

## Tri-Counties Regional Center

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*Spring 2022*

## 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 16,140 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 areas including

- Duration in Intake Status (Status 0) for individuals ages 3 and over
- More children live with families than the state average
- Fewer people live in developmental centers than the state average
- More adults live in home settings

But, we still need to improve in:

- Continuing the work to meet ISFP Compliance
- Reducing the number of adults living in large facilities

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

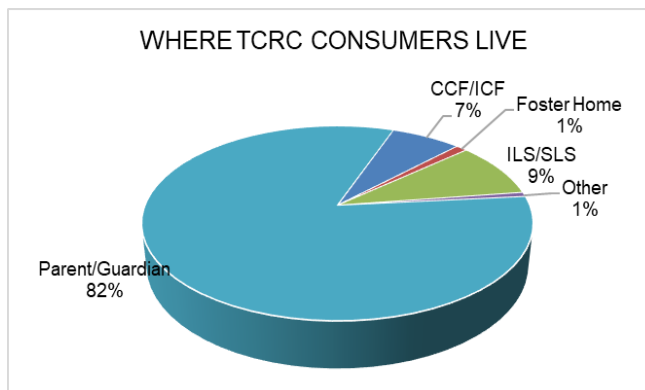
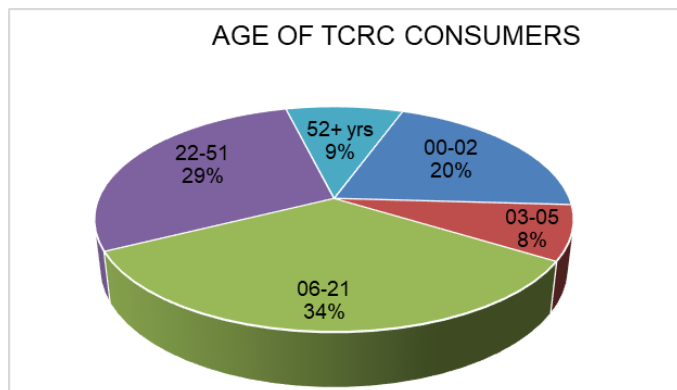
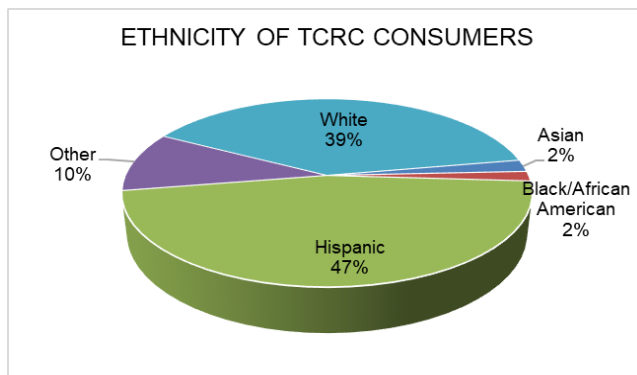
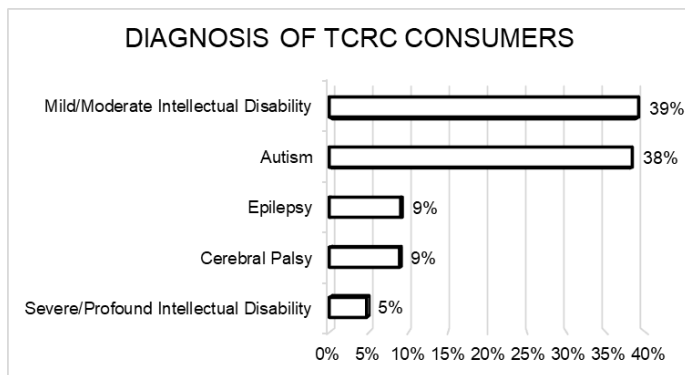
This report is a summary. To see the complete report, go to: [www.tri-counties.org](http://www.tri-counties.org) or contact Liz Mocabee, Assistant Director, Training and Organizational Development at (805) 884-7208.

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.



## 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 2020, and the second column shows how TCRC was doing at the end of 2021.

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 2020		December 2021	
	State Average	TCRC	State Average	TCRC
Fewer people live in developmental centers	0.07%	0.05%	0.06%	0.04%
More children live with families	99.51%	99.65%	99.58%	99.66%
More adults live in home settings*	81.71%	82.82%	82.50%	83.61%
Fewer children live in large facilities (more than 6 people)	0.04%	0.00%	0.03%	0.00%
Fewer adults live in large facilities (more than 6 people)	1.92%	2.53%	1.78%	2.48%

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	See Note 4	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.)*	99.86%	99.86%
Intake/Assessment timelines for persons age 3 or older met	100%	100%
IPP ( <i>Individual Program Plan</i> ) requirements met	99.44%	N/A
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	95.6%	95.3%

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) N/A indicates that the regional center was not reviewed for the measure during the current period. 4) Regional Center completed 7 of the 8 required vendor audits. Department Directive 01-041520 waives the requirements of Article III, Section 9, paragraph (c) of the Department's regional center contract. This waiver is necessary to allow regional centers flexibility to prioritize work associated with COVID-19 response.

