

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 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 17,240 people with developmental disabilities. The charts on page two tell you about 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:

- More children live with families than the state average
- More adults live in home settings
- Fewer adults live in large facilities
- Intake/Assessment timelines for persons age 3 or older met

But, we still need to improve in:

- CDERs and ESRs are updated as required
- IFSP (Individualized Family Service Plan) requirements are met

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

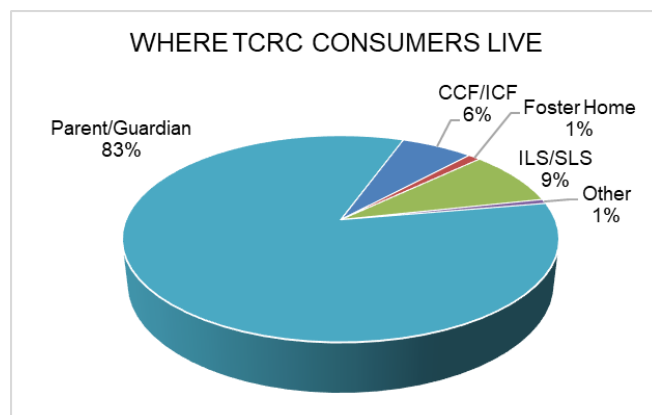
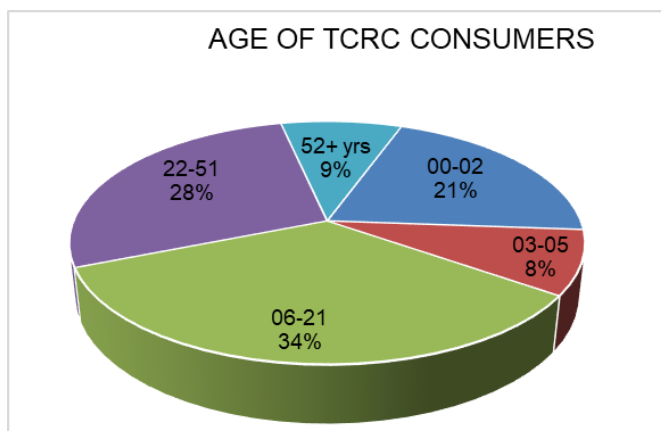
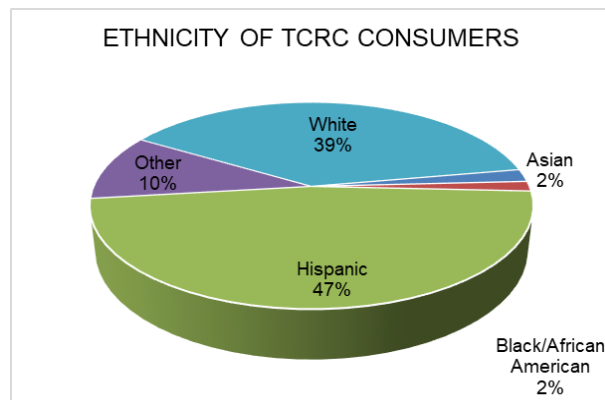
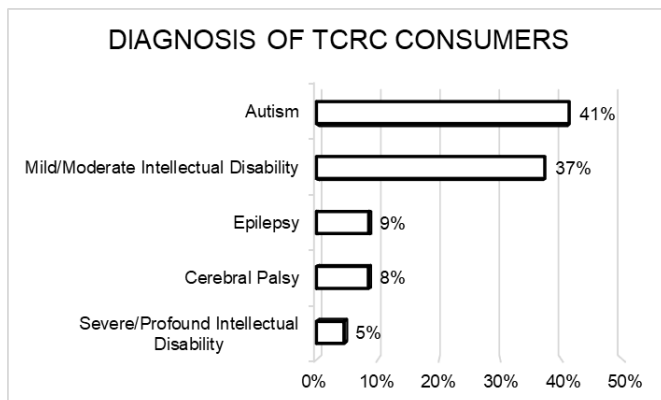
This report is a summary. To see the complete report, go to: www.tri-counties.org or contact Mike Nagel, Director Human Resources & Organizational Development at (805) 884-7217.

A handwritten signature in blue 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 2021, and the second column shows how TCRC was doing at the end of 2022.

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 2021		December 2022	
	State Average	TCRC	State Average	TCRC
Fewer people live in developmental centers	0.06%	0.04%	0.06%	0.04%
More children live with families	99.58%	99.66%	99.61%	99.77%
More adults live in home settings	82.50%	83.61%	83.01%	84.27%
Fewer children live in large facilities (more than 6 people)	0.03%	0.00%	0.03%	0.00%
Fewer adults live in large facilities (more than 6 people)	1.78%	2.48%	1.67%	2.47%

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.)*	99.86%	96.19%
Intake/Assessment timelines for persons age 3 or older met	100%	100%
IPP (<i>Individual Program Plan</i>) requirements met	N/A	99.55%
IFSP (<i>Individualized Family Service Plan</i>) requirements met	95.3%	92.7%

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 did not meet performance measure. Department Directive 01-041520 waives the requirements of Article III, Section 9, paragraph (c) of the Department's regional center contract.

