

**Central Valley Regional Center**

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E-mail: [hflores@cvrc.org](mailto:hflores@cvrc.org)[www.cvrc.org](http://www.cvrc.org)*Spring 2017***Performance Report for Central Valley 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 Central Valley Regional Center (CVRC) we served about 17,900 consumers. The charts on page 2 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 CVRC, 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 improved our regional center goals over the past year in having fewer individuals living in developmental centers, having fewer adults living in large facilities, and having more adults moved to home settings.

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

This report is a summary. To see the complete report, go to the tab on Transparency & Access to Info → Contracts → Draft Performance Contract 2017

Or

Contact Cleora Ditommaso at 559-276-4320 or email [cditommaso@cvrc.org](mailto:cditommaso@cvrc.org)

A handwritten signature in black ink that reads "Heather Flores". The signature is fluid and cursive, with a long horizontal stroke at the end.

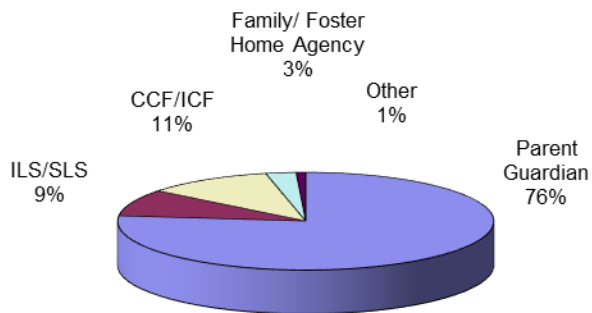
Heather Flores

Director, Central Valley Regional Center

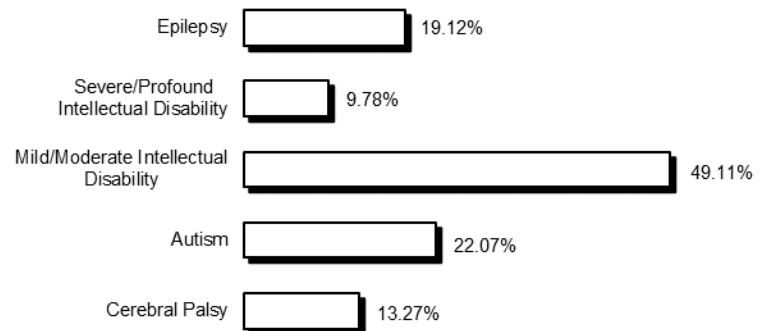
## Who uses CVRC?

These charts tell you about who CVRC consumers are and where they live.

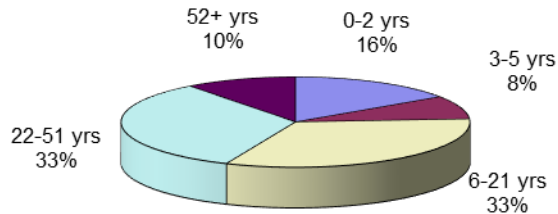
**WHERE CVRC CONSUMERS LIVE**



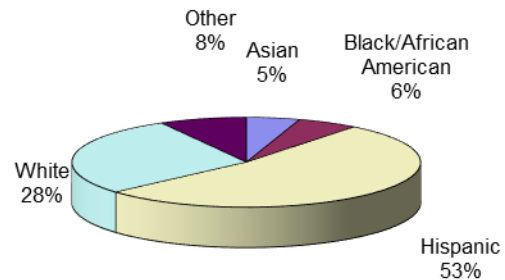
**DIAGNOSIS OF CVRC CONSUMERS**



**AGE OF CVRC CONSUMERS**



**ETHNICITY OF CVRC CONSUMERS**



## How well is CVRC performing?

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

The first column tells you how CVRC was doing at the end of 2015, and the second column shows how CVRC was doing at the end of 2016.

To see how CVRC 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 2015		December 2016	
	State Average	CVRC	State Average	CVRC
Less consumers live in developmental centers	0.36%	0.58%	0.30%	0.42%
More children live with families	99.15%	98.99%	99.24%	99.16%
More adults live in home settings*	78.04%	77.49%	78.89%	78.20%
Less children live in large facilities (more than 6 people)	0.06%	0.01%	0.05%	0.00%
Less adults live in large facilities (more than 6 people)	2.78%	0.92%	2.60%	0.85%

\* Home settings include: independent living, supported living, Adult Family Home Agency homes, and consumers' family homes.

## Did CVRC meet DDS standards?

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

Areas 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.)*	95.95%	95.72%
Intake/Assessment timelines for consumers age 3 or older met	100%	99.66%
IPP ( <i>Individual Program Plan</i> ) requirements met	100%	99.78%
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	94.20%	97.48%

\*CDER and ESR currency percentages were weighted based on the regional center's Status 1 and Status 2 caseloads, to arrive at a composite score.

