



## **Harbor Regional Center**

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### **Performance Report for Harbor Regional Center**

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. The Department of Developmental Services (DDS) has established goals for all Regional Centers in California, to continuously improve outcomes for people with developmental disabilities. These goals are listed as Public Policy Outcomes in our annual Performance Plan.

Last year, at Harbor Regional Center (HRC) we served about 13,600 consumers. 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. At HRC, we want to improve every year, do better than the state average, and meet or exceed the DDS standard. The charts that follow show some of these key areas in which Harbor Regional Center has continued to improve outcomes for the people we serve.

We have continued to assist and support persons we serve to live in home settings in the community. 99.78% of HRC children and 82.72% of HRC adults live with families or in independent and supported living. By the close of December, 2017, only 8 individuals, or 0.06% of HRC clients were remaining in State Developmental Centers. Because we continue to work to assist adults in large health care settings, such as Skilled Nursing Care, to move to smaller more integrated home settings in the community, there are now only 1.08% of HRC adults remaining in large licensed settings serving 7 or more. No HRC children live in large settings serving 7 or more.

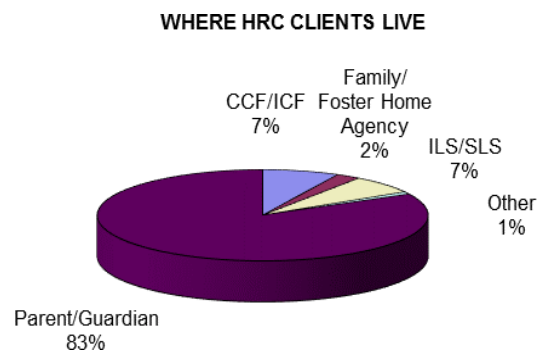
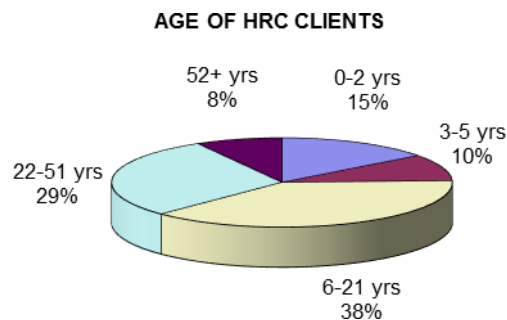
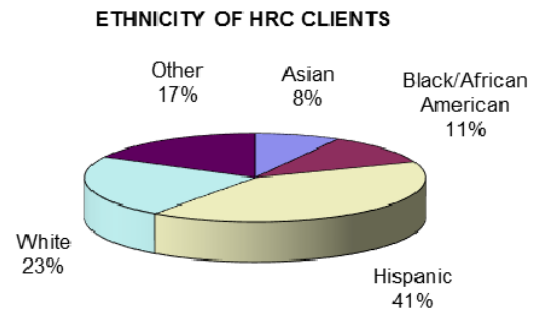
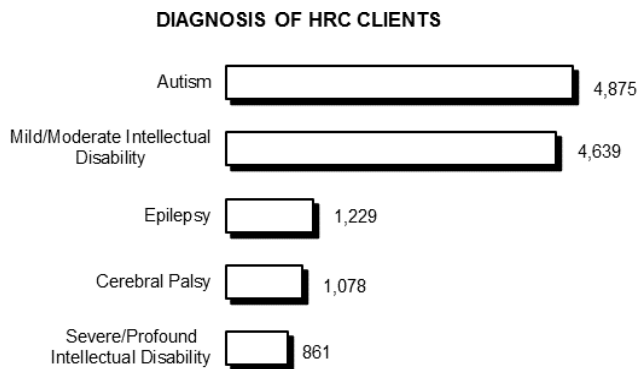
We continue to develop resources throughout our service area to promote community integration and inclusion, and to increase living options, opportunities for post-secondary education, employment preparation and support, and varied adult day options to meet a wide range of individual needs.

This report is a summary. To see the complete Performance Plan, go to: [www.harborrc.org/about/performance](http://www.harborrc.org/about/performance), or contact Nancy Spiegel at (310) 543-0658.

Patricia Del Monico  
Executive Director

## Who uses HRC?

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



## How well is HRC performing?

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

The first column tells you how HRC was doing at the end of 2016, and the second column shows how HRC was doing at the end of 2017.

