

Tri-Counties Regional Center

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Performance Report for Tri-Counties Regional Center

Every year, the Department of Developmental Services (DDS) contracts with regional centers in California to serve individuals 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 15,200 individuals and families. The charts on page two give you an overview of the people 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 areas including:

- Fewer individuals live in developmental centers
- More children live with families and fewer children are living in large facilities
- More adults live in home settings and fewer adults live in large facilities
- Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program

But, we still need to improve in:

- The monitoring, updating and reporting of data within required timelines in relation to CDERs and ESRs (CDER is the Client Development Evaluation Report and ESR is the Early Start Report. Both contain information about the people we serve, including diagnosis.)
- The timely notification to Local Educational Agency to meet Individualized Family Service Plan requirements.

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 Julie Tomlinson, Training and Organizational Specialist at (805) 884-7210

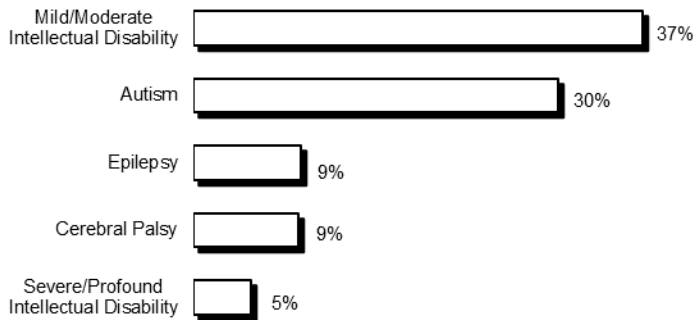
A handwritten signature in black ink, appearing to read "Omar Noorzad", followed by a horizontal line.

Executive Director, Tri-Counties Regional Center

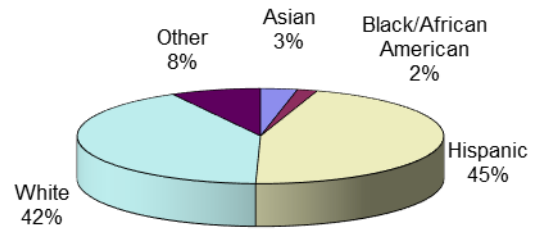
Who uses TCRC?

These charts tell you about the people who are served by TCRC and where they live.

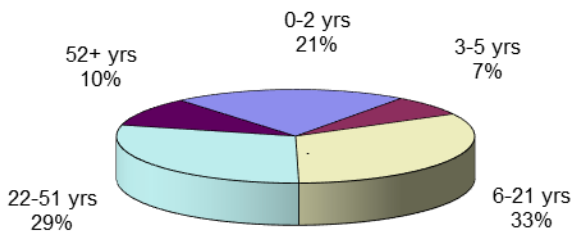
DIAGNOSIS OF TCRC CONSUMERS



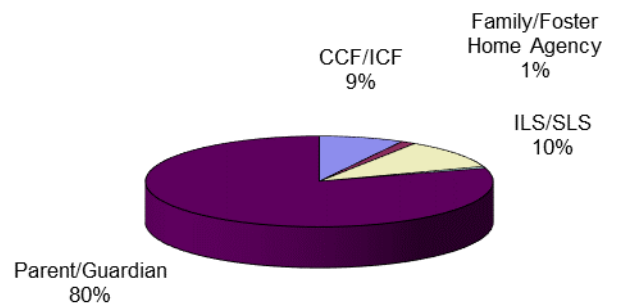
ETHNICITY OF TCRC CONSUMERS



AGE OF TCRC CONSUMERS



WHERE TCRC CONSUMERS 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 2018, and the second column shows how TCRC was doing at the end of 2019.

