

Tri-Counties Regional Center

Omar Noorzad, Ph. D., Executive Director
520 East Montecito Street, Santa Barbara, CA 93103-3274
Phone: (805) 962-7881 • Fax: (805) 884-7229
E-mail: onoorzad@tri-counties.org
www.tri-counties.org



Spring 2018

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 14,250 consumers. The charts on page two 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

- 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

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

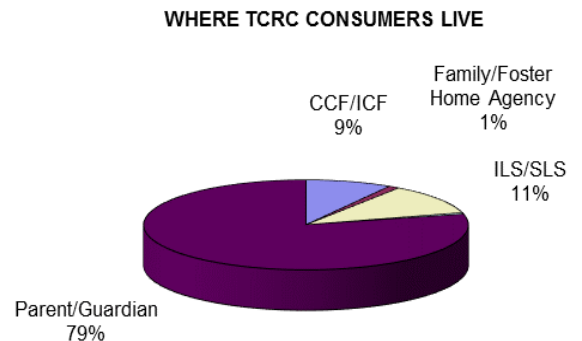
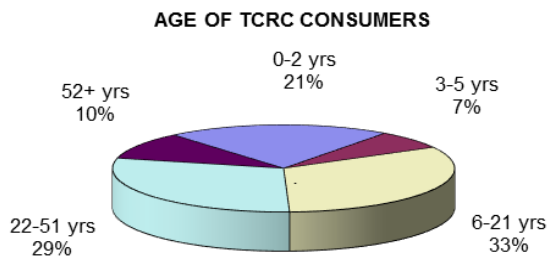
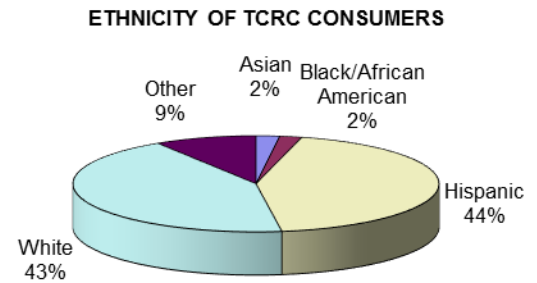
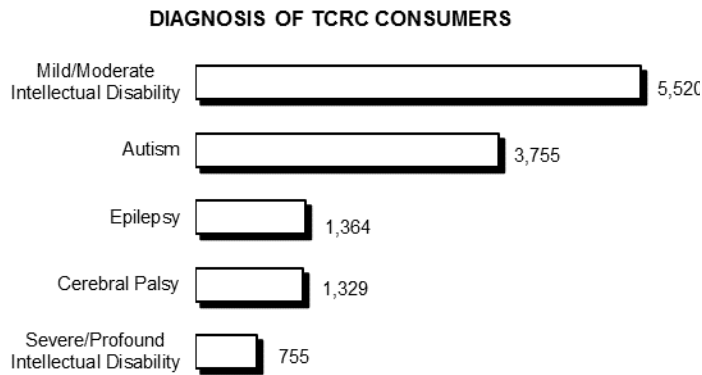
Or contact Mary Beth Lepkowsky, Assistant Director, Training and Organizational Development at (805) 884-7208, mlepowsky@tri-counties.org

A handwritten signature in black ink, appearing to read "Omar", 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.



How well is TCRC performing?

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

The first column tells you how TCRC was doing at the end of 2016, and the second column shows how TCRC was doing at the end of 2017.

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 2016		December 2017	
	State Average	TCRC	State Average	TCRC
Fewer consumers live in developmental centers	0.30%	0.18%	0.21%	0.15%
More children live with families	99.24%	99.60%	99.32%	99.56%
More adults live in home settings*	78.89%	80.35%	79.61%	81.36%
Fewer children live in large facilities (more than 6 people)	0.05%	0.00%	0.04%	0.00%
Fewer adults live in large facilities (more than 6 people)	2.60%	3.72%	2.47%	3.46%

Notes: 1) Consumers can be included in more than one diagnosis category. 2) Residence Types: CCF/ICF is Community Care Facility/Intermediate Care Facility; ILS/SLS is Independent Living Services/Supported Living Services. 3) Home settings include independent living, supported living, Adult Family Home Agency homes, and consumers' family homes. 4) Green text indicates the RC remained the same or improved from the previous year, red indicates the RC did not improve.

Did TCRC meet DDS standards?