CVRC met the DDS standards as reflected above. There was improvement in meeting requirements of the Individual Family Service Plan (IFSP) but we still need to improve in updating the client Development Evaluation Reports (CDERs) and Early Start Reports (ESRs).

## How well is CVRC doing at reducing disparities and improving equity?

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

Overall, are you satisfied with the services and supports your family member currently receives?

(Response: Always/Usually, Family Guardian Survey: 2013-14)

Ethnicity/Race	CVRC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	87.50%	8	55.56%	45
American Indian/Alaska Native <sup>1</sup>	n/a	0	73.68%	38
Asian <sup>1</sup>	66.67%	3	83.94%	137
Black/African-American <sup>1</sup>	75.00%	4	72.61%	157
Native Hawaiian/Pacific Islander <sup>1</sup>	n/a	0	83.33%	6
White <sup>1</sup>	86.21%	116	83.74%	2,281
Other/Unknown <sup>1</sup>	n/a	0	90.00%	20
Hispanic or Latino <sup>1</sup>	81.25%	32	72.76%	290
Mixed Race <sup>2</sup>	76.92%	13	74.58%	236
Overall	84.09%	176	81.06%	3,210

Does your family member have an Individual Program Plan (IPP)?  
(Response: Yes, Family Guardian Survey: 2013-14)

Ethnicity/Race	CVRC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	50.00%	8	55.56%	45
American Indian/Alaska Native <sup>1</sup>	n/a	0	52.63%	38
Asian <sup>1</sup>	33.33%	3	62.04%	137
Black/African-American <sup>1</sup>	50.00%	4	59.87%	157
Native Hawaiian/Pacific Islander <sup>1</sup>	n/a	0	66.67%	6
White <sup>1</sup>	73.28%	116	69.84%	2,281
Other/Unknown <sup>1</sup>	n/a	0	65.00%	20
Hispanic or Latino <sup>1</sup>	65.63%	32	50.34%	290
Mixed Race <sup>2</sup>	84.62%	13	69.92%	236
Overall	70.45%	176	66.82%	3,210

Does the plan include all the services and supports your family member needs?  
(Response: Yes, Family Guardian Survey: 2013-14)

Ethnicity/Race	CVRC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	100%	4	68%	25
American Indian/Alaska Native <sup>1</sup>	n/a	0	75%	20
Asian <sup>1</sup>	100%	1	62%	85
Black/African-American <sup>1</sup>	100%	2	61%	94
Native Hawaiian/Pacific Islander <sup>1</sup>	n/a	0	50%	4
White <sup>1</sup>	73%	85	70%	1593
Other/Unknown <sup>1</sup>	n/a	0	69%	13
Hispanic or Latino <sup>1</sup>	67%	21	68%	146
Mixed Race <sup>2</sup>	73%	11	64%	165
Overall	73%	124	68%	2,145

Overall, are you satisfied with the services and supports your family member currently receives?  
(Response: Always/Usually, Adult Family Survey:2013-14)

Ethnicity/Race	CVRC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	50.00%	6	59.49%	79
American Indian/Alaska Native <sup>1</sup>	100.00%	1	58.33%	36
Asian <sup>1</sup>	73.33%	15	69.39%	428
Black/African-American <sup>1</sup>	57.14%	14	64.38%	292
Native Hawaiian/Pacific Islander <sup>1</sup>	100.00%	1	68.97%	29
White <sup>1</sup>	84.72%	72	74.74%	1461
Other/Unknown <sup>1</sup>	n/a	0	50.00%	26
Hispanic or Latino <sup>1</sup>	66.10%	59	66.97%	1193
Mixed Race <sup>2</sup>	66.67%	15	72.07%	376
Overall	73.22%	183	70.10%	3920

Does your family member have an Individual Program Plan (IPP)?  
(Response: Yes, Adult Family Survey: 2013-14)

Ethnicity/Race	CVRC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	16.67%	6	51.90%	79
American Indian/Alaska Native <sup>1</sup>	100.00%	1	55.56%	36
Asian <sup>1</sup>	33.33%	15	46.96%	428
Black/African-American <sup>1</sup>	71.43%	14	58.56%	292
Native Hawaiian/Pacific Islander <sup>1</sup>	100.00%	1	48.28%	29
White <sup>1</sup>	79.17%	72	70.77%	1461
Other/Unknown <sup>1</sup>	n/a	0	38.46%	26
Hispanic or Latino <sup>1</sup>	42.37%	59	41.07%	1193
Mixed Race <sup>2</sup>	73.33%	15	65.96%	376
Overall	60.66%	183	56.86%	3920

