

## **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 25,550 consumers. The charts on page two 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 performing above the state average on nearly all of the Regional Center Goals, in meeting DDS compliance standards, and performing at or above the state average on the employment measures and measures to reduce disparities and improving equity. But, we still need to improve in a few areas. Here's how we plan to address the areas that need improvement:

### **Reduce the number of adults living in larger facilities (Regional Center Goals, page 3)**

- We will determine if there are options available that can help reduce this number.

### **Increase the percentage of families whose children are always/usually satisfied with the services and supports family member currently receives (page 7) and**

### **Percentage where services have made a difference in helping keep family member at home (page 10)**

- We are in the process of developing the "Commonly Coordinated Services" brochures for School Age, Transition, and Adult Consumers, and a "Family Service Guide" that will provide additional information about services and resources to consumers and families.

- On April 5, 2018, we are hosting a community Town Hall meeting to engage our local and state elected representatives in a dialogue about how we can work together to overcome barriers such as access to healthcare, lack of affordable housing, improvements in access to public transportation, full inclusion in social and recreational activities, and improvements in the safety and security of people with disabilities.
- Our deputy director will be going out into the community to meet with established support groups in order to learn more about the types of services and supports they need and to address concerns that individuals and families might have.
- At our POS Expenditure Data Community meetings, we ask families to tell us about the types of services they need, especially for those who have children who live at home.

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) 778-1900**.

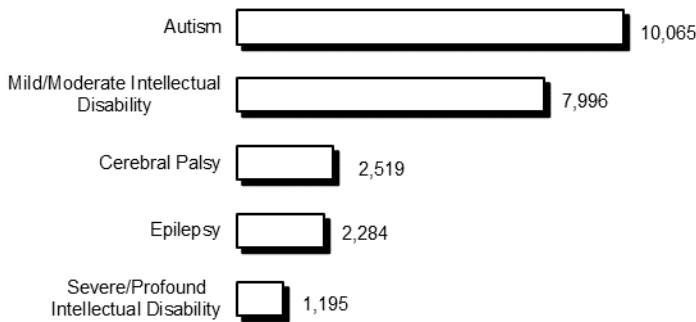


George Stevens  
Executive Director  
North Los Angeles County Regional Center

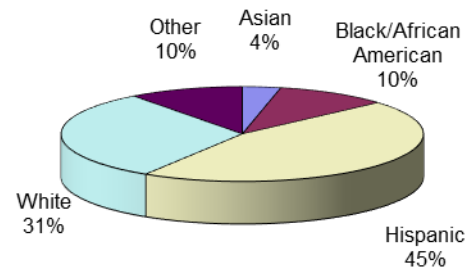
## Who uses NLACRC?

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

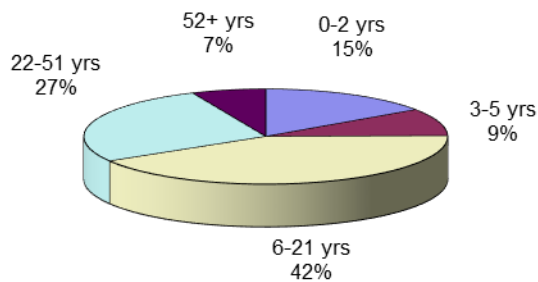
**DIAGNOSIS OF NLACRC CONSUMERS**



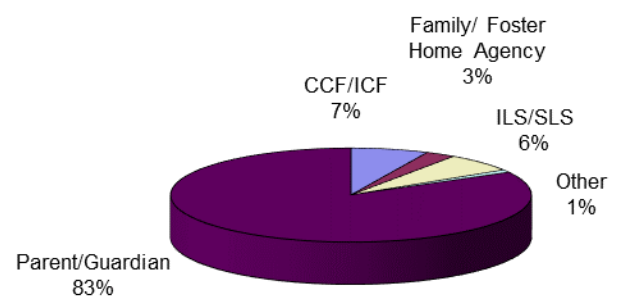
**ETHNICITY OF NLACRC CONSUMERS**



**AGE OF NLACRC CONSUMERS**



**WHERE NLACRC CONSUMERS LIVE**



## How well is NLACRC performing?

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

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

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 2016		December 2017	
	State Average	NLACRC	State Average	NLACRC
Fewer consumers live in developmental centers	0.30%	0.12%	0.21%	0.09%
More children live with families	99.24%	99.54%	99.32%	99.55%
More adults live in home settings	78.89%	81.60%	79.61%	82.49%
Fewer children live in large facilities (more than 6 people)	0.05%	0.01%	0.04%	0.01%
Fewer adults live in large facilities (more than 6 people)	2.60%	2.69%	2.47%	2.76%

Notes: 1) Consumers 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 consumers' 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 NLACRC meet DDS standards?

Read below to see how well NLACRC did in meeting DDS compliance standards:

Area 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.)	96.55%	96.36%
Intake/Assessment timelines for consumers age 3 or older met	99.78%	100%
IPP (Individual Program Plan) requirements met	99.64%	N/A
IFSP (Individualized Family Service Plan) requirements met	86.4%	86.6%

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.