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 2016		December 2017	
	State Average	HRC	State Average	HRC
Fewer clients live in developmental centers	0.30%	0.10%	0.21%	0.06%
More children live with families	99.24%	99.78%	99.32%	99.78%
More adults live in home settings*	78.89%	81.90%	79.61%	82.72%
Fewer children live in large facilities (more than 6 people)	0.05%	0.00%	0.04%	0.00%
Fewer adults live in large facilities (more than 6 people)	2.60%	1.08%	2.47%	1.08%

Notes: 1) Clients 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 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	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).	94.97%	98.34%
Intake/Assessment timelines for clients age 3 or older met	100%	100%
IPP ( <i>Individual Program Plan</i> ) requirements met	99.29%	99.57%
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	84.6%	83.9%

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) The IFSP calculation methodology was changed from composite to average in order to more accurately reflect the RC's performance by only including children reviewed during monitoring and not all Early Start consumers. 4) N/A indicates that the regional center was not reviewed for the measure during the current period.

Harbor Regional Center continued to meet compliance measures, such as passing audits by DDS and independent auditors, completing required audits of HRC service providers, and managing within our allotted Operations budget. 100% of HRC intakes were completed in a timely manner, within required timelines or sooner. We strive to provide timely, individualized, person-centered service planning and coordination for the people we serve and their families, and are engaged in initiatives to provide culturally responsive services.

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

These tables show you how well the regional center is doing at providing services equally for all consumers.

Percent of Expenditures and Clients by Age Group and Ethnicity/Race Fiscal Years 2015-16 and 2016-17															
Age Group	Measure	American Indian or Alaska Native		Asian		Black/African American		Hispanic		Native Hawaiian or Other Pacific Islander		White		Other Ethnicity or Race	
		2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
Birth to 2 years	Clients	0%	0.1%	10%	9%	10%	7%	45%	44%	0%	0.1%	16%	16%	20%	24%
	Expenditures	0%	0.0%	12%	12%	9%	5%	44%	43%	0%	0.1%	17%	17%	18%	23%
3 to 21 years	Clients	0%	0.1%	13%	13%	10%	10%	45%	46%	0%	0.5%	18%	17%	13%	13%
	Expenditures	0%	0.2%	15%	17%	12%	11%	35%	34%	0%	0.3%	21%	23%	17%	15%
22 years and older	Clients	0%	0.2%	12%	13%	15%	15%	32%	32%	1%	0.7%	35%	34%	5%	6%
	Expenditures	0%	0.2%	12%	12%	13%	13%	23%	23%	0%	0.5%	48%	46%	4%	5%

Percentage of Authorizations and Clients by Age Group and Ethnicity/Race Fiscal Year 2016 -17								
Age Group	Measure	American Indians or Alaska Native	Asian	Black/African Americans	Hispanics	Native Hawaiian or Other Pacific Islanders	White	Other Ethnicity or Race
		2017	2017	2017	2017	2017	2017	2017
Birth to 2 Years	Clients	0.1%	9%	7%	44%	0.1%	16%	24%
	Authorizations	0.0%	12%	6%	44%	0.1%	17%	22%
3 to 21 Years	Clients	0.1%	13%	10%	46%	0.2%	17%	13%
	Authorizations	0.1%	17%	11%	36%	0.0%	22%	14%
22 years and older	Clients	0.2%	13%	15%	32%	0.4%	34%	6%
	Authorizations	0.2%	13%	13%	24%	0.3%	45%	5%

Percent of Clients and Total Expenditures by Language Fiscal Years 2015-16 and 2016-17				
Language	2016		2017	
	Percent of Clients	Percent of Expenditures	Percent of Clients	Percent of Expenditures
English	78%	85%	78%	82%
Spanish	18%	9%	17%	9%
Farsi (Persian)	1%	1%	1%	1%
Korean	1%	1%	1%	1%
Cambodian	1%	0.4%	1%	0.4%
Tagalog	0%	1%	0%	1%
Japanese	0%	0.4%	0%	0.4%

Note: Languages that fewer than 30 clients chose as their primary language are not included in this table.

### Want more information?

We hope this report helps you to learn more about HRC.

To see the complete Performance Plan, go to: [www.harborrc.org/about/performance](http://www.harborrc.org/about/performance),  
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