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 2018 | | December 2019 | |
|--|---------------|--------|---------------|--------|
| | State Average | TCRC | State Average | TCRC |
| Fewer people live in developmental centers | 0.12% | 0.16% | 0.08% | 0.11% |
| More children live with families | 99.38% | 99.58% | 99.44% | 99.69% |
| More adults live in home settings* | 80.20% | 81.47% | 80.84% | 81.88% |
| Fewer children live in large facilities (more than 6 people) | 0.04% | 0.01% | 0.04% | 0.00% |
| Fewer adults live in large facilities (more than 6 people) | 2.31% | 3.10% | 2.15% | 3.06% |

Notes: 1) People 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 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 individuals, including diagnosis.)* | 95.57% | 94.53% |
| Intake/Assessment timelines for persons age 3 or older met | 100% | 100% |
| IPP (<i>Individual Program Plan</i>) requirements met | 99.42% | N/A |
| IFSP (<i>Individualized Family Service Plan</i>) requirements met | 96.9% | 95.6% |

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 CDER for 2019 is 99.80%, the highest in California. Current DDS data shows ESR currency as 75.36%; however, it has been acknowledged by DDS that the ESR percentage 75.36% also includes individuals who have no ISFP or have withdrawn from services.

IFSP requirements are an average of the following:

- TCRC percent of children with timely IFSPs 97.8%
- TCRC percent of children with timely provision of services 100%
- Percent of children served in Natural Environment 97.8%
- Timely notification to LEA 86.7%

How well is TCRC doing at getting people with developmental disabilities working?

The chart below shows how well TCRC is performing on increasing employment performance compared to their prior performance and statewide averages:

| Areas Measured | Time Period | | | | |
|--|----------------------|---------|----------------------|----------|----|
| | CA | TCRC | CA | TCRC | |
| Consumer Earned Income (Ages 16 to 64): Data Source: Employment Development Department | Jan through Dec 2017 | | Jan through Dec 2018 | | |
| Quarterly number of people served by regional centers with earned income | 25,236 | 1,062 | 27,526 | 1,223 | |
| Percentage of people served by regional centers with earned income | 16% | 17% | 16% | 18% | |
| Average annual wages | \$8,327 | \$9,377 | \$10,317 | \$10,284 | |
| Annual earnings of people served by TCRC compared to people with all disabilities in California Data Source: Cornell University Disability Status Report | 2017 | | 2018 | | |
| | \$47,500 | | Data Not Available | | |
| National Core Indicator Adult Consumer Survey | July 2014-June 2015 | | July 2017-June 2018 | | |
| Percentage of adults who reported having integrated employment as a goal in their IPP | 27% | 31% | 29% | 35% | |
| Paid Internship Program Data Source: Paid Internship Program Survey | 2017-18 | | 2018-19 | | |
| | CA Average | TCRC | CA Average | TCRC | |
| Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program | 6 | 16 | 9 | 14 | |
| Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program | 18% | 38% | 13% | 12% | |
| Average hourly or salaried wages for adults who participated in a Paid Internship Program | \$11.64 | \$11.39 | \$12.45 | \$12.49 | |
| Average hours worked per week for adults who participated in a Paid Internship Program | 18 | 19 | 17 | 13 | |
| Incentive Payments Data Source: Competitive Integrated Employment Incentive Program Survey | | | | | |
| Average wages for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made | \$11.93 | \$11.51 | \$12.76 | \$11.72 | |
| Average hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made | 22 | 20 | 22 | 20 | |
| Total number of Incentive payments made for the fiscal year for the following amounts: | \$1,500 | 13 | 19 | 27 | 30 |
| | \$1,250 | 21 | 33 | 39 | 38 |
| | \$1,000 | 29 | 35 | 43 | 31 |

To obtain these statistics, DDS provided the EDD with client data, and the EDD matched that information to their database and returned individual-specific wage data including employment locations, business name and type. DDS then analyzed the data for accuracy and only reported to regional centers the information deemed most accurate.

*The Cornell University 2018 Disability Status Report was not available at the time that this report was finalized.

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 individuals served by the regional center.

