

## **North Los Angeles County Regional Center**

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### **Performance Report for North Los Angeles County 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 Los Angeles County Regional Center (NLACRC) we served about 23,000 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 NLACRC, 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 the Regional Center Goals on page 2 and in meeting the DDS standards on page 3. But, we still need to improve in a few measures as indicated by the National Core Indicator (NCI) data including:

Does the Independent Program Plan (IPP) include all services and supports your family needs? (page 5)

Overall, are you satisfied with the services and supports your family member currently receives? (page 6)

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

This report is a summary. To see the complete report, go to: [www.nlacrc.org](http://www.nlacrc.org).

Or contact Sara Iwahashi at **(818) 756-6451**.

Sincerely,

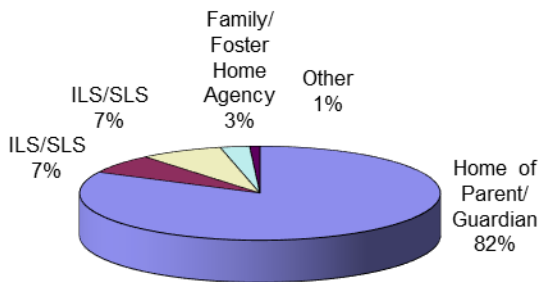
A handwritten signature in black ink that reads "George Stevens". The signature is written in a cursive style with a long horizontal flourish extending to the right.

George Stevens  
Director, North Los Angeles County Regional Center

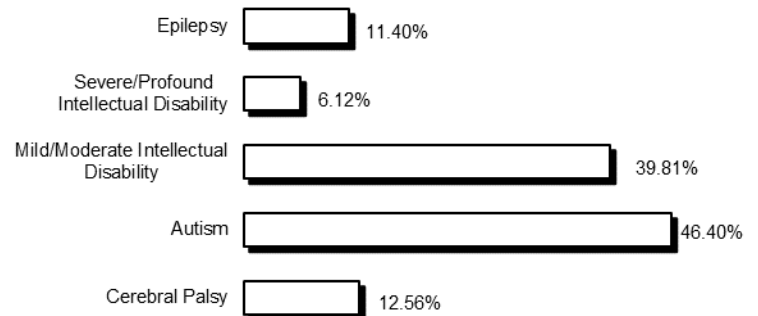
## Who uses NLACRC?

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

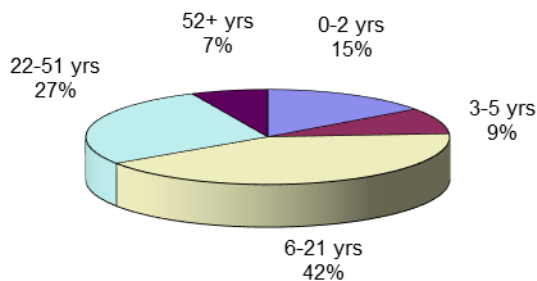
**WHERE NLACRC CONSUMERS LIVE**



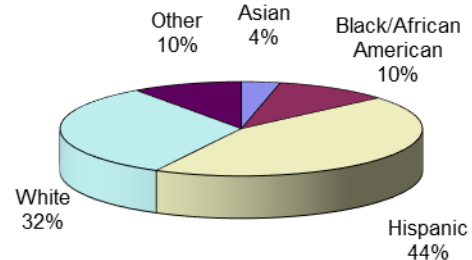
**DIAGNOSIS OF NLACRC CONSUMERS**



**AGE OF NLACRC CONSUMERS**



**ETHNICITY OF NLACRC CONSUMERS**



## How well is NLACRC performing?

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

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

To see how NLACRC 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	NLACRC	State Average	NLACRC
Less consumers live in developmental centers	0.36%	0.19%	0.30%	0.12%
More children live with families	99.15%	99.44%	99.24%	99.54%
More adults live in home settings*	78.04%	80.77%	78.89%	81.60%
Less children live in large facilities (more than 6 people)	0.06%	0%	0.05%	0.01%
Less adults live in large facilities (more than 6 people)	2.78%	2.71%	2.60%	2.69%

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

## Did NLACRC meet DDS standards?

Read below to see how well NLACRC 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.)*	96.55%	96.55%
Intake/Assessment timelines for consumers age 3 or older met	100%	99.78%
IPP (Individual Program Plan) requirements met	99.64%	99.64%
IFSP (Individualized Family Service Plan) requirements met	95.19%	94.13%

\*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.