For "Audits vendors as required," in 2017 NLACRC met the requirement for the number of vendors that we are required to audit however we did not audit at least one Early Start provider. This is the reason for the "partially met" status in the current period.

## How well is NLACRC doing at getting consumers working?

NLACRC has chosen to include consumer employment as a local measure in their performance contract. The chart below shows how well NLACRC is performing on increasing consumer employment performance compared to their prior performance and statewide averages:

Area Measured	State Average	NLACRC	State Average	NLACRC
	Jan. through Dec. 2016		Jan. through Dec. 2017	
<b>Of adults in day services, percentage that interact with people without disabilities:</b>				
Data Source: Client Development Evaluation Report (CDER)				
No people without disabilities	9%	12%	10%	13%
Few	58%	53%	58%	52%
Mostly	18%	20%	18%	20%
Only	14%	15%	15%	15%
<b>Percentage of adults who engage in paid work:</b>				
Data Source: CDER				
Less than 10 hours/week	7%	5%	7%	5%
10-25 hours/week	9%	9%	8%	8%
26-39 hours/week	5%	5%	5%	5%
40+ hours/week	1%	1%	1%	1%
<b>Percentage of adults earning:</b>				
Data Source: CDER				
Below Minimum Wage	57%	11%	53%	55%
Minimum Wage	26%	5%	29%	27%
Above Minimum Wage	16%	3%	17%	18%
Salaried	1%	0%	1%	1%
<b>Percentage of Adults who Reported:</b>				
Data Source: National Core Indicator Adult Consumer Survey		<b>July 2011-June 2012</b>		<b>July 2014-June 2015</b>
Having a paid job in a community-based setting	13%	11%	13%	13%
Having integrated employment as a goal in their IPP	27%	21%	27%	28%
Currently being unemployed, but wanting a job in the community	39%	22%	45%	43%
<b>Earned Income (Adults age 16-64):</b>				
Data Source: Employment Development Department		<b>Jan. through Dec 2016</b>		<b>Jan. through June 2017</b>
Quarterly number of consumers with earned income	21,817	1,210	23,205	1,322
Percentage of consumers with earned income	14.2%	11.3%	14.6%	11.9%
Average annual wages	\$7,953	\$9,533	\$8,368	\$9,378
<b>Annual earnings of all people with disabilities in California</b>				
Data Source: Cornell University Disability Status Report		<b>2015</b>		<b>2016</b>
		\$43,100		\$45,300

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

The tables below provide information on National Core Indicator survey results regarding services, satisfaction, and family outcomes, analyzed by race and ethnicity.

Percentage always/usually satisfied with the services and supports family member currently receives.

(Family Guardian Survey: 2013-14)

Ethnicity/Race	NLACRC	All California Regional Centers
Total Respondents	136	3,210
American Indian/Alaska Native	100.00%	73.68%
Asian	100.00%	83.94%
Black/African-American	85.71%	72.61%
Hispanic or Latino	57.14%	72.76%
Missing Race	75.00%	55.56%
Mixed Race	69.23%	74.58%
Native Hawaiian/Pacific Islander	N/A	83.33%
Other/Unknown	0.00%	90.00%
White	88.54%	83.74%
Overall	84.56%	81.06%

Percentage always/usually satisfied with the services and supports family member currently receives.

(Adult Family Survey: 2013-14)

Ethnicity/Race	NLACRC	All California Regional Centers
Total Respondents	175	3,920
American Indian/Alaska Native	0.00%	58.33%
Asian	50.00%	69.39%
Black/African-American	68.75%	64.38%
Hispanic or Latino	66.20%	66.97%
Missing Race	N/A	59.49%
Mixed Race	80.00%	72.07%
Native Hawaiian/Pacific Islander	N/A	68.97%
Other/Unknown	N/A	50.00%
White	73.21%	74.74%
Overall	67.43%	70.10%

Percentage always/usually satisfied with the services and supports family member currently receives  
(Child Family Survey: 2015-16)

Ethnicity/Race	NLACRC	All California Regional Centers
Total Respondents	1,255	12,696
American Indian/Alaska Native	25.00%	76.50%
Asian	72.10%	69.90%
Black/African-American	66.30%	70.10%
Hispanic or Latino	60.50%	69.70%
Missing Race	65.60%	70.50%
Mixed Race	64.30%	71.70%
Native Hawaiian/Pacific Islander	0.00%	73.10%
White	65.40%	72.80%
Other/Unknown	0.00%	65.00%
Overall	63.20%	70.80%

Percentage whose family member has an Individual Program Plan (IPP)  
(Adult Family Survey: 2013-14)

Ethnicity/Race	NLACRC	All California Regional Centers
Total Respondents	175	3,920
American Indian/Alaska Native	50.00%	55.56%
Asian	71.43%	46.96%
Black/African-American	43.75%	58.56%
Hispanic or Latino	43.66%	41.07%
Missing Race	N/A	51.90%
Mixed Race	60.00%	65.96%
Native Hawaiian/Pacific Islander	N/A	48.28%
Other/Unknown	N/A	38.46%
White	78.57%	70.77%
Overall	58.29%	56.86%

