

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 Tri-Counties Regional Center (TCRC).

Last year, TCRC served about 20,560 individuals. The charts on page two tell you about the individuals TCRC serves. You will also see how well TCRC is doing in meeting 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:

- No children living in large facilities
- More adults live in home settings than the state average
- Meeting all audit requirements

But, we still need to improve in:

- More children living with families
- Intake/Assessment timelines for individuals ages 3 or older 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 learn more about this report, go to: www.tri-counties.org

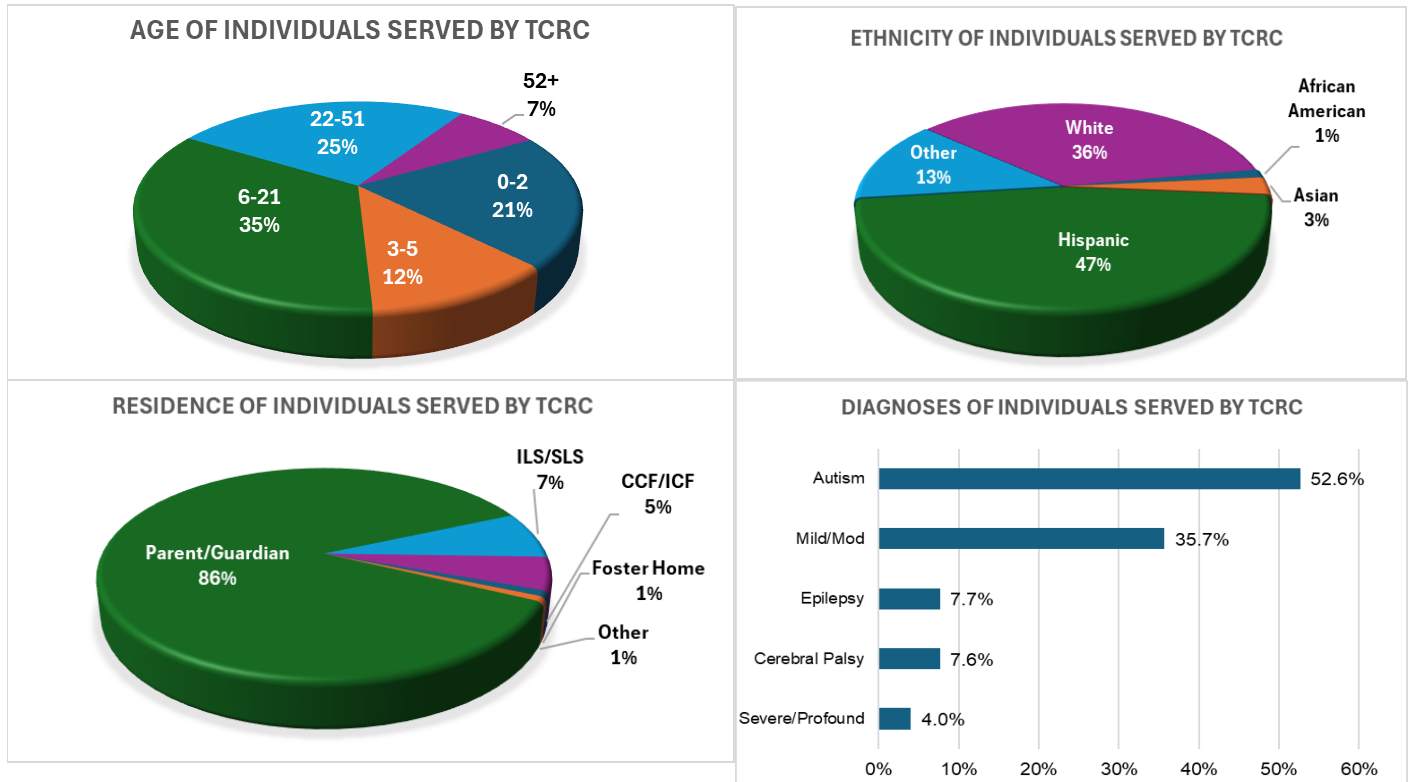
Or contact Silvia Bordin, Assistant Director Training and Organizational Development at (805) 884-7220.

