

Tri-Counties Regional Center
PERFORMANCE CONTRACT PLAN 2010

State Public Policy Performance Measure (Outcomes from DDS)	Statewide Average (as of December 2009)	TCRC Baseline (as of December 2009)	Objectives	Activities Summary
1. Number and percent of TCRC caseload in Developmental Centers	To Be Determined (TBD)	TBD	<p>TCRC has a long-range housing plan that identifies the resources and options required to meet the needs of persons with developmental disabilities for affordable and accessible housing in San Luis Obispo, Santa Barbara, and Ventura Counties.</p> <p>(applies to Outcomes 3-7)</p>	<ul style="list-style-type: none"> • TCRC will implement a Community Placement Plan for FY 2010/2011 that includes assessment, planning, and resource development activities based upon the individual needs of persons served by TCRC currently living in Developmental Centers. • TCRC will collaborate with Tri-Counties Community Housing Corporation (TCCHC) to provide housing in perpetuity for persons with developmental disabilities including those persons moving from the Developmental Center. • TCRC will utilize CPP funding to develop housing with TCCHC and other service providers to provide deflection residential resources.
2. Number and percent of TCRC minors residing with families	TBD	TBD	<p>Families care for their child/children or transition-age young adults in the family home. TCRC provides supports to persons served and their families experiencing age appropriate transitions with a person centered approach to meet individual needs.</p> <p>(applies to Outcomes 2, 8, 9)</p> <p>TCRC is responsive to families in facilitating the availability of services, including diagnoses, behavioral support and evidence-based practices. (applies to Outcomes 2, 8, 9)</p>	<ul style="list-style-type: none"> • Strengthen behavioral supports through parent education through development of orientation to services as well as education about how parents need and/or can be involved to maximize opportunities for their child. • Collaborate with SELPAS and Service Providers, including Family Resource Centers and Tri-Counties Community Housing Corporation, to support families in age-aligned transitions. Draft master plan and implement according to phases for protocols, emphasizing TCRC's roles and responsibilities to collaborate with SELPAS and Service Providers for age-aligned transitions. • Implementation of The Prevention Program, providing access to generic resources for infants formerly served in Early Start. • Create and deliver regularly scheduled orientation class regarding TCRC services for families with a child newly diagnosed with autism. • Create and deliver regularly scheduled group parent training on behavior intervention techniques, including applied behavior analysis (ABA). • Maintain information about services available through TCRC for autism and related treatment modalities, on the TCRC web site. • Utilize a special focus for information on healthcare, autism and behavioral supports and available resources for families.

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3. Number and percent of adults residing in independent living 4. Number and percent of adults residing in supported living 5. Number and percent of adults residing in Adult Family Home Agency Homes 6. Number and percent of adults residing in family homes (home of parent or guardian) 7. Number and percent of adults residing in home settings	TBD	TBD	TCRC has a long-range housing plan that identifies the resources and options required to meet the needs of persons with developmental disabilities for affordable and accessible housing in San Luis Obispo, Santa Barbara, and Ventura Counties.	<ul style="list-style-type: none"> • TCRC will implement a Community Placement Plan for FY 2010/2011 that includes assessment, planning, and resource development activities based upon the individual needs of persons served by TCRC currently living in Developmental Centers. • TCRC will collaborate with Tri-Counties Community Housing Corporation (TCCHC) to provide housing in perpetuity for persons with developmental disabilities including those persons moving from the Developmental Center. • TCRC will utilize CPP funding to develop housing with TCCHC and other service providers to provide deflection residential resources.
8. Number and percent of minors living in facilities serving >6 9. Number and percent of adults living in facilities serving >6	TBD TBD	TBD TBD	Families care for their child/children or transition-age young adults in the family home. TCRC provides supports to persons served and their families experiencing age appropriate transitions with a person centered approach to meet individual needs. See objective for #s 3-7 for #9 as well.	<ul style="list-style-type: none"> • Strengthen behavioral supports through development of parent orientation to services as well as group parent education about how parents need and/or can be involved to maximize opportunities for their child. • Collaborate with SELPAS and Service Providers, including Family Resource Centers and Tri-Counties Community Housing Corporation, to support families in age-aligned transitions. Draft master plan and implement according to phases for protocols, emphasizing TCRC's roles and responsibilities to collaborate with SELPAS and Service Providers for age-aligned transitions. • Research models of Neighborhood Preschool utilization for Early Start Services to determine appropriateness • Implementation of The Prevention Program, a case management model for providing access to generic resources for infants formerly served in Early Start

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10. Number and percent of adults with earned income and average wage (aggregate)	Undetermined (UD)	UD	Increased employment opportunities exist for persons with developmental disabilities.	<p>Employment Taskforce to implement recommendations for systems and protocols.</p> <ul style="list-style-type: none"> • TCRC and providers of supported employment collaborate to develop a best practice training program for providers • Orientation for Service coordinators includes information about impact of employment on benefits • Transportation be considered in the program design of supported employment providers • Alternative employment be secured prior to closure of Work Activity programs • Utilize Custom Endeavor program design to increase volunteer programs that may lead to paid employment
11. Number and percent of adults in supported employment	UD	UD		
12. Number and percent of adults in competitive employment	UD	UD		
13. Access to medical and dental services	UD	UD	People will have and be encouraged to use information about available healthcare services	<ul style="list-style-type: none"> • Further develop health component of the IPP to include information about identification of medical and psychiatric issues, private insurance resources and utilization, and demonstrated attempts to utilize generic resources. • Establish consistent practices in the protocol used to initially inform families and persons served about accessing and receiving healthcare information and services, including preventative as well as treatment options. • Utilize the Tri-Line or existing publications to direct persons served and their families to available healthcare resources. Utilize links to resources such as American Medical Association (AMA).

