on helping them keep their children living at home. More than 99% of children served by TCRC live at home.

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Strategic Focus Area 2 - Culturally Competent Services and Supports

Defined As:
Individuals and families served by TCRC are supported through the process of identifying needs and accessing services and supports in a person centered and culturally meaningful way.

Strategic Issues:
- Individuals served by TCRC and their families are unique, with different cultural preferences and different levels of support needs.
- Community connections are an important part of creating a network of supports and services.

Desired Outcome: What does TCRC want to achieve?
- TCRC will improve equal opportunities for underserved populations to access culturally competent services.

How will we know we are making progress?

Objectives	Baseline (Mid Year 2015)	2016 Desired Outcome	2016 End of Year	2016 State Average	2016 Desired Direction	Target Met
a. Improve access to services and supports by providing understandable information to persons served and families in threshold languages.*	Brochures printed in English and Spanish.	Conduct focus groups in threshold languages to determine needs. Develop plan. Create and deliver one (1) new training.	Survey conducted as pre-work to focus groups. Training delivered in each county.	N/A	N/A	Not Met
b. IPPs are provided in threshold and non-threshold languages within required timelines.	Partial SANDIS data on preferred language.	Establish methodology, baseline and annual targets. Develop plan.	Established methodology, targets and action plan.	N/A	N/A	Met
c. Complete two (2) POS Expenditure Data meetings in each county annually.	Two (2) POS meetings in each county.	Two (2) POS meetings in each county.	Two (2) POS meetings held in each county.	N/A	N/A	Met
d. Increase organizational linguistic and cultural competence through enhanced training and attention to person centered practices.	Cultural competence training conducted. POS Expenditure Data and community input reviewed.	Develop plan to enhance training and person centered practices. Deliver one (1) cultural competence training in each county.	Training delivered in each county.	N/A	N/A	Met

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Family Support	**Cultural Competence**	Specialized Healthcare	Employment	Performance Contract Measures	Fiscal Compliance

	Baseline (Mid Year 2015)	2016 Desired Outcome	2016 End of Year	2016 State Average	2016 Desired Direction	Target Met
e. Report the percent of total annual authorized services for individuals by residence type and ethnicity. (P)	To Be Determined.	To Be Determined.	Data compiled and currently in review.	N/A	N/A	Met
f. Report the number and percent of families, by race/ ethnicity who report that services have made a difference in helping keep their family member at home. (P)	To Be Determined.	To Be Determined.	N/A (Based on NCI data)	N/A	N/A	N/A

Note: (P) = DDS Performance Contract Measure. Goal for (P) measure is met when current TCRC # 1) meets or exceeds state average; 2) is better than TCRC baseline; 3) meets DDS Standard.

* A threshold language is spoken by 5.0% of the population or 3,000 persons in the TCRC catchment area, whichever is lower. TCRC's two current threshold languages are English and Spanish.

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Family Support	**Cultural Competence**	Specialized Healthcare	Employment	Performance Contract Measures	Fiscal Compliance

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Strategic Actions:

	Topic	Description	Current Progress
1.	Provide understandable information in threshold languages.	Conduct focus groups in threshold languages to 1) determine if additional resources need to be created or existing resources enhanced to facilitate cultural competency; and 2) explore new ways to share information, particularly to those less inclined to use the website. Develop and implement a training plan and content to support Service Coordinators in helping individuals and families understand information presented by TCRC. Offer to all Service Coordinators by end of Year 1. In Year 2, develop or enhance content as recommended. Enhance or expand the ways in which information is shared. Continue training about explaining materials in an understandable manner for new SCs. Assess efforts and modify as needed in Year 3.	Upon considering this objective the work group determined that a survey was needed as a preliminary step to inform the design of focus groups. The survey of families who prefer Spanish language is underway to learn aboutpreferences for receiving information. Input from this survey will be used to develop an action plan to modify information and deliver training in 2017.
2.	IPP development in threshold and non-threshold languages within required timelines.	Establish method for tracking IPP preferred language data. Determine baseline and expected actions for meeting required timelines. Implement actions and monitor tracking, modifying actions as needed.	Methodology and baseline data was established and will be reviewed with Services and Supports Managers in March 2017. A procedure was developed and implemented for providing IPPs in threshold and non-threshold languages within required timeline.
3.	POS Expenditure Data Meetings.	Review input from prior year attendees and presenters to make recommendations for future POS Expenditure presentations in threshold languages and in an understandable manner. Develop and execute plan for POS Expenditure Data meetings in each county, including development and implementation of method for gathering participant feedback. Assist with a system-wide POS Variance Study through ARCA Equity Committee.	Two POS meetings were held in each county. The workgroup reviewed input from all POS meetings and drafted recommendations for enhancements to TCRC processes and person-centered practices. Recommendations were shared at a public forum in September, as well as with the Purchase of Services Expenditure Information Night Planning Group.