Does the plan include all the services and supports your family member needs?  
(Response: Yes, Adult Family Survey: 2013-14)

Ethnicity/Race	CVRC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	100.00%	1	63.41%	41
American Indian/Alaska Native <sup>1</sup>	100.00%	1	60.00%	20
Asian <sup>1</sup>	80.00%	5	66.67%	201
Black/African-American <sup>1</sup>	90.00%	10	66.08%	171
Native Hawaiian/Pacific Islander <sup>1</sup>	100.00%	1	71.43%	14
White <sup>1</sup>	77.19%	57	65.96%	1034
Other/Unknown <sup>1</sup>	n/a	0	10.00%	10
Hispanic or Latino <sup>1</sup>	80.00%	25	66.94%	490
Mixed Race <sup>2</sup>	72.73%	11	61.69%	248
Overall	79.28%	111	65.46%	2229

Overall, are you satisfied with the services and supports your family member currently receives?  
(Response: Always/Usually, Child Family Survey: 2012-13)

Ethnicity/Race	CVRC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	72.73%	11	62.27%	326
American Indian/Alaska Native <sup>1</sup>	66.67%	3	58.70%	46
Asian <sup>1</sup>	66.67%	39	64.19%	863
Black/African-American <sup>1</sup>	73.33%	15	66.09%	407
Native Hawaiian/Pacific Islander <sup>1</sup>	100.00%	1	65.79%	38
White <sup>1</sup>	62.73%	110	63.88%	2215
Other/Unknown <sup>1</sup>	57.14%	7	62.86%	70
Hispanic or Latino <sup>1</sup>	67.42%	178	59.94%	2846
Mixed Race <sup>2</sup>	66.18%	68	63.85%	1184
Overall	66.20%	432	62.53%	7995

Does your child have a service plan?  
(Response: Yes, Child Family Survey: 2012-13)

Ethnicity/Race	CVRC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	81.82%	11	61.35%	326
American Indian/Alaska Native <sup>1</sup>	66.67%	3	52.17%	46
Asian <sup>1</sup>	58.97%	39	64.66%	863
Black/African-American <sup>1</sup>	53.33%	15	65.85%	407
Native Hawaiian/Pacific Islander <sup>1</sup>	100.00%	1	78.95%	38
White <sup>1</sup>	89.09%	110	79.64%	2215
Other/Unknown <sup>1</sup>	71.43%	7	58.57%	70
Hispanic or Latino <sup>1</sup>	58.99%	178	51.41%	2846
Mixed Race <sup>2</sup>	77.94%	68	73.82%	1184
Overall	70.37%	432	65.32%	7995

Does the plan include all the services and supports your family member needs?  
(Response: Yes, Family Guardian Survey: 2013-14)

Ethnicity/Race	CVRC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	33.33%	9	53.00%	200
American Indian/Alaska Native <sup>1</sup>	100.00%	2	58.33%	24
Asian <sup>1</sup>	52.17%	23	53.94%	558
Black/African-American <sup>1</sup>	62.50%	8	52.61%	268
Native Hawaiian/Pacific Islander <sup>1</sup>	100.00%	1	73.33%	30
White <sup>1</sup>	52.04%	98	45.92%	1764
Other/Unknown <sup>1</sup>	60.00%	5	43.90%	41
Hispanic or Latino <sup>1</sup>	67.62%	105	55.78%	1463
Mixed Race <sup>2</sup>	54.72%	53	51.72%	874
Overall	58.22%	304	51.32%	5222

Legend	
1	Chose this race only.
2	Chose 2 or more races (not including 'mixed' race) OR chose 'mixed' race exclusively
3	This data is a follow up question to "Do you have a service plan?" and has been filtered to exclude "No," "Don't Know," or is missing answers to that question.
4	Asian category includes: Asian Indian, Cambodian, Chinese, Filipino, Hmong, Japanese, Korean, Laotian, Other Asian, Thai, and Vietnamese
5	Native Hawaiian/Polynesian category includes: Guamanian, Native Hawaiian, Other Pacific Isle, and Samoan
6	White category includes: Russian and White

Notes	
Many different percentages can be derived from this data. The best available denominator based on this year's survey sample methodology and its limitations was chosen.	
Each regional center should take care to pay attention to how well the sampling race/ethnicity breakouts compare to each RC's total population served race/ethnicity composition	
For more details on the National Core Indicator survey, contact the regional center.	

### Want more information?

To see the complete report, go to the tab on Transparency & Access to Info → Contracts → Draft Performance Contract 2017

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