## How well is NLACRC 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	NLACRC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	75.00%	4	55.56%	45
American Indian/Alaska Native <sup>1</sup>	100.00%	1	73.68%	38
Asian <sup>1</sup>	100.00%	7	83.94%	137
Black/African-American <sup>1</sup>	85.71%	7	72.61%	157
Native Hawaiian/Pacific Islander <sup>1</sup>	n/a	0	83.33%	6
White <sup>1</sup>	88.54%	96	83.74%	2,281
Other/Unknown <sup>1</sup>	0.00%	1	90.00%	20
Hispanic or Latino <sup>1</sup>	57.14%	7	72.76%	290
Mixed Race <sup>2</sup>	69.23%	13	74.58%	236
Overall	84.56%	136	81.06%	3,210

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

Ethnicity/Race	NLACRC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	75.00%	4	55.56%	45
American Indian/Alaska Native <sup>1</sup>	100.00%	1	52.63%	38
Asian <sup>1</sup>	71.43%	7	62.04%	137
Black/African-American <sup>1</sup>	71.43%	7	59.87%	157
Native Hawaiian/Pacific Islander <sup>1</sup>	n/a	0	66.67%	6
White <sup>1</sup>	76.04%	96	69.84%	2,281
Other/Unknown <sup>1</sup>	100.00%	1	65.00%	20
Hispanic or Latino <sup>1</sup>	71.43%	7	50.34%	290
Mixed Race <sup>2</sup>	61.54%	13	69.92%	236
Overall	74.26%	136	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	NLACRC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	66.67%	3	68.00%	25
American Indian/Alaska Native <sup>1</sup>	0.00%	1	75.00%	20
Asian <sup>1</sup>	100.00%	5	62.35%	85
Black/African-American <sup>1</sup>	80.00%	5	60.64%	94
Native Hawaiian/Pacific Islander <sup>1</sup>	n/a	0	50.00%	4
White <sup>1</sup>	68.49%	73	69.62%	1,593
Other/Unknown <sup>1</sup>	0.00%	1	69.23%	13
Hispanic or Latino <sup>1</sup>	60.00%	5	68.49%	146
Mixed Race <sup>2</sup>	62.50%	8	64.24%	165
Overall	68.32%	101	68.44%	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	NLACRC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	n/a	0	59.49%	79
American Indian/Alaska Native <sup>1</sup>	0.00%	2	58.33%	36
Asian <sup>1</sup>	50.00%	14	69.39%	428
Black/African-American <sup>1</sup>	68.75%	16	64.38%	292
Native Hawaiian/Pacific Islander <sup>1</sup>	n/a	0	68.97%	29
White <sup>1</sup>	73.21%	56	74.74%	1,461
Other/Unknown <sup>1</sup>	0.00%	1	50.00%	26
Hispanic or Latino <sup>1</sup>	66.20%	71	66.97%	1,193
Mixed Race <sup>2</sup>	80.00%	15	72.07%	376
Overall	67.43%	175	70.10%	3,920

Does your family member have an Independent Program Plan (IPP)?

(Response: Yes, Adult Family Survey: 2013-14)

Ethnicity/Race	NLACRC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	n/a	0	51.90%	79
American Indian/Alaska Native <sup>1</sup>	50.00%	2	55.56%	36
Asian <sup>1</sup>	71.43%	14	46.96%	428
Black/African-American <sup>1</sup>	43.75%	16	58.56%	292
Native Hawaiian/Pacific Islander <sup>1</sup>	n/a	0	48.28%	29
White <sup>1</sup>	78.57%	56	70.77%	1,461
Other/Unknown <sup>1</sup>	0.00%	1	38.46%	26
Hispanic or Latino <sup>1</sup>	43.66%	71	41.07%	1,193
Mixed Race <sup>2</sup>	60.00%	15	65.96%	376
Overall	58.29%	175	56.86%	3,920

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

Ethnicity/Race	NLACRC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	n/a	0	63.41%	41
American Indian/Alaska Native <sup>1</sup>	0.00%	1	60.00%	20
Asian <sup>1</sup>	60.00%	10	66.67%	201
Black/African-American <sup>1</sup>	85.71%	7	66.08%	171
Native Hawaiian/Pacific Islander <sup>1</sup>	n/a	0	71.43%	14
White <sup>1</sup>	65.91%	44	65.96%	1,034
Other/Unknown <sup>1</sup>	n/a	0	10.00%	10
Hispanic or Latino <sup>1</sup>	80.65%	31	66.94%	490
Mixed Race <sup>2</sup>	88.89%	9	61.69%	248
Overall	72.55%	102	65.46%	2,229

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: [www.nlacrc.org](http://www.nlacrc.org)

Or contact Sara Iwahashi at (818) 756-6451.