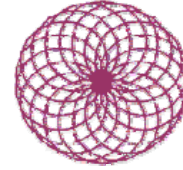


North Bay Regional Center

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Spring 2011

Performance Report for North Bay 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 North Bay Regional Center (NBRC) we served about 7,300 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 NBRC, 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 several areas where improvements were made over the previous year. These areas include where more children live with families (.04% increase), more adults live at home (1.54% increase), and fewer children are in large facilities (.09% decrease). In addition, NBRC has both made improvements over last year in reducing the number of adults in large facilities by .12% and improving over the statewide average by 1.81%. But, we still need to improve in areas listed above, e.g., increasing the number of children and adults living with families to meet statewide averages, and decreasing the number of children living in large facilities to meet statewide averages.

At NBRC we continue to see an increase in the number of adults living in Independent Living (ILS) or Supported Living (SLS) arrangements. The number of adults receiving ILS went from 10.66% in 2009 to 11% in 2010, and for SLS went from 12.03% to 12.25%. As a result, the total number of adults living in home settings also increased, from 67.99% in 2009 to 69.54% in 2010. NBRC continues to make improvements on service coordination, agency collaboration, and community outreach to create and highlight affordable residential options in our community. Our work with the non-profit housing organization North Bay Housing Coalition has resulted in an increase in our affordable housing stock with 4 new homes this past year and another about to close for 2011. These are all homes that will be affordable rentals for our consumers and promote consumer choice of supported living providers.

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

This report is a summary. To see the complete report, go to: www.nbrc.net

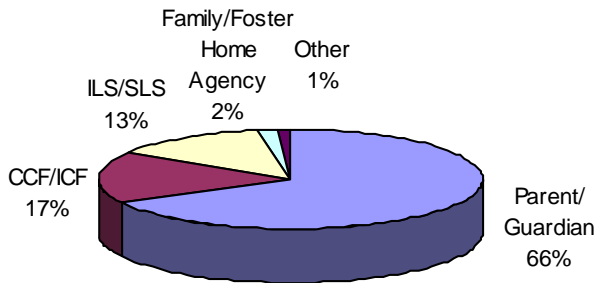
Or contact Bob Hamilton, Executive Director at **707-256- 1224**.

Bob Hamilton
Director, North Bay Regional Center

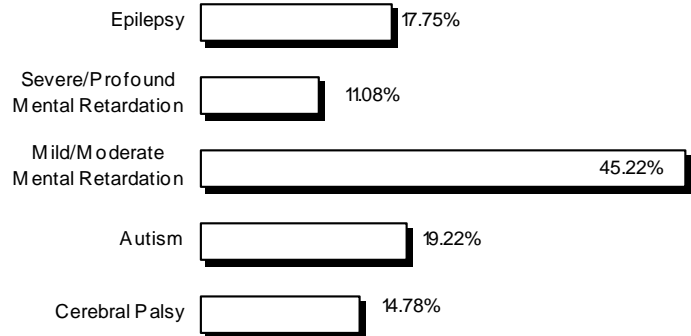
Who uses NBRC?

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

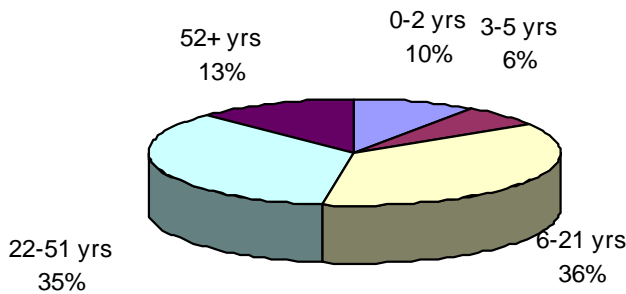
WHERE NBRC CONSUMERS LIVE



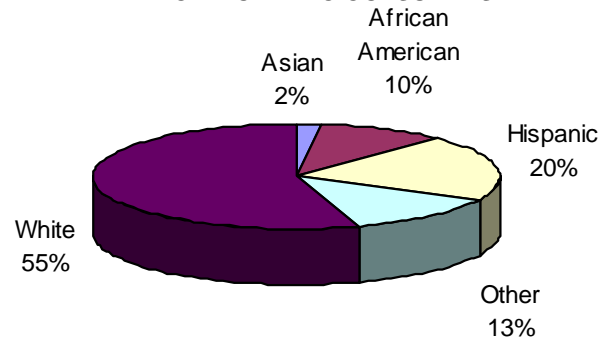
PRIMARY DIAGNOSIS OF NBRC CONSUMERS



AGE OF NBRC CONSUMERS



ETHNICITY OF NBRC CONSUMERS



How well is NBRC performing?

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

The first column tells you how NBRC was doing at the beginning of 2010. And, the second column shows how NBRC was doing at the end of 2010.

To see how NBRC 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 2009		December 2010	
	State Average	NBRC	State Average	NBRC
Less consumers live in developmental centers	0.91%	2.14%	0.83%	1.87%
More children live with families	98.48%	98.08%	98.60%	98.12%
More adults live in home settings*	73.20%	67.99%	73.99%	69.54%
Less children live in large facilities (more than 6 people)	0.13%	0.29%	0.13%	0.20%
Less adults live in large facilities (more than 6 people)	4.10%	2.11%	3.80%	1.99%

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

Did NBRC meet DDS standards?

Read below to see how well NBRC 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 are updated as required (<i>CDER is the Client Development Evaluation Report with information about the consumer's diagnosis</i>)	NA*	97.60%
Intake/Assessment timelines for consumers age 3 or older met	85.53%	98.96%
IPP (<i>Individual Program Plan</i>) requirements met	99.78%	99.51%
IFSP (<i>Individualized Family Service Plan</i>) requirements met	88.10%	86.69%

*Measure was temporarily suspended during implementation of the Revised CDER.

NBRC has seen dramatic improvement in our Intake statistics due to improved internal processing. We continue to set high standards to meet CDER updates and have seen significant increases in federal Medicaid Waiver enrollees over this past year, resulting in nearly half of all NBRC consumers being on the Waiver. NBRC monitors expenditures prudently and continues to work closely with community agencies in the development of partnerships that support cost-effective options.

What about other performance areas?

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

- Increasing the number of consumers who are employed
- Improving payment/wages for consumers who work
- Making sure consumers get medical and dental services, and
- Meeting Intake/Assessment and IFSP timelines for children 0–3.

Want more information?

To see the complete report, go to: www.nbrc.net

Or contact Bob Hamilton, Executive Director at **707-256- 1224**.