

**Regional Center of Orange County**

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**Performance Report for Regional Center of Orange County**

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 Regional Center of Orange County (RCOC) we served about 17,200 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 RCOC, 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

- Transitioning consumers from Developmental Centers into less restrictive community settings
- Supporting children living at home with their families
- Moving children from larger settings into small community settings
- Supporting adult consumers residing within home settings.

But, we still need to improve in

- Supporting adult consumers transitioning from larger community settings

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

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

Or contact Jack Stanton at (714) 796-5308

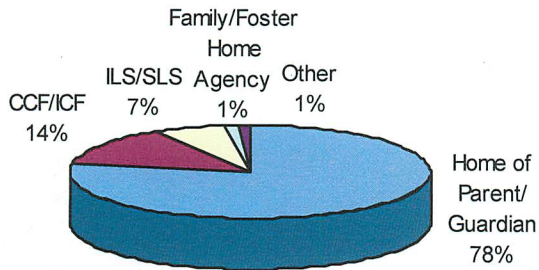
Larry Landauer

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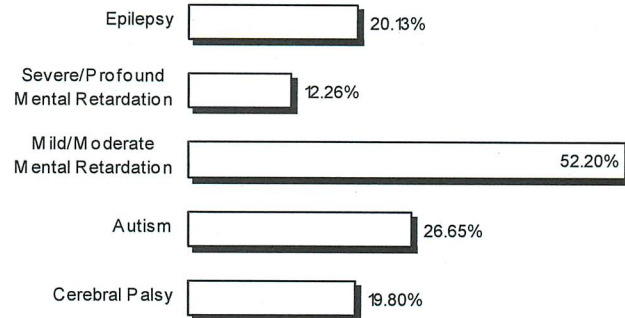
## Who uses RCOC?

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

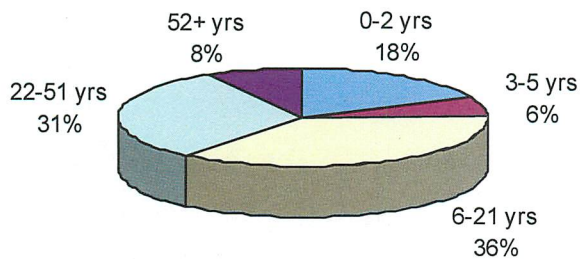
**WHERE RCOC CONSUMERS LIVE**



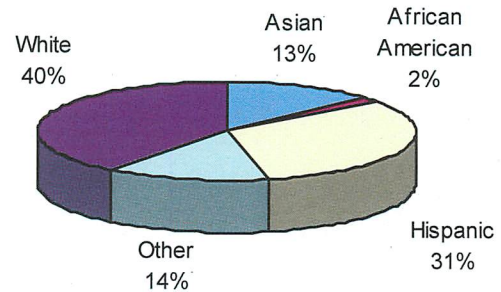
**PRIMARY DIAGNOSIS OF RCOC CONSUMERS**



**AGE OF RCOC CONSUMERS**



**ETHNICITY OF RCOC CONSUMERS**



## How well is RCOC performing?

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

The first column tells you how RCOC was doing at the beginning of 2011. And, the second column shows how RCOC was doing at the end of 2011.

To see how RCOC compares to the other regional centers in the state, compare the numbers to the state averages (in the shaded columns).

| Regional Center Goals<br>(based on Lanterman Act)           | December 2010 |        | December 2011 |        |
|---|---------------|--------|---------------|--------|
|   | State Average | RCOC   | State Average | RCOC   |
| Less consumers live in developmental centers                | 0.83%         | 0.77%  | 0.73%         | 0.68%  |
| More children live with families                            | 98.60%        | 98.47% | 98.71%        | 98.59% |
| More adults live in home settings*                          | 73.99%        | 70.35% | 74.81%        | 70.91% |
| Less children live in large facilities (more than 6 people) | 0.13%         | 0.10%  | 0.09%         | 0.05%  |
| Less adults live in large facilities (more than 6 people)   | 3.80%         | 4.54%  | 3.50%         | 4.44%  |

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



### Did RCOC meet DDS standards?

Read below to see how well RCOC 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  | Partially 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> ) | 98.74%        | NA*            |
| Intake/Assessment timelines for consumers age 3 or older met  | 99.17%        | 98.64%         |
| IPP ( <i>Individual Program Plan</i> ) requirements met   | 100%          | 98.67%         |
| IFSP ( <i>Individualized Family Service Plan</i> ) requirements met   | 85.67%        | NA**           |

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

\*\*Measure temporarily suspended pending revision to measurement methodology and availability of associated data.

- Have shown improvement in completing auditing requirements for vendors
- RCOC outreach efforts include County-Wide Developmental Screenings, assigning an RCOC Nurse Liaison to local NICUs (Neonatal Intensive Care Unit), and Physician Outreach efforts which all contribute to a considerable number of children served in Early Start

### 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?

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