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

Executive Director, Tri-Counties Regional Center
Tri-Counties Regional Center

Who uses TCRC?

These charts tell you about who TCRC individuals are and where they live:



How well is TCRC performing?

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

The first column tells you how TCRC was doing last reporting period, and the second column shows how TCRC was doing at the end of fiscal year 2024/2025.

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) | June 2024 | | June 2025 | |
|--|---------------|--------|---------------|--------|
| | State Average | TCRC | State Average | TCRC |
| More children live with families | 99.69% | 99.78% | 99.71% | 99.75% |
| More adults live in home settings | 83.86% | 85.35% | 84.29% | 85.89% |
| Fewer children live in large facilities (more than 6 people) | 0.02% | 0.00% | 0.03% | 0.00% |
| Fewer adults live in large facilities (more than 6 people) | 1.46% | 2.12% | 1.36% | 1.87% |

Notes: 1) Individuals 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 individuals' 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:

| Areas Measured | Last Reporting Period | Current Reporting Period |
|--|-----------------------|--------------------------|
| Passes independent audit | Yes | Yes |
| Passes DDS financial audit ¹ | Yes | Yes |
| Audits vendors as required | Met | Met |
| Didn't overspend operations budget | Yes | Yes |
| Participates in the federal waiver ² | 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.) ³ | 99.76% | 99.60% |
| Intake/Assessment timelines for individuals ages 3 or older met | 99.67% | 97.20% |
| IPP (<i>Individual Program Plan</i>) requirements met | 97.89% | N/A ⁴ |
| IFSP (<i>Individualized Family Service Plan</i>) requirements met | 92.9% | 95.2% |

Notes: ¹ [Link to DDS financial audit for fiscal years 2021-22 and 2022-23](#)

² 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.

³ 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.

⁴ N/A indicates that the regional center was not reviewed for the measure during the current period.

How well is TCRC doing at getting individuals working?

The chart below shows how well TCRC is performing on increasing individual 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 2023 | | Jan through Dec 2024 | | |
| Quarterly number of consumers with earned income | 32,132 | 1,601 | 32,936 | 1,659 | |
| Percentage of consumers with earned income | 15.20% | 18.51% | 15.60% | 18.52% | |
| Average annual wages | \$14,251 | \$12,903 | \$14,902 | \$13,865 | |
| Annual earnings of consumers compared to people with all disabilities in California Data Source: American Community Survey, 2022 five-year estimate | 2022 | | 2023 | | |
| | \$29,382 | | \$31,436 | | |
| Paid Internship Program Data Source: Paid Internship Program Survey | 2022-23 | | 2023-24 | | |
| | CA Average | TCRC | CA Average | TCRC | |
| Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program | 12 | 36 | 13 | 24 | |
| Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program | 10% | 14% | 9% | 12% | |
| Average hourly or salaried wages for adults who participated in a Paid Internship Program | \$15.96 | \$16.04 | \$16.74 | \$17.10 | |
| Average hours worked per week for adults who participated in a Paid Internship Program | 14 | 15 | 14 | 16 | |
| Competitive Integrated Employment 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 | \$16.51 | \$16.13 | \$17.33 | \$16.85 | |
| Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made | 21 | 19 | 21 | 15 | |
| Total number of Incentive payments made for the fiscal year for the following amounts: | \$3,000 | 38 | 47 | 35 | 56 |
| | \$2,500 | 40 | 54 | 40 | 69 |
| | \$2,000 | 49 | 65 | 51 | 59 |

Notes: 1) The National Core Indicator Survey question "Percentage of Adults who Reported having integrated employment as a goal on their IPP" is no longer asked and therefore could not be included on the report. 2) Differences in regional center population sizes may affect the number of individuals participating in employment programs.

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.

