

North Bay Regional Center
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Spring 2015

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 7,800 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 reducing the number of consumers living in Developmental Centers; increasing the number of adults living in home settings; and reducing the number of adults living in large facilities. But, we still need to improve in supporting more children to live with their families.

NBRC continues to support adults living independently in the community with Supported Living Services at over 15% and is expanding access to Independent Living Services for individuals who remain in the family home throughout 2015. Additionally, NBRC exceeds the statewide average in supporting individuals living with Family Home Agency supports in the community. NBRC strives to exceed the duration of less than 142 days for Intake and is proud to report that we averaged 105 days to determine eligibility in 2014.

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 and click on the 2014 Year End Report on our Transparency Page, or contact Pamela Madden-Krall at 707-256-1294

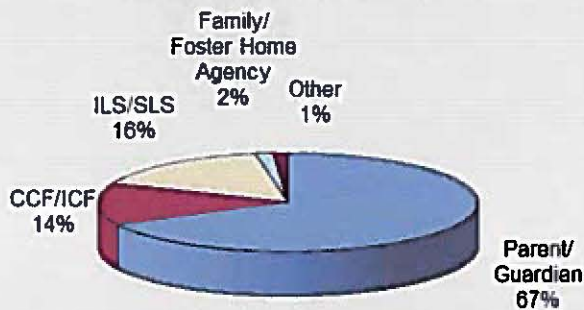
A handwritten signature in black ink, appearing to read 'Bob Hamilton', written in a cursive style.

Bob Hamilton,
Executive Director, North Bay Regional Center

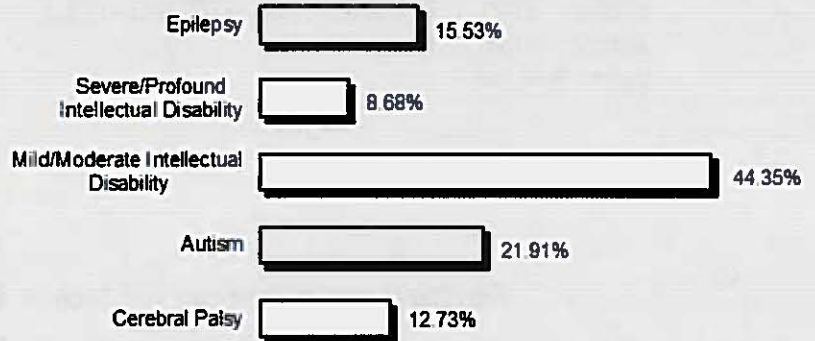
Who uses NBRC?

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

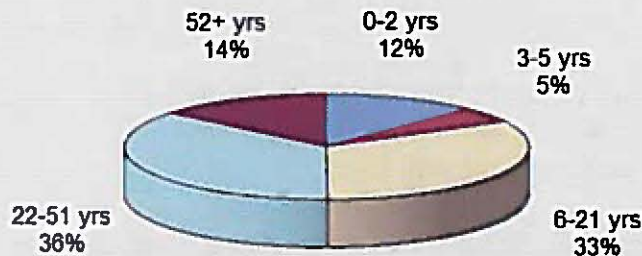
WHERE NBRC CONSUMERS LIVE



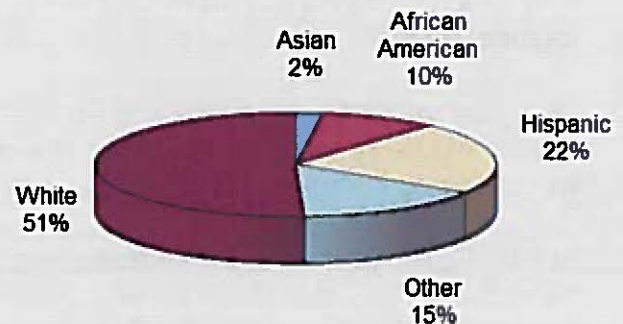
PRIMARY DIAGNOSIS OF NBRC CONSUMERS



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 2014. And, the second column shows how NBRC was doing at the end of 2014.

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 2013 | | December 2014 | |
|---|---------------|--------|---------------|--------|
| | State Average | NBRC | State Average | NBRC |
| Less consumers live in developmental centers | 0.51% | 1.38% | 0.42% | 1.27% |
| More children live with families | 98.98% | 98.90% | 99.04% | 98.88% |
| More adults live in home settings* | 76.49% | 74.54% | 77.30% | 75.55% |
| Less children live in large facilities (more than 6 people) | 0.07% | 0% | 0.07% | 0% |
| Less adults live in large facilities (more than 6 people) | 3.12% | 1.72% | 2.96% | 1.65% |

* 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 | No |
| Passes DDS audit | Yes | Yes |
| Audits vendors as required | Partially 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* | 94.20%** |
| Intake/Assessment timelines for consumers age 3 or older met | 99.39% | 98.28% |
| IPP (<i>Individual Program Plan</i>) requirements met | 98.14% | 98.54% |
| IFSP (<i>Individualized Family Service Plan</i>) requirements met | NA*** | 93.40% |

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

***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.*

****Measurement methodology revised at the end of 2013.*

NBRC has established CDER review processes to identify errors and ensure updates are completed per due dates to meet CDER timelines.

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 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.

Want more information?

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

Or contact Pamela Madden-Krall, Training & Information Projects Manager at 707-256-1294