

Tri-Counties Regional Center
PERFORMANCE CONTRACT PLAN 2011

State Public Policy Performance Measure (Outcomes from DDS)	Statewide Average (as of December 2010)	TCRC Baseline (as of December 2010)	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 as well 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 as approved by DDS
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 as well to Outcomes 8, 9)</p> <p>TCRC is responsive to families in facilitating the availability of services, including diagnoses, behavioral support and evidence-based practices. (applies as well to Outcomes 8, 9)</p>	<ul style="list-style-type: none"> Deliver regularly scheduled Service Coordinator Orientation to Behavior Services for families with pertinent diagnoses. Deliver regularly scheduled group parent training on behavior intervention techniques, including applied behavior analysis (ABA). 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. Develop content for web site related to community based supports around age-appropriate 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.

Performance Measure: Numbers 1 – 9: Goal is met when the current TCRC number: 1) meets or exceeds the State average, or 2) exceeds the TCRC Baseline.

Compliance Measure: Numbers 1 – 6, and 10 – 11: Goal is met when the current TCRC number meets DDS Standards.

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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 as well.	<ul style="list-style-type: none"> Deliver regularly scheduled Service Coordinator Orientation to Behavior Services for families with pertinent diagnoses. Deliver regularly scheduled group parent training on behavior intervention techniques, including applied behavior analysis (ABA). 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. Develop content for web site related to community based supports around age-appropriate 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.

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10. Number and percent of adults with earned income and average wage (aggregate)	Undetermined (UD)	U D	Increased employment opportunities exist for persons with developmental disabilities.	<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
11. Number and percent of adults in supported employment	U D	U D		
12. Number and percent of adults in competitive employment	U D	U D		
13. Access to medical and dental services	U D	U D	People will have and be encouraged to use information about available healthcare services	<ul style="list-style-type: none"> • Increase availability of accurate information about generic resources for preventive healthcare over the lifespan. • Develop Healthcare Resource Packet to support consistent practices 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

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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-2010 Yes/No	Current Review Period-2011 Yes/No	Objectives	Activities Summary
1. Unqualified independent audit with no material finding(s) 2. Substantial compliance with DDS fiscal audit	Yes N/A (every two years)	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 of POS projections	Yes	TBD	TCRC will report Purchase of Service projections in accordance with DDS instructions and current data.	<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 May 2010 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 10-11 contract language with DDS.	TCRC will develop and implement a FY 10-11 audit plan consistent with DDS contract language.

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Compliance Measures (Outcomes from DDS)	Prior Review Period-2010 Yes/No	Current Review Period-2011 Yes/No	Objectives	Activities Summary
7. CDER/ESR currency	N/A 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"> Service Coordinators 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, Service Coordinators and Services and Support Managers. TCRC will use a tracking form to alert Service Coordinators of CDERs/ESRs due the following month.
8. Intake/assessment and IFSP time lines for 0-3 years of age.	89% (same as #11 result)	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.
9. Intake/assessment time lines for ages 3 and above	<142 days 100% (The duration of 142 days or less approximates the calendar days allowed for intake/assessment (15 working days + 6 weekend days + 1 potential weekend holiday + 120 assessment days)	TBD		<ul style="list-style-type: none"> TCRC will develop a system to ensure an adequate and timely clinical evaluation and diagnosis within 120 days of inquiry (See reference to duration of 142 days per DDS performance contract measures report) TCRC will implement an intake protocol ensuring that timelines are met.

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10. IPP Development	100%	TBD		<ul style="list-style-type: none"> Services and Supports Manager provides coaching to Service Coordinators to accomplish IFSP/IPP services
11. IFSP Development	89%	TBD		<ul style="list-style-type: none"> Sample of IFSP/IPPs of each team are reviewed by an internal TCRC peer review team for currency and person-centeredness.

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STATEMENT OF ASSURANCES

This is to assure that Tri-Counties Regional Center Year 2011 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 2010 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.
October 5, 2010

Date: