

## Tri-Counties Regional Center

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*Spring 2017*

## Performance Report for Tri-Counties Regional Center

Every year, the Department of Developmental Services (DDS) contracts with regional centers in California to serve consumers and families. And, every year DDS looks at how well the regional centers are doing. This report will give you information about your regional center.

Last year, at Tri-Counties Regional Center (TCRC) we served about 13,300 consumers. The charts on page 2 tell you about the consumers we serve. You'll also see how well we are doing in meeting our goals and in fulfilling our contract with DDS.

At TCRC, we want to improve every year, do better than the state average, and meet or exceed the DDS standard. As you can see in this report, we did well in

- Supporting children and families in the home,
- Ensuring that adults live in home like settings,
- Moving individuals to the community from the Developmental Center,
- Maintaining currency of CDERs (Client Development Evaluation Record) and ESRs (Early Start Reports)

But, we still need to improve in

- Ensuring that when adults must live in a facility, there are six beds or less, and
- Exploring how services help to enable family members to live at home.

We hope this report helps you learn more about TCRC. If you have any questions or comments, please contact us!

This report is a summary. To see the complete report, go to: [www.tri-counties.org](http://www.tri-counties.org)

Or contact Mary Beth Lepkowsky, Assistant Director, Training and Organizational Development at (805) 884-7208, [mlepowsky@tri-counties.org](mailto:mlepowsky@tri-counties.org)

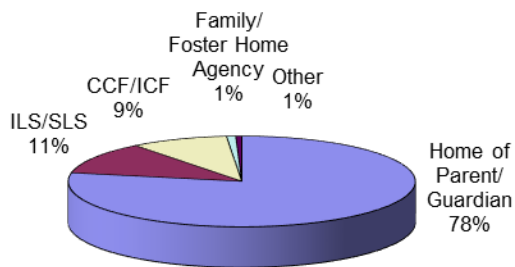
A handwritten signature in black ink, appearing to read "Omar Noorzad", followed by a horizontal line.

Omar Noorzad, PhD.  
Executive Director, Tri-Counties Regional Center

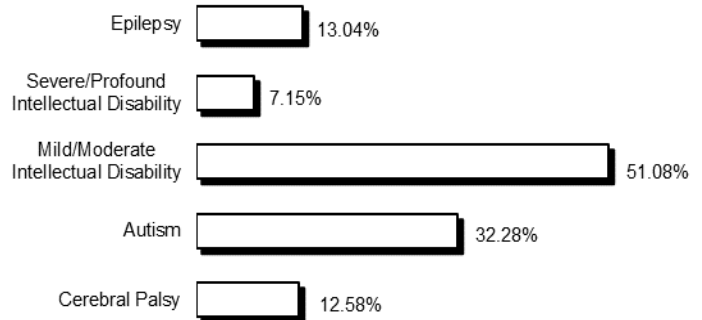
## Who uses TCRC?

These charts tell you about who TCRC consumers are and where they live.

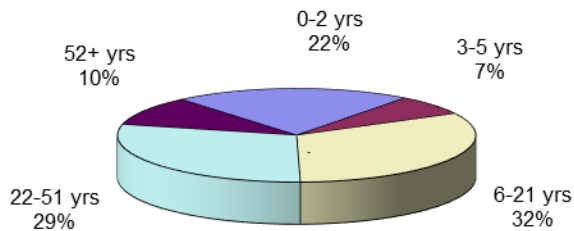
**WHERE TCRC CONSUMERS LIVE**



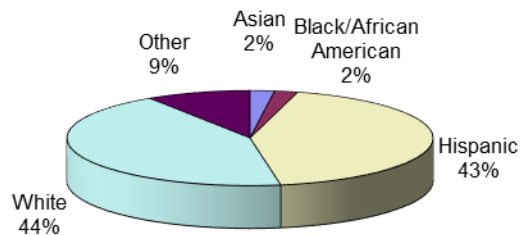
**DIAGNOSIS OF TCRC CONSUMERS**



**AGE OF TCRC CONSUMERS**



**ETHNICITY OF TCRC CONSUMERS**



## How well is TCRC performing?

This chart tells you about 5 areas where DDS wants each regional center to keep improving.

The first column tells you how TCRC was doing at the end of 2015. And, the second column shows how TCRC was doing at the end of 2016.

To see how TCRC compares to the other regional centers in the state, compare the numbers to the state averages (in the shaded columns).

Regional Center Goals (based on Lanterman Act)	December 2015		December 2016	
	State Average	TCRC	State Average	TCRC
Less consumers live in developmental centers	0.36%	0.19%	0.30%	0.18%
More children live with families	99.15%	99.45%	99.24%	99.60%
More adults live in home settings*	78.04%	79.74%	78.89%	80.35%
Less children live in large facilities (more than 6 people)	0.06%	0%	0.05%	0%
Less adults live in large facilities (more than 6 people)	2.78%	4.02%	2.60%	3.72%

\* Home settings include: independent living, supported living, Adult Family Home Agency homes, and consumers' family homes.

