2016~2018
STRATEGIC PERFORMANCE PLAN

MID 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 Mid 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.*	Gathering input from families. TCRC video translated to Spanish.	N/A	N/A	On Track
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.	User Interface Consultant identified.	N/A	N/A	On Track
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.	Project parameters defined. Content collected.	N/A	N/A	On Track
d. Percent of children residing at home. (P)	99.30 % (6,515)	98.00% - 100.00%	99.55% (6,792)	99.22%	▲	On Track

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 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.	With Family Resource Center involvement this workgroup has: ▪ Determined target audience for focus groups. ▪ Created focus group surveys. ▪ Identified leads in each county to coordinate focus groups in English and Spanish. ▪ Collected survey feedback that will be used to develop orientation curriculum.
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.	Media Coordinator will facilitate an information gathering process. Various audience segments will be consulted to determine web site needs and all stakeholders will be invited to participate in specific aspects of development. A User Interface consultant has been identified to support focus group objectives. Analysis is scheduled to begin in October 2016.
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 are in the process of editing to ensure content is person-centered, family-friendly, and accurate. They are collaborating 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 Mid 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.	Gathering input to conduct focus groups. Training scheduled.	N/A	N/A	On Track
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.	Workgroup will convene in August.	N/A	N/A	On Track
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	On Track
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.	Curriculum in development. October training dates scheduled in each county.	N/A	N/A	On Track

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	Baseline (Mid Year 2015)	2016 Desired Outcome	2016 Mid 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.	Will be developed with Multicultural Specialist.	N/A	N/A	On Track
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

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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.	Members of the Focus Area Workgroup partnered with bilingual managers and Family Resource Centers to identify Spanish speaking support groups that provide opportunity to gather input from families. Focus groups will be held in Fall 2016.
		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.	This information will help in determining if additional resources are needed and how existing resources can be enhanced to facilitate more culturally competent services and supports.
		Assess efforts and modify as needed in Year 3.	
2.	IPP development in threshold and non-threshold languages within required timelines.	Establish method for tracking IPP preferred language data.	Planning meeting scheduled for August to establish method of tracking IPPs.
		Determine baseline and expected actions for meeting required timelines.	
		Implement actions and monitor tracking, modifying actions as needed.	
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.	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 will be shared at a public forum in September.
		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.	

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	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. 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.	Training Curriculum is being developed to support service coordinators in explaining regional center information and brochures to families in threshold languages. This training will focus on cultural awareness and promote talking points to share information in an understandable manner. The training is scheduled in each office during the month of October.
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.	Methodology will be developed with new Multicultural Specialist.
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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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 Mid 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 in development. Data collected regarding desired trainings.	N/A	N/A	On Track
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.	Consulted five (5) regional centers regarding telemedicine and dental services.	N/A	N/A	On Track

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 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. Trainings will be scheduled based on requested topics and preferred locations. A resource guide is being developed to include information on Specialty Medical Service, Dental Care and 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, and is being evaluated internally.

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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 Mid 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.	Employment coordinator hired. Employment First Policy drafted.	N/A	N/A	On Track

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 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 vendors in SLO, SB, and Ventura counties, attending a variety of employment-related trainings, and learning from employment specialists throughout California. Employment First Policies from nine (9) regional centers were reviewed. A TCRC Employment First Policy was drafted and reviewed by the Employment Focus Area Workgroup in June. Supporting procedures will be developed after final Employment First Policy is approved by TCADD Board.

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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 Mid 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)	.33%	▼	On Track
b. Adults Residing in Home Settings (P)	79.44% (4,873)	80.00% (x)	80.20% (5,038)	78.47%	▲	On Track
c. Children Residing in Facilities with Seven (7) or More Beds (P)	0.02% (1)	.x% (< or = 12)	0% (0)	0.05%	▼	On Track
d. Adults Residing in Facilities with Seven (7) or More Beds (P)	4.09% (251)	4.0% (x)	3.84% (241)	2.72%	▼	On Track
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%)	100.00% 0.00% 0.00%	98.32% 1.56% .12%	▲ ▼ ▼	On Track

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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Strategic Actions:

	Topic	Description	Current Progress
1.	Individuals moving from Developmental Centers.	Implementation of the CPP Plan for the current fiscal year.	There are currently twenty-three (23) individuals residing in Developmental Centers. This fiscal year, four (4) individuals were moved out of Developmental Centers and into the community. TCRC accepted the case transfer of two individuals currently residing at Sonoma Developmental Center who will be moving into the TCRC catchment area in the next 6 months.
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.	RD was able to complete development of nine (9) placements for individuals in Residential Care Facilities for the Elderly, aged 60 and above as well as development of twelve (12) placements in Adult Residential Facilities
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.	A home for children was developed to serve four (4) children who have severe behavioral needs.
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 Mid 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	On Track
b. Unqualified independent audit with no material findings (P)	Yes	Yes	Yes	N/A	N/A	On Track
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	On Track
d. Accuracy of POS fiscal projections (P)	Yes	Yes	Yes	N/A	N/A	On Track
e. Operates within POS budget (P)	Yes	Yes	Yes	N/A	N/A	On Track
f. Certified to participate in the Medicaid Home and Community-Based Services (HCBS) Waiver	Yes	Yes	Yes	N/A	N/A	On Track
g. Compliance with Vendor Audit Requirements per contract, Article III, Section 10 (within prior 12 months) (P)	Yes	Yes	Yes	N/A	N/A	On Track
h. Client Development Evaluation Report (CDER)/Early Start Report (ESR) currency	Yes	Yes	Yes	N/A	N/A	On Track
i. Individual Program Plan (IPP) Development*	99.13% (2014)	N/A Not measured.*	N/A Not measured.*	N/A	N/A	N/A Not measured.*
j. Individualized Family Services Plan (IFSP) Development*	96.81% (2014)	N/A Not measured.*	N/A Not measured.*	N/A	N/A	N/A Not measured.*

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).

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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 report was completed by 12/31/15 and presented at three (3) main meetings in March 2016 and three (3) community meetings Mar-May; narrative sent to DDS. Planning occurred for Employment First, Workforce I.O. Act, and Medi-Cal services for children with Autism. Plan for FYs 15/16 and 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 in preparation for FY 15/16 CPA audit to be conducted October 2016. Updating audit narratives. TCADD Audit Committee meeting to occur January 2017. Presentation to Board at February 2017 meeting.
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 expected in 6-12 months. 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.
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.	Peer reviews and internal case record reviews continue. HCBS Waiver Audit completed in January 2016 with very positive results. More than 52% of people who are status 2 are on the waiver.

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Strategic Actions:

	Topic	Description	Current Progress
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. 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 2015 CDER Currency for TCRC was 99.48%.
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.	A sample of IPPs of each team is reviewed by an internal review team for timeliness and person centeredness. We are awaiting the results of the 2016 audit.
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.	DDS Early Start Report (ESR) methodology was updated. Result from 2014 audit was 96.81%, an improvement over prior audit period. We are awaiting the results of the 2016 audit.