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

Area 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.)*	95.06%	97.7%
Intake/Assessment timelines for consumers age 3 or older met	99.50%	100%
IPP (<i>Individual Program Plan</i>) requirements met	100%	N/A
IFSP (<i>Individualized Family Service Plan</i>) requirements met	97.1%	97.0%

Notes: 1) The federal waiver refers to the Medicaid Home and Community-Based Services Waiver program that allows California to offer services not otherwise available through the Medi-Cal program to serve people (including individuals with developmental disabilities) in their own homes and communities. 2) The CDER and ESR currency percentages were weighted based on the RC's Status 1 and Status 2 caseloads to arrive at a composite score. 3) The IFSP calculation methodology was changed from composite to average in order to more accurately reflect the RC's performance by only including children reviewed during monitoring and not all Early Start consumers. 4) N/A indicates that the regional center was not reviewed for the measure during the current period.

- 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 and service providers on cultural proficiency and implementing the Individual and Family Engagement Collaborative, 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
 - Developing a procedure that explains how to access dental services from the registered dental hygienists, and creating an IPP amendment template.
 - Developing dental clinics in both Santa Barbara and Santa Maria and at Work Inc's day programs, where dental hygienists provided cleanings. The hygienists have also provided dental cleanings to some ICFs in Ventura county.
 - Beginning the expansion of this resource to SLO and Ventura counties.
- Implementing the Employment First Policy and Employment Infrastructure Plan through:

- Increased opportunities for and/or participation in paid internships and Competitive Integrated Employment (CIE) through:
 - Provision of individual and team training and support to service coordinators and managers on new laws and best practices for increasing CIE.
 - Development of new Employment Site Facilitation (ESF) service.
 - Increased awareness of competitive integrated employment outcomes and vocational and pre-vocational programs through development of a new Employment Services section of the TCRC website.
 - Partnered with the Autism Society and a Family Resource Center to provide training on work accommodations for 35 individuals and families.
 - Developed Employment First training for new service coordinators.
 - Coordinated with five businesses to develop six new paid internship positions.

How well is TCRC doing at getting consumers working?

TCRC has chosen to include consumer employment as a local measure in their performance contract. The chart below shows how well TCRC is performing on increasing consumer employment performance compared to their prior performance and statewide averages:

Area Measured	State Average	TCRC	State Average	TCRC
	Jan. through Dec. 2016		Jan. through Dec. 2017	
Of adults in day services, percentage that interact with people without disabilities:				
Data Source: Client Development Evaluation Report (CDER)				
No people without disabilities	9%	8%	10%	9%
Few	58%	54%	58%	53%
Mostly	18%	23%	18%	22%
Only	14%	15%	15%	16%
Percentage of adults who engage in paid work:				
Data Source: CDER				
Less than 10 hours/week	7%	10%	7%	10%
10-25 hours/week	9%	12%	8%	11%
26-39 hours/week	5%	6%	5%	6%
40+ hours/week	1%	1%	1%	2%
Percentage of adults earning:				
Data Source: CDER				
Below Minimum Wage	57%	50%	53%	47%
Minimum Wage	26%	30%	29%	33%
Above Minimum Wage	16%	19%	17%	20%
Salaried	1%	1%	1%	1%
Percentage of Adults who Reported:				
Data Source: National Core Indicator Adult Consumer Survey		July 2011-June 2012		July 2014-June 2015
Having a paid job in a community-based setting	13%	19%	13%	17%
Having integrated employment as a goal in their IPP	27%	21%	27%	31%
Currently being unemployed, but wanting a job in the community	39%	37%	45%	41%
Earned Income (Adults age 16-64):				
Data Source: Employment Development Department		Jan. through Dec. 2016		Jan. through June 2017
Quarterly number of consumers with earned income	21,817	919	23,205	983
Percentage of consumers with earned income	14.2%	14.3%	14.6%	14.9%
Average annual wages	\$7,953	\$8,425	\$8,368	\$8,534
Annual earnings of all people with disabilities in California				
Data Source: Cornell University Disability Status Report		2015		2016
		\$43,100		\$45,300

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

These tables show you how well the regional center is doing at providing services equally for all consumers.