## 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	
<b>Consumer Earned Income ( Age 16 to 64 years)*:</b> Data Source: Employment Development Department (EDD)	Jan through Dec 2019		Jan through Dec 2020		
Quarterly number of consumers with earned income	25,710	1,129	22,772	1,105	
Percentage of consumers with earned income	17.17%	18.66%	18.86%	22.65%	
Average annual wages	\$8,772	\$8,594	\$9,733	\$9,379	
<b>Annual earnings of consumers compared to people with all disabilities in California</b> Data Source: American Community Survey, five-year estimate	2019		2020		
	\$25,990		\$26,794		
<b>National Core Indicator Adult Consumer Survey</b>	July 2017-June 2018		July 2020-June 2021		
Percentage of adults who reported having integrated employment as a goal in their IPP	29%	35%	35%	36%	
<b>Paid Internship Program</b> Data Source: Paid Internship Program Survey	2019-20		2020-21		
	CA Average	TCRC	CA Average	TCRC	
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	8	27	6	10	
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	9%	17%	14%	13%	
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$13.31	\$13.27	\$14.25	\$14.21	
Average hours worked per week for adults who participated in a Paid Internship Program	16	15	17	14	
<b>Incentive Payments</b> Data Source: Competitive Integrated Employment Incentive Program Survey					
Average wages for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	\$13.52	\$13.46	\$14.81	\$14.45	
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	21	22	23	18	
Total number of Incentive payments made for the fiscal year for the following amounts:	\$1,500	22	13	17	4
	\$1,250	28	19	19	7
	\$1,000	34	36	33	8

\*Count of consumers included in the EDD data is determined by how precisely consumer's names match between the EDD data and the Department's data. New methodology, implemented in 2021 and applied to 2019 and 2020 data, requires consumers names to match more precisely than in previous years in order to be counted in the dataset.

## 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	
		19-20	20-21	19-20	20-21	19-20	20-21	19-20	20-21	19-20	20-21	19-20	20-21	19-20	20-21
Birth to 2	Percent of Consumers	0%	0%	1%	1%	0%	0%	61%	61%	0%	0%	28%	26%	9%	12%
	Percent of Expenditures	0%	0%	1%	1%	0%	0%	66%	65%	0%	0%	25%	25%	8%	9%
3 to 21	Percent of Consumers	0%	0%	4%	3%	1%	1%	51%	52%	0%	0%	35%	35%	8%	8%
	Percent of Expenditures	1%	0%	3%	3%	2%	2%	48%	50%	0%	0%	38%	37%	8%	8%
22 and older	Percent of Consumers	0%	0%	3%	4%	3%	3%	31%	32%	0%	0%	56%	55%	6%	7%
	Percent of Expenditures	0%	0%	3%	3%	3%	3%	23%	24%	0%	0%	63%	63%	7%	6%

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

Measure	Year	Number of Eligible Consumers Receiving Case Management Only			Percent of Eligible Consumers 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	19-20	0	4	1	N/A	40%	6%
	20-21	0	3	1	0%	30%	6%
Asian	19-20	0	76	23	0%	27%	11%
	20-21	0	89	33	0%	33%	15%
Black/African American	19-20	0	22	16	0%	23%	9%
	20-21	0	27	23	0%	28%	12%
Hispanic	19-20	21	700	198	1%	18%	10%
	20-21	136	922	271	4%	23%	13%
Native Hawaiian or Other Pacific Islander	19-20	0	0	0	0%	0%	0%
	20-21	0	1	0	0%	20%	0%
White	19-20	15	615	263	1%	24%	8%
	20-21	97	849	355	7%	31%	10%
Other Ethnicity or Race	19-20	6	138	38	1%	22%	10%
	20-21	39	177	50	6%	27%	12%
Total	19-20	42	1,555	539	1%	21%	9%
	20-21	272	2,068	733	5%	27%	12%

**What about other performance areas?**

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

- TCRC continued to fund additional services including respite, personal assistance, and day care reimbursement to support families of children that remained home due to school closures or hybrid learning models.
- Developed and finalized a Glossary of Terminology with the assistance of TCRC clinical team, management team, Service Coordinators and focus groups in partnership with JUST Communities – Language Justice program. Glossary of Terminology (English/Spanish) will support TCRC employees and individuals/families served to understand the translation of terminology.
- In partnership with Family Resource Centers, delivered three (3) One Page Profile workshops in Spanish to provide greater awareness and knowledge on a Person Centered skill to providers and families.
- Three (3) 30-minute interviews held by Radio Lazer/La Mexicana station to provide information in Spanish about TCRC support and services. Radio Lazer invited TCRC for additional 30-minute segments to build relationships with the community and provide valuable and understandable information.

**Want more information?**

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

Or contact Liz Mocabee at **(805) 884-7208**