Percent of total annual purchase of service expenditures by individual's ethnicity and age

| Age Group | Measure | American Indian or Alaska Native | | Asian | | Black/African American | | Hispanic | | Native Hawaiian or Other Pacific Islander | | White | | Other Ethnicity or Race | |
|--------------|--------------|----------------------------------|-------|-------|-------|------------------------|-------|----------|-------|---|-------|-------|-------|-------------------------|-------|
| | | 17-18 | 18-19 | 17-18 | 18-19 | 17-18 | 18-19 | 17-18 | 18-19 | 17-18 | 18-19 | 17-18 | 18-19 | 17-18 | 18-19 |
| Birth to 2 | Consumers | 0% | 0% | 1% | 1% | 0% | 0% | 61% | 61% | 0% | 0% | 28% | 28% | 9% | 10% |
| | Expenditures | 0% | 0% | 1% | 1% | 0% | 0% | 65% | 66% | 0% | 0% | 26% | 24% | 8% | 8% |
| 3 to 21 | Consumers | 0% | 0% | 4% | 4% | 1% | 1% | 50% | 50% | 0% | 0% | 36% | 36% | 8% | 9% |
| | Expenditures | 0% | 0% | 4% | 4% | 2% | 2% | 48% | 47% | 0% | 0% | 38% | 39% | 8% | 8% |
| 22 and older | Consumers | 0% | 0% | 3% | 3% | 3% | 3% | 30% | 31% | 0% | 0% | 57% | 56% | 6% | 6% |
| | Expenditures | 0% | 0% | 3% | 3% | 3% | 3% | 22% | 23% | 0% | 0% | 66% | 65% | 6% | 6% |

Number and percent of individuals receiving only case management services by age and ethnicity

| Measure | Year | Number of Eligible Individuals Receiving Case Management Only | | | Percent of Eligible Individuals Receiving Case Management Only | | |
|---|-------|---|---------|--------------|--|---------|--------------|
| | | Birth to 2 | 3 to 21 | 22 and Older | Birth to 2 | 3 to 21 | 22 and Older |
| American Indian or Alaska Native | 17-18 | 0 | 1 | 3 | 0% | 11% | 20% |
| | 18-19 | 0 | 1 | 1 | 0% | 11% | 7% |
| Asian | 17-18 | 2 | 57 | 19 | 3% | 21% | 10% |
| | 18-19 | 0 | 62 | 22 | 0% | 22% | 11% |
| Black/African American | 17-18 | 0 | 28 | 11 | 0% | 28% | 6% |
| | 18-19 | 0 | 27 | 13 | 0% | 26% | 7% |
| Hispanic | 17-18 | 44 | 600 | 188 | 0% | 18% | 11% |
| | 18-19 | 25 | 599 | 197 | 1% | 17% | 11% |
| Native Hawaiian or Other Pacific Islander | 17-18 | 0 | 2 | 1 | 1% | 18% | 9% |
| | 18-19 | 0 | 0 | 2 | 0% | 0% | 18% |
| White | 17-18 | 18 | 551 | 260 | 1% | 22% | 8% |
| | 18-19 | 15 | 110 | 257 | 1% | 22% | 8% |
| Other Ethnicity or Race | 17-18 | 10 | 108 | 42 | 2% | 19% | 12% |
| | 18-19 | 8 | 557 | 32 | 2% | 19% | 9% |
| Total | 17-18 | 74 | 1347 | 524 | 2% | 20% | 9% |
| | 18-19 | 48 | 1356 | 524 | 1% | 19% | 9% |

What about other performance areas?

Through our Strategic Performance Plan 2019-2021 we also made progress on:

- Increasing the capacity of TCRC staff and service providers to provide culturally proficient services and supports by implementing a train the trainer program, resulting in six (6) in-house trainers able to provide ongoing training in cultural proficiency.
- Expanding the knowledge around person centered employment planning and integrated employment by:
 - conducting trainings with transition service coordinators and new service coordinators

- partnering with the California Department of Rehabilitation and the Independent Living Resource Center to train thirty (30) collaborative partners in Santa Barbara county on work incentives and benefits planning for employment
- providing training to local SELPAS and school districts regarding Employment First, paid internship program, and adult employment services available to individuals served by TCRC
- Increasing opportunities for and participation in paid internships and Competitive Integrated Employment (CIE) for individuals served by TCRC
- Increasing community awareness of TCRC and how to access TCRC services and supports by developing sustainable outreach activities that can be implemented while also supporting local offices to identify and participate in community events.

Want more information?

To see the complete report, go to: www.tri-counties.org

Or contact Julie Tomlinson at **(805) 884-7210**