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14. Number of consumers per thousand who are victims of abuse	U D	U D	Operational activities support education of the community about the special safety needs of persons served as well as risk management.	<ul style="list-style-type: none"> • Offer training to law enforcement regarding response issues for persons with developmental disabilities • Arrange counseling for persons who receive TCRC services who are victims of crime • Implement SIR Reporting and Training elements of the TCRC Risk Mitigation Plan

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Compliance Measures (Outcomes from DDS)	Prior Review Period-2008 Yes/No	Current Review Period-2009 Yes/No	Objectives	Activities Summary
1. Unqualified independent audit with no material finding(s) 2. Substantial compliance with DDS fiscal audit	Yes Yes	TBD TBD	TCRC receives an unqualified independent audit with no material findings and is in substantial compliance with the DDS fiscal audit.	<ul style="list-style-type: none"> TCRC will continue to conduct its accounting within generally accepted accounting principles (GAAP), standard Regional Center practices, and guidelines set by the State and Federal governments. TCRC will continue to monitor and correct audit findings from prior year audits.
3. Accuracy percent of POS fiscal projections	Yes	TBD	TCRC will report accurate Purchase of Service projections.	<ul style="list-style-type: none"> TCRC will continue to analyze expenditures monthly and track projections.
4. Operates within OPS budget.	Yes	TBD	TCRC will ensure actual Operations expenditures and late bills do not exceed TCRC's Operations budget.	<ul style="list-style-type: none"> TCRC will continue to track certain OPS expenditures by manager. TCRC will continue to achieve OPS efficiencies through renegotiation of contracts/agreements, bidding multiple suppliers, and researching and implementing alternatives to current OPS services, to the extent possible.
5. Certified to participate in the Medicaid Home and Community -Based Services (HCBS) Waiver.	Yes (every two years)	TBD	TCRC is and remains certified to take part in the "Home and Community - Based Services" waiver.	<ul style="list-style-type: none"> TCRC will train staff on Federal Programs to ensure TCRC meets or exceeds all requirements to be certified to participate in the HCBS waiver. TCRC will monitor and correct audit findings from the DDS/DHS August, 2008 audit.
6. Compliance with Vendor Audit Requirements per contract, Article III, Section 10	Yes	TBD	TCRC will complete vendor fiscal audits as required by the FY 09-10 contract language with DDS.	<ul style="list-style-type: none"> TCRC will develop and implement an FY 09-10 audit plan consistent with DDS contract language.

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7. CDER/ESR currency	discontinued as a measure	TBD	TCRC will complete and update Client Development Evaluation Reports (CDERs) as well as Early Start Reports (ESRs) in a timely manner.	<ul style="list-style-type: none"> SCs will enter CDER/ESR information within the birth month. TCRC will develop a system for managers to monitor this monthly for accuracy and timeliness and ensure accountability. TCRC will provide CDER/ESR training to support staff, SCs and managers. TCRC will use a tracking form to alert SCs of CDERs/ESRs due the following month.
8. Intake/assessment and IFSP time lines for 0-3 years of age.	Pending DDS Report	TBD	TCRC will meet timelines for intake, eligibility evaluation, and IFSP/IPP development.	<ul style="list-style-type: none"> TCRC will ensure children determined eligible for Early Start services will have an initial IFSP completed with services in place within 45 days of initial referral. TCRC will develop a system to ensure an adequate and timely clinical evaluation and diagnosis within 120 days of inquiry. TCRC will develop an intake protocol that will ensure timelines are met.
9. Intake/assessment time lines for ages 3 and above	100%	TBD		
10. IPP Development	99.41%	TBD		<ul style="list-style-type: none"> Manager provides coaching to SC to accomplish IFSP/IPP services Sample of IFSP/IPPs of each team are reviewed by an internal TCRC peer review team for currency and person-centeredness.
11. IFSP Development	84.90%	TBD		

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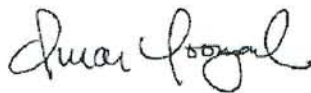
STATEMENT OF ASSURANCES

This is to assure that Tri-Counties Regional Center Year 2010 Performance Contract was developed in accordance with the requirements specified in Welfare and Institutions Code section 4629 and the Department of Developmental Services' (DDS) Year 2009 Performance Contract Guidelines.

The performance contract was developed through a public process with included:

- Providing information, in an understandable form, to the community about regional center services and supports, including budget information and baseline data on services and supports and the regional center operations [WIC 4629 (c)(B)(i)]
- Holding at least one public meeting to solicit input on performance objectives and using focus groups or surveys to collect information from the community [WIC 4629 (c)(B)(ii)]
- Providing at least 10 calendar days advance public notice of the dates(s) of the public meeting (DDS Guidelines)
- Circulating a draft to the community of the performance contract plan relative to the public policy and compliance outcomes identified in the DDS Performance Contract Guidelines, and any locally developed policy outcomes prior to presenting the contract to the regional center board for actions [WIC 4629 (c)(B)(iii)]
- Providing an opportunity for additional public input and consideration of that input at the regional center board meeting prior to board action on the proposed performance contract [WIC 4629 (c)(B)(iii)]

Signature of RC Director



Omar Noorzad Ph.D.

Date: October 6, 2009