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Family Support	**Cultural Competence**	Specialized Healthcare	Employment	Performance Contract Measures	Fiscal Compliance

	Topic	Description	Current Progress
4.	Improve organizational cultural competency through enhanced training and person centered practices.	In Year 1, the Focus Area Workgroup, in collaboration with the PCT Infrastructure Committee, will review a variety of sources, including POS Expenditure data and associated community input, to better understand what helps and what hinders access to culturally competent services and supports.	Training was delivered in Simi Valley, Oxnard, Santa Maria, and San Luis Obispo, to explore the crucial role of Service Coordinators in assisting culturally diverse individuals and families served by TCRC.
		Develop and implement a plan to enhance training and person centered work processes in order to better serve individuals and families according to their linguistic and cultural preferences.	
		Deliver one (1) training in each county for TCRC Staff. Continue cultural competence training for new SCs.	
		In Year 2, implement enhancements according to the plan. Deliver one training on Cultural Competence in each county for TCRC Service Providers.	
		In Year 3, continue annual review of input, assess implementation and modify as needed.	
5.	Report the percent of total annual authorized services for individuals by residence type and ethnicity. (P)	Confirm the data collection methodology and establish baseline and annual targets. Analyze data and determine strategic actions.	Report was generated and data is being reviewed and analyzed to determine how best to incorporate into the annual Purchase of Services expenditure report.
6.	Report the number and percent of families, by race/ethnicity who report that services have made a difference in helping keep their family member at home. (P)	Confirm the data collection methodology and establish baseline and annual targets.	This measure is based on National Core Indicator Survey, which has not yet been administered.

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Family Support	Cultural Competence	**Specialized Healthcare**	Employment	Performance Contract Measures	Fiscal Compliance

Strategic Focus Area 3 - Specialized Healthcare

Defined As:
Individuals with developmental disabilities need access to specialized healthcare services including Specialty Medical Services,* Dental Care, Aging-Related Healthcare, and Behavioral Health.

Strategic Issues:
- There are limited health-related resources in the TCRC catchment area, particularly with regard to Specialty Medical Services and Dental Care.
- Individuals with developmental disabilities and co-occurring mental health disorders face systemic barriers to accessing mental health resources.

- Many individuals and families, including underserved populations, do not know what resources are available or how to access Specialty Medical Services.
- TCRC serves a growing population of people who are aging and requiring specialized supports to address adult and age-related changes in overall health and functioning.
- Limited specialized resources are available to support the aging population, specifically in the areas of end of life planning and education about growing healthcare needs.

Desired Outcome: What does TCRC want to achieve?
- Families and individuals are better informed and have needed access to existing Specialty Medical Care, Dental Care, Aging-Related Healthcare, and Behavioral Health.

How will we know we are making progress?

Objectives	Baseline (Mid Year 2015)	2016 Desired Outcome	2016 End of Year	2016 State Average	2016 Desired Direction	Target Met
a. Deliver resources and requested trainings directly to families, through TCRC and Family Resource Centers (FRCs), about insurance, healthcare, end of life issues, and how to navigate the service delivery system.	One (1) training per quarter in each county related to accessing insurance.	Identify and link to existing online MediCal provider database. Develop resource guide. Develop methodology to identify training needs. Conduct one (1) training per county.	MediCal provider database available on TCRC website. Resource guide completed. Survey methodology developed to identify training needs.	N/A	N/A	Met
b. Develop and implement a plan to expand specialized healthcare resources.	Limited access to Dental and Specialty Medical Services, monthly Psychiatric Clinics in each county.	Develop plan to expand local resources for specialized healthcare services.	Developed plan to expand preventative dental care through the use of Registered Dental Hygienists (RDHAP's).	N/A	N/A	Met

Note: (P) = DDS Performance Contract Measure. Goal for (P) measure is met when current TCRC # 1) meets or exceeds state average; 2) is better than TCRC baseline; 3) meets DDS Standard.