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 (Age 16 to 64 years): Data Source: Employment Development Department		Jan through Dec 2020		Jan through Dec 2021	
Quarterly number of consumers with earned income		28,989	1,432	27,180	1,373
Percentage of consumers with earned income		15.22%	18.53%	13.88%	17.14%
Average annual wages		\$8,949	\$8,617	\$11,888	\$11,003
Annual earnings of consumers compared to people with all disabilities in California Data Source: American Community Survey, five-year estimate		2020		2021	
		\$26,794		\$30,783	
National Core Indicator Adult Consumer Survey		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%
Paid Internship Program Data Source: Paid Internship Program Survey		2020-21		2021-22	
		CA Average	TCRC	CA Average	TCRC
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program		6	10	1,527	182
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program		14%	13%	12%	18%
Average hourly or salaried wages for adults who participated in a Paid Internship Program		\$14.25	\$14.21	\$15.08	\$15.05
Average hours worked per week for adults who participated in a Paid Internship Program		17	14	15	14.66
Incentive Payments 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		\$14.81	\$14.45	\$15.63	\$15.36
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made		23	18	22	20
Total number of Incentive payments made for the fiscal year for the following amounts:*	\$1,500/\$3,000	17	4	25	32
	\$1,250/\$2,500	19	7	42	52
	\$1,000/\$2,000	33	8	55	73

* Competitive integrated employment incentive milestone payments increased effective July 1, 2021 until June 30, 2025.

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	
		20-21	21-22	20-21	21-22	20-21	21-22	20-21	21-22	20-21	21-22	20-21	21-22	20-21	21-22
Birth to 2	Percent of Consumers	0%	0%	1%	1%	0%	0%	61%	62%	0%	0%	26%	23%	12%	14%
	Percent of Expenditures	0%	0%	1%	1%	0%	0%	65%	66%	0%	0%	25%	20%	9%	13%
3 to 21	Percent of Consumers	0%	0%	3%	3%	1%	1%	52%	52%	0%	0%	35%	34%	8%	9%
	Percent of Expenditures	0%	0%	3%	3%	2%	2%	50%	52%	0%	0%	37%	35%	8%	8%
22 and older	Percent of Consumers	0%	0%	4%	4%	3%	3%	32%	32%	0%	0%	55%	54%	7%	7%
	Percent of Expenditures	0%	0%	3%	3%	3%	4%	24%	25%	0%	0%	63%	62%	6%	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	20-21	0	3	1	0%	30%	6%
	21-22	0	5	0	N/A	38%	0%
Asian	20-21	0	89	33	0%	33%	15%
	21-22	3	83	40	5%	31%	17%
Black/African American	20-21	0	27	23	0%	28%	12%
	21-22	1	31	23	6%	31%	12%
Hispanic	20-21	136	922	271	4%	23%	13%
	21-22	136	1,031	283	4%	24%	13%
Native Hawaiian or Other Pacific Islander	20-21	0	1	0	0%	20%	0%
	21-22	0	0	0	0%	0%	0%
White	20-21	97	849	355	7%	31%	10%
	21-22	86	873	412	7%	31%	12%
Other Ethnicity or Race	20-21	39	177	50	6%	27%	12%
	21-22	38	224	60	5%	29%	13%
Total	20-21	272	2,068	733	5%	27%	12%
	21-22	264	2,247	818	5%	27%	12%

What about other performance areas?

Through our Strategic Performance Plan 2022-2024 we also made progress on:

- Provided Implicit Bias training to TCRC staff involved in eligibility determination and resource development.
- Additionally, TCRC implemented the Language Access & Cultural Competency Plan in July 2022. Implementation included: Planning meetings with contracted organizations; creating LACCP introduction fliers; organized outreach efforts to inform the public about listening sessions (including emails, radio interview, flyers, social media posts); held 5 listening sessions for TCRC staff, 3 listening sessions for Family Resource Center staff, 11 community listening sessions for families, CBO's/providers, and individuals served.

- We started hiring for the new Enhanced Service Coordination staff at 1:40 caseload ratios. These service coordinators are prioritizing individuals or families who are monolingual and have low purchase of service (POS) or no-POS costs.
- We previously completed a disparity grant project for Promotoras. In Santa Barbara County the work started by the grant was awarded to a local service provider. In Ventura County, the work started by TCRC's grant was continued through a new grant directly. TCRC service coordinators are making referrals to these agencies for Promotoras services, and Promotoras are doing outreach and informing our service coordinators.
- Currently, TCRC has 259 service coordinators employed, 149 are bi-lingual which is 58% of the service coordination staff.

Want more information?

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

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