## Did TCRC meet DDS standards?

Read below to see how well TCRC did in meeting DDS compliance standards:

Areas Measured	Last Period	Current Period
Passes independent audit	Yes	Yes
Passes DDS audit	Yes	Yes
Audits vendors as required	Met	Met
Didn't overspend operations budget	Yes	Yes
Participates in the federal waiver	Yes	Yes
CDERs and ESRs are updated as required (CDER is the Client Development Evaluation Report and ESR is the Early Start Report. Both contain information about consumers, including diagnosis.)*	94.28%	95.06%
Intake/Assessment timelines for consumers age 3 or older met	100%	99.50%
IPP ( <i>Individual Program Plan</i> ) requirements met	99.13%	100%
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	96.79%	97.38%

*\*CDER and ESR currency percentages were weighted based on the regional center's Status 1 and Status 2 caseloads, to arrive at a composite score.*

- TCRC met all standards for fiscal audits and controls
- TCRC met requirements for the operations budget

## What about other performance areas?

Through our Strategic Performance Plan 2016-2018 we also made progress on:

- Improving equal opportunities for underserved populations to access culturally competent services by providing training to service coordinators on cultural competence and developing a partnership with area Promotoras and Family Resource Centers.
- Enhancing information about and access to Specialty Medical Care, Dental Care, and Aging-Related Healthcare, and Behavioral Health by offering training to families about accessing specialized health services, developing an online guide for accessing health resources, and exploring new resources for Dental Care.
- Strengthening employment infrastructure that can support people to prepare for, obtain and retain integrated, competitive employment. We hired an Employment Coordinator and created an Employment First Policy.

## How well is TCRC doing at reducing disparities and improving equity?

### 2015-16 Purchase of Service Expenditures by Residence Type

	Residence Type	Home	Independent Living Services/ Supported Living Services	Institutions*	Residential	Medical/ Rehabilitation /Psychiatric	Other**
	Consumer Count	13,183	1,552	35	1,237	61	27
Ethnicity/Race	Asian	2.6%	0.9%	1.1%	2.1%	1.0%	0.0%
	Black/African-American	1.4%	3.2%	1.3%	4.0%	6.2%	34.9%
	Filipino	1.4%	0.4%	0.0%	1.1%	3.2%	0.0%
	Hispanic	48.1%	12.1%	25.9%	20.2%	35.8%	13.1%
	Native American	0.2%	0.0%	0.9%	0.0%	0.0%	0.0%
	Other Ethnicity or Race	7.1%	5.5%	0.0%	5.1%	1.7%	3.6%
	Polynesian	0.2%	0.0%	20.8%	0.1%	0.0%	0.0%
	White	39.1%	77.8%	50.0%	67.5%	52.2%	48.4%
	TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

\*Institutions include developmental centers, state hospitals and correctional facilities.

\*\* Other includes consumers who are out-of-state, in hospice, transient/homeless, and those who are not listed elsewhere in the residence type table.

### Have services made a difference in helping keep your family home? (Response: Yes, Adult Family Survey: 2010-11)

Ethnicity/Race	TCRC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	55.56%	9	47.97%	123
American Indian/Alaska Native <sup>1</sup>	100.00%	1	70.97%	31
Asian <sup>1</sup>	40.00%	5	62.27%	387
Black/African-American <sup>1</sup>	100.00%	1	57.28%	309
Native Hawaiian/Pacific Islander <sup>1</sup>	0.00%	1	65.38%	26
White <sup>1</sup>	54.65%	86	61.26%	1,616
Other/Unknown <sup>1</sup>	n/a	0	57.14%	28
Hispanic or Latino <sup>1</sup>	65.31%	49	61.26%	1,128
Mixed Race <sup>2</sup>	66.67%	15	60.11%	366
Overall	58.68%	167	60.61%	4,014

Legend	
1	Chose this race only.
2	Chose 2 or more races (not including 'mixed' race) OR chose 'mixed' race exclusively
3	This data is a follow up question to "Do you have a service plan?" and has been filtered to exclude "No," "Don't Know," or is missing answers to that question.
4	Asian category includes: Asian Indian, Cambodian, Chinese, Filipino, Hmong, Japanese, Korean, Laotian, Other Asian, Thai, and Vietnamese
5	Native Hawaiian/Polynesian category includes: Guamanian, Native Hawaiian, Other Pacific Isle, and Samoan
6	White category includes: Russian and White

Notes	
Many different percentages can be derived from this data. The best available denominator based on this year's survey sample methodology and its limitations was chosen.	
Each regional center should take care to pay attention to how well the sampling race/ethnicity breakouts compare to each RC's total population served race/ethnicity composition	
For more details on the National Core Indicator survey, contact the regional center.	

### Want more information?

To see the complete report, go to: [www.tri-counties.org](http://www.tri-counties.org) or contact Mary Beth Lepkowsky, Assistant Director of Training and Organizational Development at (805) 884-7208, [mlepkowski@tri-counties.org](mailto:mlepkowski@tri-counties.org)