* Specialty Medical Services are outside the purview of normal primary care providers, typically including psychiatry, dental care, and neurology.

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Strategic Focus Areas				Operational Focus Areas	
Family Support	Cultural Competence	**Specialized Healthcare**	Employment	Performance Contract Measures	Fiscal Compliance

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Strategic Actions:

	Topic	Description	Current Progress
1.	Number and type of resources and requested trainings.	In Year 1, link to existing online, printable database of Medical, Dental, and Mental Health Providers who accept MediCal. Develop resource guide for families about how to access specialized healthcare services. Develop methodology and collect input about training needs, preferred training times, and locations from persons served, families and staff. Based on input, conduct one (1) training per county. In Year 2, collaborate across teams and with FRCs to conduct at least one (1) in-person training per quarter in each county, in response to topics, times and places identified by persons served and families. In Year 3, continue to deliver at least one (1) training per quarter in each county on requested topics. Add online training component in Year 3, to alleviate barriers to access and increase participation for families, including those in remote areas.	A database of Medical, Dental and Mental Health Providers who accept MediCal has been posted on the TCRC website in English and Spanish. A survey link was embedded in our TCRC electronic newsletter inviting families to share suggestions of trainings they would like to have in relation to specialized healthcare and other resources. Based on survey input, four (4) training events (Oxnard, Simi Valley, Atascadero, Santa Maria) were held in collaboration with Family Resource Centers, and MediCal (Cencal and Gold Coast) on how to access medical care through MediCal. A resource guide was created and posted on our website with instructions on how to access MediCal specialists, Dental Care Providers, and MH providers. The guide also includes resources for the aging population, including end of life planning.
2.	Plan to expand specialized healthcare resources.	Research models for Telemedicine and Dental Clinics by consulting with Far Northern, Valley Mountain, Westside, and Redwood Coast Regional Centers, and ARCA Dental Coordinators, as well as federal programs that fund clinics in rural areas. Draft a plan for development of these Specialized Healthcare resources. Expand resources according to the plan and available funding. Continue to collaborate with Gold Coast and CenCal to ensure access to MediCal providers.	Information about telemedicine and dental clinics was gathered from five (5) regional centers. TCRC is in the process of finalizing an implementation plan.

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Strategic Focus Areas

| Family Support | Cultural Competence | Specialized Healthcare | **Employment** |

Operational Focus Areas

| Performance Contract Measures | Fiscal Compliance |

Strategic Focus Area 4 - Employment

Defined As:

Employment is given the highest priority when planning with transition age youth and working age adults. Work in this area focuses on the services and supports needed to help people prepare for, obtain, and retain integrated, competitive employment.*

Strategic Issues:

- Adults of all ages want interesting and meaningful things to do in their day.
- Employment levels of people with developmental disabilities are low, and those who are employed are often working in sub-minimum wage jobs.
- There are systemic and cultural obstacles to preparing for, achieving, and supporting competitive employment.

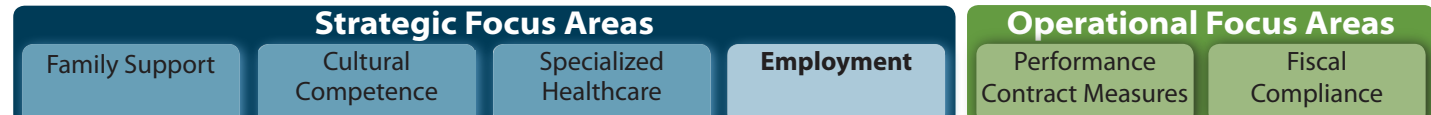## Desired Outcomes: What does TCRC want to achieve?

- TCRC will improve opportunities of people with developmental disabilities to access meaningful, integrated, competitive employment.
- Adults who receive regional center services have access to innovative day services that reflect their interests and needs.