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 | |
|--------------|-------------------------|----------------------------------|-------|-------|-------|------------------------|-------|----------|-------|---|-------|-------|-------|-------------------------|-------|
| | | 22-23 | 23-24 | 22-23 | 23-24 | 22-23 | 23-24 | 22-23 | 23-24 | 22-23 | 23-24 | 22-23 | 23-24 | 22-23 | 23-24 |
| Birth to 2 | Percent of Individuals | 0% | 0% | 1% | 7% | 0% | 5% | 63% | 47% | 0% | 0% | 25% | 16% | 11% | 25% |
| | Percent of Expenditures | 0% | 0% | 1% | 8% | 0% | 5% | 67% | 49% | 0% | 0% | 20% | 16% | 12% | 22% |
| 3 to 21 | Percent of Individuals | 0% | 0% | 3% | 9% | 1% | 7% | 53% | 47% | 0% | 0% | 33% | 19% | 10% | 17% |
| | Percent of Expenditures | 0% | 0% | 3% | 10% | 2% | 9% | 53% | 42% | 0% | 0% | 35% | 24% | 7% | 14% |
| 22 and older | Percent of Individuals | 0% | 0% | 4% | 9% | 3% | 11% | 33% | 34% | 0% | 0% | 54% | 38% | 7% | 7% |
| | Percent of Expenditures | 0% | 0% | 3% | 8% | 4% | 12% | 24% | 24% | 0% | 0% | 61% | 49% | 7% | 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 | 22-23 | 0 | * | * | 0% | 30% | * |
| | 23-24 | N/A | * | * | N/A | 8% | * |
| Asian | 22-23 | * | 89 | ** | * | 31% | ** |
| | 23-24 | * | 76 | ** | * | 26% | ** |
| Black/African American | 22-23 | 0 | 29 | ** | 0% | 30% | ** |
| | 23-24 | * | 31 | ** | * | 35% | ** |
| Hispanic | 22-23 | 134 | 1,137 | 301 | 4% | 23% | 14% |
| | 23-24 | 128 | 1,159 | 309 | 3% | 22% | 13% |
| Native Hawaiian or Other Pacific Islander | 22-23 | 0 | * | * | 0% | 33% | * |
| | 23-24 | N/A | * | * | N/A | 20% | * |
| White | 22-23 | 96 | 866 | 425 | 7% | 29% | 12% |
| | 23-24 | 34 | 843 | 424 | 2% | 26% | 11% |
| Other Ethnicity or Race | 22-23 | 31 | 268 | 61 | 5% | 29% | 13% |
| | 23-24 | 17 | 253 | 61 | 2% | 25% | 13% |
| Total | 22-23 | 265 | 2,393 | 852 | 4% | 26% | 13% |
| | 23-24 | 182 | 2,364 | 851 | 3% | 24% | 12% |

* In accordance with California Health and Human Services de-identification guidelines, counts of one through ten have been suppressed.

** In accordance with California Health and Human Services de-identification guidelines, complementary cells have been suppressed.

What about other performance areas?

- Communities of Practice was held in 2025 on a quarterly basis across all seven TCRC offices, focusing on skills related to Developing Person Centered Outcomes, Identifying Supports Using the Supports Sequence, Vision Planning, Planning for Emergencies, Community Mapping and The Dignity of Risk.

- TCRC's Service Equity & Access team began hosting "Talleres Para Familias". Evening sessions hosted in Spanish, in all seven offices to connect and share information. Topics included "Creating One Page Profiles" and "What is an IPP?". Vendors were also invited to host tables and share information.
- Developed and delivered Customer Service Training – Phase 1 to all staff.
- Enhanced Service Coordination Team is serving 125 families.
- Increased Self Determination Program participation through hosting trainings and attending outreach events within the community.
- Certified three Person Centered Thinking (PCT) Trainers and beginning certification for one Mentor Trainer and two more PCT Trainers. Currently TCRC has one Mentor Trainer and eight PCT Trainers.
- Per a request from DDS, produced Standardized IPP Animation series for adult self-Advocates and families
- Utilized HCBS funding to develop and distribute HCBS Final Rule comic books
- Utilized HCBS funding to engage a consultant to provide individualized support to providers to maintain HCBS Final Rule compliance.

Want more information?

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

Or contact Silvia Bordin at (805) 884-7220.

Additional information can be found on the: [DDS Regional Center Dashboard](#)