

Performance Report for Harbor Regional Center Spring 2014

Every year, the Department of Developmental Services (DDS) contracts with regional centers in California to serve clients and families. And, every year DDS looks at how well the regional centers are doing. This report will give you information about Harbor Regional Center (HRC).

Last year, HRC served about 11,100 clients. The charts on page 2 tell you about the clients HRC served. You'll also see how well HRC is doing in meeting statewide goals and in fulfilling their contract with DDS.

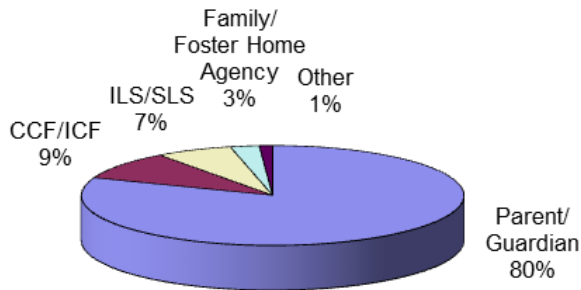
All regional centers want to improve every year, do better than the state average, and meet or exceed the DDS standard. As you can see in this report, HRC did well in helping to ensure the following goals:

- Less clients live in developmental centers,
- More children live with families,
- Less children live in large facilities (more than 6 people),
- More adults live in home settings, and
- Less adults live in large facilities (more than 6 people).

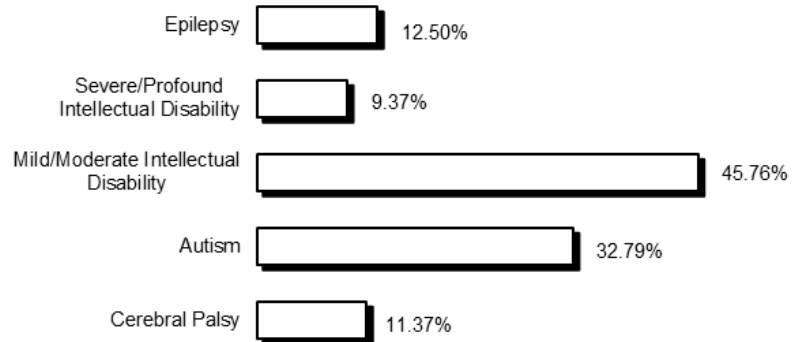
Who uses HRC?

These charts tell you about who HRC clients are and where they live.

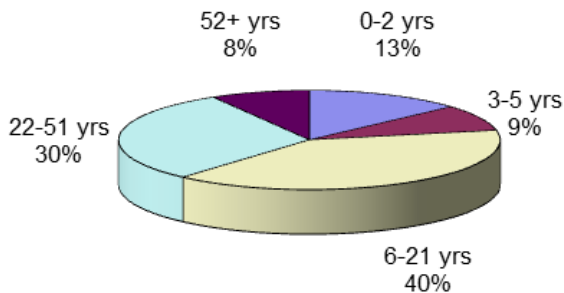
WHERE HRC CLIENTS LIVE



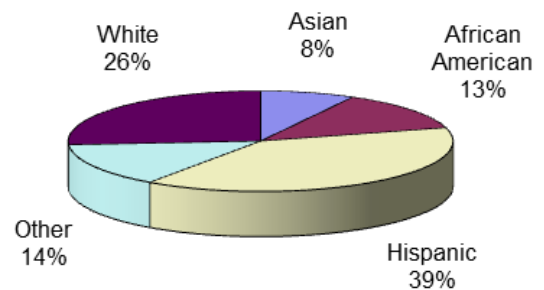
PRIMARY DIAGNOSIS OF HRC CLIENTS



AGE OF HRC CLIENTS



ETHNICITY OF HRC CLIENTS



How well is HRC performing?

This chart tells you about 5 areas where DDS wants each regional center to keep improving.

The first column tells you how HRC was doing at the beginning of 2013. And, the second column shows how HRC was doing at the end of 2013.

To see how HRC 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 2012		December 2013	
	State Average	HRC	State Average	HRC
Less Clients live in developmental centers	0.63%	0.54%	0.51%	0.50%
More children live with families	98.87%	99.63%	98.98%	99.78%
More adults live in home settings*	75.68	78.36%	76.49	79.05%
Less children live in large facilities (more than 6 people)	0.08%	0.00%	0.07%	0.00%
Less adults live in large facilities (more than 6 people)	3.31%	2.08%	3.12%	1.84%

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

Did HRC meet DDS standards?

Read below to see how well HRC 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	Partially 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.)	NA*	NA*
Intake/Assessment timelines for clients age 3 or older met	100%	100%
IPP (<i>Individual Program Plan</i>) requirements met	99.58%	99.75%
IFSP (<i>Individualized Family Service Plan</i>) requirements met	NA**	NA**

*Measure temporarily suspended due to implementation of new Early Start Report.

**Measurement methodology revised at the end of 2013.

What about other performance areas?

In the future, HRC will measure how well they are doing in other areas, including:

- Increasing the number of consumers who work,
- Getting better pay for consumers who work,
- Making sure consumers get medical and dental services, and
- Meeting Intake/Assessment and IFSP timelines for children 0–3.