	How will we know we are making progress? **Objectives**	Baseline (Mid Year 2015)	2016 Desired Outcome	2016 End of Year	2016 State Average	2016 Desired Direction	Target Met
a.	Strengthen employment infrastructure that can support people to prepare for, obtain and retain integrated, competitive employment.	Employment Collaboratives in each county.	Hire Employment Coordinator, create Employment First Policy, and develop plan to strengthen employment infrastructure.	Hired Employment Coordinator. Drafted Employment First Policy. Developed plan to strengthen employment infrastructure.	N/A	N/A	Met

Note: (P) = DDS Performance Contract Measure. Goal for (P) measure is met when current TCRC # 1) meets or exceeds state average; 2) is better than TCRC baseline; 3) meets DDS Standard.

* Competitive employment is employment for which a person earns the minimum wage or higher and benefits that are the same as those of other employees in a comparable position. Integrated employment is employment in which a person served works alongside people without disabilities, excluding supervisors and service providers, and interacts with other individuals to the same extent as co-workers without disabilities in a comparable position.

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Strategic Focus Areas				Operational Focus Areas	
Family Support	Cultural Competence	Specialized Healthcare	**Employment**	Performance Contract Measures	Fiscal Compliance

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Strategic Actions:

Topic	Description	Current Progress
1. Strengthen employment infrastructure.	Hire Employment Coordinator to collaborate with community partners and support employment initiatives with the goal of increasing competitive, integrated employment of persons served by the regional center. ▪ Secure funding and finalize job description. ▪ Establish and implement timeline for recruitment and hiring. ▪ Develop and implement training and support plan for Employment Coordinator. Establish TCRC Employment First Policy. ▪ Review policies from other regional centers. ▪ Draft TCRC Employment First Policy that is aligned with AB1041. ▪ Develop and implement supporting procedures. Develop a plan to strengthen employment infrastructure that addresses the following elements: ▪ Identification of collaborating partners. ▪ Clarification of phases of employment preparation, as well as roles and responsibilities of collaborating partners within each phase. ▪ Establish Data Collection Methodology to ensure accurate and consistent use of data collection tools (i.e. CDER, NCI, etc.). ▪ Dissemination of information and new laws and trainings. ▪ Education to SCs and other stakeholders.	The TCRC Employment Coordinator was hired in February and has been collaborating with local, regional, and statewide service providers and employment partners. A TCRC Employment First Policy has been drafted and is pending approval by the TCADD Board. The Employment Infrastructure Plan was developed and organized into 3 subgroups that: Identified the phases of successful employment preparation and created a comprehensive list of collaborating employment partners contributing to: ▪ Enhanced participation in Employment Collaboratives ▪ Partnerships with CA Adult Education programs ▪ Guidelines for evaluating new vocational resources ▪ Implementation of paid internship program ▪ Implementation of CIE incentive payment program ▪ Continuation of Employment Task Force group ▪ Decreased number of workers receiving subminimum wages Identified methods of tracking employment data that resulted in: ▪ TCRC specific employment outcomes. Developed information that resulted in: ▪ New Employment Services section on TCRC website ▪ Training materials for SCs and service providers ▪ Employment First Brochure

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Operational Focus Area 1 - Performance Contract Measures

Defined As:
Measures that demonstrate TCRC's performance around quality of life issues compared with the state average.

Desired Outcome: What does TCRC want to achieve?
- Meets or exceeds statewide average, better than baseline, or meets DDS standard.

Strategic Issues:
- Number and percentage of total population caseload in Developmental Centers.
- Adults Residing in Home Settings.
- Children Residing in Facilities with Seven (7) or More Beds.
- Adults Residing in Facilities with Seven (7) or More Beds.
- Duration in Intake Status for Individuals Ages 3 and Over.

How will we know we are making progress?

Outcome Measures	Baseline (Mid Year 2015)	2016 Desired Outcome	2016 End of Year	2016 State Average	2016 Desired Direction	Target Met
a. Number and % of total population caseload in Developmental Centers (P)	0.21% (27)	.x% (24)	0.18% (24)	.30%	▼	Met
b. Adults Residing in Home Settings (P)	79.44% (4,873)	80.00% (x)	80.35% (5,147)	78.89%	▲	Met
c. Children Residing in Facilities with Seven (7) or More Beds (P)	0.02% (1)	.x% (< or = 12)	0% (0)	0.05%	▼	Met
d. Adults Residing in Facilities with Seven (7) or More Beds (P)	4.09% (251)	4.0% (x)	3.72% (238)	2.60%	▼	Met
e. Duration in Intake Status for Individuals Ages 3 and Over Intake Status (P) <142 days 143-240 days over 240 days	100.00% 0.00% 0.00%	98.00%-100.00% (x%) (x%)	99.50% 0.50% 0.00%	97.46% 2.27% .26%	▲ ▼ ▼	Met

Note: (P) = DDS Performance Contract Measure. Goal for (P) measure is met when current TCRC # 1) meets or exceeds state average; 2) is better than TCRC baseline; 3) meets DDS Standard. For Children Residing with Families data, see Strategic Focus Area 1 - Family Support, Objective d.