Percent of Authorized Services and Consumers by Residence Type and Ethnicity/Race Fiscal Years 2015-16 and 2016-17															
Residence Type	Measure	American Indian or Alaska Native		Asian		Black/African American		Hispanic		Native Hawaiian or Other Pacific Islander		White		Other Ethnicity or Race	
		2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
Family Home	Consumers	0.2%	0.1%	8%	3%	8%	1%	39%	51%	0.3%	0.2%	32%	36%	12%	8%
	Authorized Services	0.2%	0.2%	4%	4%	2%	2%	46%	46%	0.2%	0.2%	41%	40%	7%	7%
ILS/SLS	Consumers	0.4%	0.3%	2%	2%	15%	4%	14%	19%	0.1%	0.1%	65%	70%	4%	5%
	Authorized Services	0.0%	0.1%	1%	1%	3%	4%	0%	12%	0.0%	0.0%	76%	77%	6%	5%
Institutions	Consumers	0.0%	0.0%	3%	0.0%	28%	0.0%	24%	48%	0.0%	0.0%	34%	48%	10%	3%
	Authorized Services	0.0%	0.0%	2%	0.0%	2%	0%	26%	52%	0.0%	0.0%	67%	46%	2%	2%
Residential	Consumers	0.9%	0.0%	4%	3%	8%	4%	16%	19%	0.3%	0.2%	66%	69%	4%	5%
	Authorized Services	0.0%	0.0%	3%	3%	4%	4%	20%	20%	0.1%	0.1%	68%	69%	5%	5%
Med/Rehab/ Psych	Consumers	0.0%	0.0%	1%	6%	8%	6%	14%	27%	0.0%	0.0%	72%	60%	5%	2%
	Authorized Services	0.0%	0.0%	4%	3%	6%	1%	31%	48%	0.0%	0.0%	58%	45%	2%	3%
Other	Consumers	0.0%	0.0%	4%	0.0%	10%	7%	13%	36%	0.0%	0.0%	65%	54%	8%	4%
	Authorized Services	0.0%	0.0%	0.0%	0.0%	24%	5%	28%	46%	0.0%	0.0%	43%	48%	6%	1%

Note: 1) Institutions include developmental centers, state hospitals, and correctional facilities. 2) Residential includes care facilities intermediate care facilities, and continuous nursing facilities 3) Med/Rehab/Psych include skilled nursing facilities, psychiatric treatment and rehabilitation centers, acute general hospitals, sub-acute care services, and community treatment facilities. 4) Other includes consumers who are out-of-state, in hospice, transient/homeless, or not listed elsewhere.

The tables below provide information on National Core Indicator survey results regarding services, satisfaction, and family outcomes, analyzed by race and ethnicity.

Percentage where services made a difference in helping keep family member at home.
(Adult Family Survey: 2010-11)

Ethnicity/Race	TCRC	All California Regional Centers
Total Respondents	167	4,014
American Indian/Alaska Native	100.00%	70.97%
Asian	40.00%	62.27%
Black/African-American	100.00%	57.28%
Hispanic or Latino	65.31%	61.26%
Missing Race	55.56%	47.97%
Mixed Race	66.67%	60.11%
Native Hawaiian/Pacific Islander	0.00%	65.38%
Other/Unknown	N/A	57.14%
White	54.65%	61.26%
Overall	58.68%	60.61%

Percentage where services made a difference in helping keep family member at home.
(Child Family Survey: 2015-16)

Ethnicity/Race	TCRC	All California Regional Centers
Total Respondents	621	13,300
American Indian/Alaska Native	50.00%	60.80%
Asian	59.00%	58.50%
Black/African-American	75.00%	57.80%
Hispanic or Latino	64.40%	56.20%
Missing Race	61.10%	55.40%
Mixed Race	56.20%	59.50%
Native Hawaiian/Pacific Islander	100.00%	66.70%
Other/Unknown	50.00%	52.40%
White	59.50%	59.20%
Overall	61.20%	57.80%

Notes
Asian category includes: Asian Indian, Cambodian, Chinese, Filipino, Hmong, Japanese, Korean, Laotian, Other Asian, Thai, and Vietnamese
Native Hawaiian/Polynesian category includes Guamanian, Native Hawaiian, Other Pacific Islander, and Samoan
White category includes Russian and White
N/A means that there were no respondents for the category
National Core Indicator survey responses reflect only the opinion of the regional center consumers that responded to the survey. 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 or contact Mary Beth Lepkowsky, Assistant Director of Training and Organizational Development at (805) 884-7208, mlepkowski@tri-counties.org