Percentage whose plan includes all the services and supports family member wants  
(Adult Family Survey: 2013/14)

Ethnicity/Race	NLACRC	All California Regional Centers
Total Respondents	102	2,229
American Indian/Alaska Native	0.00%	60.00%
Asian	60.00%	66.67%
Black/African-American	85.71%	66.08%
Hispanic or Latino	80.65%	66.94%
Missing Race	N/A	63.41%
Mixed Race	88.89%	61.69%
Native Hawaiian/Pacific Islander	N/A	71.43%
Other/Unknown	N/A	10.00%
White	65.91%	65.96%
Overall	72.55%	65.46%

Percentage whose family member has an IPP  
(Family Guardian Survey: 2013/14)

Ethnicity/Race	NLACRC	All California Regional Centers
Total Respondents	136	3,210
American Indian/Alaska Native	100.00%	52.63%
Asian	71.43%	62.04%
Black/African-American	71.43%	59.87%
Hispanic or Latino	71.43%	50.34%
Missing Race	75.00%	55.56%
Mixed Race	61.54%	69.92%
Native Hawaiian/Pacific Islander	N/A	66.67%
Other/Unknown	100.00%	65.00%
White	76.04%	69.84%
Overall	74.26%	66.82%



Percentage whose plan includes all the services and supports family member needs  
(Family Guardian Survey: 2013-14)

Ethnicity/Race	NLACRC	All California Regional Centers
Total Respondents	101	2,145
American Indian/Alaska Native	0.00%	75.00%
Asian	100.00%	62.35%
Black/African-American	80.00%	60.64%
Hispanic or Latino	60.00%	68.49%
Missing Race	66.67%	68.00%
Mixed Race	62.50%	64.24%
Native Hawaiian/Pacific Islander	N/A	50.00%
Other/Unknown	0.00%	69.23%
White	68.49%	69.62%
Overall	68.32%	68.44%

Percentage whose child has an IPP or Individual Family Service Plan (IFSP)?  
(Child Family Survey: 2015/16)

Ethnicity/Race	NLACRC	All California Regional Centers
Total Respondents	1255	13,300
American Indian/Alaska Native	50.00%	68.60%
Asian	76.70%	64.60%
Black/African-American	70.00%	69.80%
Hispanic or Latino	54.90%	53.00%
Missing Race	71.90%	58.30%
Mixed Race	71.40%	71.70%
Native Hawaiian/Pacific Islander	N/A	74.10%
Other/Unknown	50.00%	64.30%
White	75.70%	74.10%
Overall	64.60%	63.20%

Percentage whose plan (IPP or IFSP) includes all the services and supports child needs

(Child Family Survey: 2015/16)

Ethnicity/Race	NLACRC	All California Regional Centers
Total Respondents	811	8,411
American Indian/Alaska Native	100.00%	71.40%
Asian	65.20%	64.70%
Black/African-American	75.00%	68.50%
Hispanic or Latino	70.50%	71.60%
Missing Race	52.20%	71.90%
Mixed Race	68.20%	63.10%
Native Hawaiian/Pacific Islander	N/A	60.00%
Other/Unknown	0.00%	70.40%
White	57.90%	60.40%
Overall	66.10%	65.90%

Percentage where services have made a difference in helping keep family member at home

(Adult Family Survey: 2010-11)

Ethnicity/Race	NLACRC	All California Regional Centers
Total Respondents	185	4,014
American Indian/Alaska Native	N/A	70.97%
Asian	10.00%	62.27%
Black/African-American	55.00%	57.28%
Hispanic or Latino	58.33%	61.26%
Missing Race	33.33%	47.97%
Mixed Race	58.82%	60.11%
Native Hawaiian/Pacific Islander	N/A	65.38%
Other/Unknown	N/A	57.14%
White	55.22%	61.26%
Overall	54.05%	60.61%

Percentage where services have made a difference in helping keep family member at home  
(Child Family Survey: 2015-16)

Ethnicity/Race	NLACRC	All California Regional Centers
Total Respondents	1,255	13,300
American Indian/Alaska Native	25.00%	60.80%
Asian	72.10%	58.50%
Black/African-American	66.30%	57.80%
Hispanic or Latino	60.50%	56.20%
Missing Race	65.60%	55.40%
Mixed Race	64.30%	59.50%
Native Hawaiian/Pacific Islander	N/A	66.70%
Other/Unknown	0.00%	52.40%
White	65.40%	59.20%
Overall	63.20%	57.80%

Notes
Asian category includes: Asian Indian, Cambodian, Chinese, Filipino, Hmong, Japanese, Korean, Laotian, Other Asian, Thai, and Vietnamese
Native Hawaiian/Polynesian category includes Guamanian, Native Hawaiian, Other Pacific Islander, and Samoan
White category includes Russian and White
N/A means that there were no respondents for the category
National Core Indicator survey responses reflect only the opinion of the regional center consumers that responded to the survey. 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) 778-1900**.