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Family Support	Cultural Competence	Specialized Healthcare	Employment	**Performance Contract Measures**	Fiscal Compliance

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Strategic Actions:

	Topic	Description	Current Progress
1.	Individuals moving from Developmental Centers.	Implementation of the CPP Plan for the current fiscal year.	Since July, TCRC has moved three (3) people from the Developmental Centers and into the community for a total of seven (7). Twenty-four (24) individuals currently reside in Developmental Centers.
2.	Adults live in home like settings.	Residential settings are developed within the capacity of the Purchase of Services allocation and response to Request for Proposals.	In the first half of 2016 a home for adult females was developed to serve six (6) individuals in Paso Robles.
			In the second half of 2016 two homes for adults were developed to serve a total of seven (7) individuals. These homes are located in Atascadero and Simi Valley. A Residential Care Facility for the Elderly (RCFE) was also developed to support six (6) individuals over the age of 60 in Santa Maria.
			TCRC also vendored a total of fourteen (14) beds in ten (10) RCFEs throughout the catchment area.
			A Request for Proposals was administered for Family Home Agencies. A contract was awarded and is in development to serve all three (3) counties.

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Strategic Actions:

	Topic	Description	Current Progress
3.	Children are not living in large facilities.	Residential settings are developed within the capacity of the Purchase of Services allocation and response to Request for Proposals.	In the first half of 2016 a home for children was developed to serve four (4) children with severe behavioral needs in San Luis Obispo County. Additionally, a small family home for children is currently under development and vendorization is imminent pending licensure. This home will serve four (4) children with severe behavioral needs in Ventura County.
4.	Adults are not living in large facilities.	TCRC continues to support downsizing of large congregate residential settings in the TCRC catchment area.	TCRC continues 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.
5.	Intake process.	Each intake is monitored for a timely eligibility decision.	The intake teams continue to monitor closely to assure eligibility decisions are made within required time lines.

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Operational Focus Area 2 - Fiscal Compliance

Defined As:
Audits, Budget, Client Development Evaluation Report (CDER)/Early Start Report (ESR), and Intake.

Desired Outcome:
- Compliance with outcomes expected from DDS.

How will we know we are making progress?

Outcome Measures	Baseline (Mid Year 2015)	2016 Desired Outcome	2016 End of Year	2016 State Average	2016 Desired Direction	Target Met
a. Internal compliance audit of implementation of new TBL	Yes	Yes	Yes	N/A	N/A	Met
b. Unqualified independent audit with no material findings (P)	Yes	Yes	Yes	N/A	N/A	Met
c. Substantial compliance with DDS fiscal audit (conducted within prior 12 months) (P)	Yes FY11/12 FY12/13	Yes FY13/14 FY14/15	Yes FY13/14 FY14/15	N/A	N/A	Met
d. Accuracy of POS fiscal projections (P)	Yes	Yes	Yes	N/A	N/A	Met
e. Operates within POS budget (P)	Yes	Yes	Yes	N/A	N/A	Met
f. Certified to participate in the Medicaid Home and Community-Based Services (HCBS) Waiver	Yes	Yes	Yes	N/A	N/A	Met
g. Compliance with Vendor Audit Requirements per contract, Article III, Section 10 (within prior 12 months) (P)	Yes	Yes	Yes	N/A	N/A	Met
h. Client Development Evaluation Report (CDER)/Early Start Report (ESR) currency	Yes	Yes	Yes	N/A	N/A	Met
i. Individual Program Plan (IPP) Development*	99.13% (2014)	N/A Not measured.*	100% (2016)	N/A	N/A	Met
j. Individualized Family Services Plan (IFSP) Development*	96.81% (2014)	N/A Not measured.*	N/A Data from DDS pending.**	N/A	N/A	N/A

Note: (P) = DDS Performance Contract Measure. Goal for (P) measure is met when current TCRC # 1) meets or exceeds state average; 2) is better than TCRC baseline; 3) meets DDS Standard.
*DDS Audits Spring 2016 and Spring 2018 (every two [2] years). **Results from 2016 IFS/P audit report not be received as of 12/31/16.

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Strategic Focus Areas				Operational Focus Areas	
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Strategic Actions:

	Topic	Description	Current Progress
1.	Implementation of new Trailer Bill Language (TBL).	Internal compliance review of implementation of new TBL.	The TBL Infrastructure Committee met several times in 2016 to discuss compliance with recent TBL. POS data reports were completed by 12/31/16 and posted on TCRC's website. Two or three main meetings to discuss the data are being planned for March 2017 and three community meetings in Mar-May 2017. Planning occurred for Employment First, Workforce I.0. Act, and Medi- Cal services for children with Autism. Plan for 16/17 TBL implementation in process.
2.	CPA Audit Corrective Action Plan.	Develop corrective action plan from prior CPA audit and implement.	CPA audit from prior year reviewed and audit narratives updated in preparation for FY 15/16 CPA audit conducted October 2016. TCADD Audit Committee meeting in January 2017. Presentation to Board at February 2017 meeting. No findings have been reported.
3.	Review CPA and DDS Audit Findings.	Review CPA and DDS audit findings from past 5 years and ensure recommendations are being followed.	Review of CPA and DDS audits from prior years completed. Preparations completed for DDS fiscal audit of FYs 13/14 and 14/15 in May 2016. Draft DDS audit report has not been received as of 12/31/16. No significant findings have been reported.
4.	POS Projections.	Submit monthly POS projections to DDS in accordance with instructions and current data.	The monthly POS projection was submitted timely to DDS and in accordance with DDS instructions. No discrepancies noted.
5.	Monitoring of OPS.	Monthly monitoring. Continue cost savings measures. Contribute to PERS at year end to maintain employer rate and consider contribution to post-retirement health trust.	The OPS budget is monitored closely each month. Savings in FY 15/16 primarily in salary savings, temp help, workers compensation, legal fees and supplies plus additional allocation of OPS funds and stock sale allowed for $1 million contribution towards PERS unfunded liability.

TCRC
STRATEGIC
PERFORMANCE
PLAN 2016~2018

Strategic Focus Areas				Operational Focus Areas	
Family Support	Cultural Competence	Specialized Healthcare	Employment	Performance Contract Measures	**Fiscal Compliance**

… continued

Strategic Actions:

	Topic	Description	Current Progress
6.	Participation in Medicaid HCBS Waiver	Monthly peer reviews and internal case record reviews ensure TCRC remains in compliance with documentation requirements for HCBS Waiver.	The 2016 Medicaid Waiver audit report was received from DDS and reflected a 99% overall compliance rating. As of December 2016, more than 53% of people who are status 2 are on the HCBS waiver.
7.	Audit Plan for current fiscal year.	Establish and implement audit plan for current fiscal year. Periodic meetings with auditors to monitor performance against plan and adjust as needed.	FY 16/17 vendor audit plan completed and being implemented. Met FY 15/16 vendor audit requirements. Completed ten (10) audits: six (6) billing audits, two (2) staffing ratio, and two (2) Personal & Incidental funds. One (1) audit was of an Early Start program, as required. Audit Team meets every two (2) months or sooner, if needed.
8.	Monitoring CDER/ESR reports.	Federal Programs team sends reports of coming due CDER/ESR to the Service Coordinators (SCs). SCs complete these as IPP or IFSP meetings are held. Managers monitor compliance.	End of year 2016 CDER Currency for TCRC was 99.85%.
9.	Individual Program Plan (IPP) Development.	Agency-wide tracking system for IPPs is implemented by support staff and monitored by managers for PCT practices and timeliness.	The results from TCRC's Medicaid Waiver audit held in January 2016 by DDS/DHCS, reflected 100% compliance in IPP development.
10.	Individualized Family Services Plan (IFSP) Development.	Agency-wide tracking system for IFSPs implemented by support staff and monitored by ES managers for PCT practices and timeliness.	The Early Start audit completed by DDS was completed by DDS in November 2016. We are awaiting the results.