

Regional Center of Orange County

Larry Landauer, Executive Director
1525 North Tustin Avenue, Santa Ana, CA 92705
Phone: (714) 796-5100 • Fax: (714) 547-4365
E-mail: llandauer@rcocdd.com
Website: www.rcocdd.com



Spring 2017

Performance Report for Regional Center of Orange County

Every year, the Department of Developmental Services (DDS) contracts with regional centers in California to serve individuals with intellectual and developmental disabilities and their families. Every year DDS looks at how well the regional centers are doing. This report will give you information about your regional center.

Last year, the Regional Center of Orange County (RCOC) served about 20,100 individuals. The charts on page 2 tell you about the individuals 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 reducing individuals residing in a developmental center, supporting children living with their families, supporting adults choosing to live in their own homes, helping adults move from larger facilities, and the National Core Indicators Survey results having higher averages across all three family surveys than the overall average for all California regional centers. But, we still need to improve in the overall number of children residing in larger facilities.

RCOC's Purchase of Service expenditures by ethnicity and residence type are included on page 5. Disparities in expenditures exist, especially with regard to the percentage of expenditures for individuals who self-identify as White and live away from the family home. To provide some context for this disparity, while 82% of the individuals served by RCOC live with family, there are significant differences in those percentages based on ethnicity. For example, 64% percent of individuals who are White live at home with family while 91% and 90% of individuals who are Asian and Hispanic, respectively, live at home with family. Across ethnicities, expenditures for individuals living away from home are significantly higher than for those living at home and the fact that more individuals who are White live away from home drives the higher percentage of expenditures for that group. However, when comparing the average cost of services for those living away from home, disparity does still exist dependent on ethnicity, though the differences are smaller. RCOC continues to work on identifying other possible reasons for disparity in expenditures and is committed to ensuring that all the individuals being served are receiving needed services and supports.

With regard to RCOC's National Core Indicators survey results (pages 6 and 7), we are pleased that they are better than the state average across all family surveys. However, similar to the state averages, there are differences in satisfaction based on ethnicity and we are committed to determining why those differences exist. We are engaged in many outreach activities within our ethnic communities to learn more about how we can improve satisfaction with the services and supports for all families.

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.

Or contact Jack Stanton at **714-796-5308**

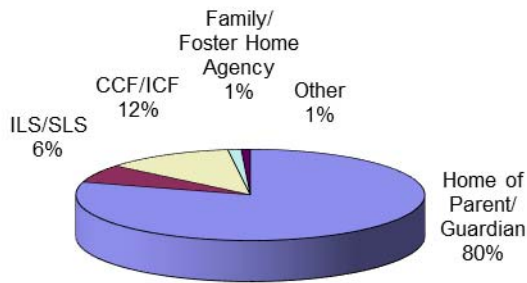
A handwritten signature in black ink, appearing to read "Amy Landauer". The signature is fluid and cursive.

Executive Director, Regional Center of Orange County

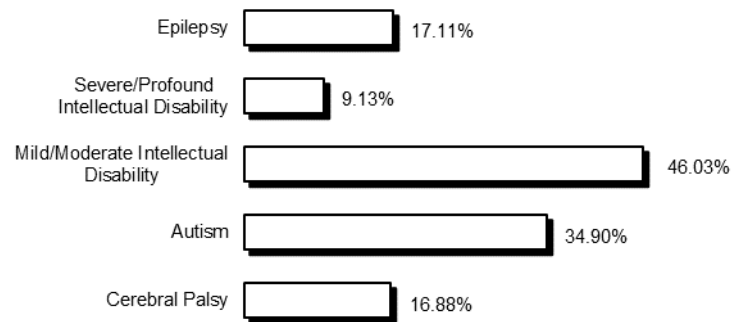
Who uses RCOC?

These charts tell you about the individuals served by RCOC and where they live.

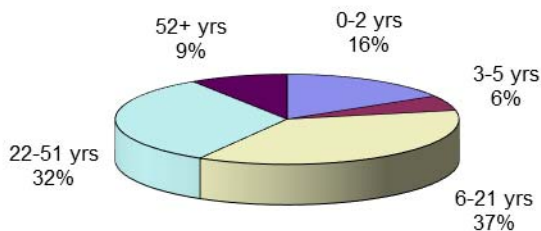
WHERE RCOC CONSUMERS LIVE



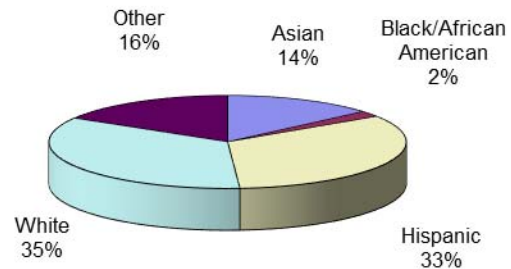
DIAGNOSIS OF RCOC CONSUMERS



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 end of 2015. The second column shows how RCOC was doing at the end of 2016.

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 (based on Lanterman Act)	December 2015		December 2016	
	State Average	RCOC	State Average	RCOC
Fewer individuals live in developmental centers	0.36%	0.41%	0.30%	0.36%
More children live with families	99.15%	99.11%	99.24%	99.15%
More adults live in home settings*	78.04%	74.71%	78.89%	75.94%
Fewer children live in large facilities (more than 6 people)	0.06%	0.03%	0.05%	0.04%
Fewer adults live in large facilities (more than 6 people)	2.78%	3.59%	2.60%	3.34%

* Home settings include: independent living, supported living, Adult Family Home Agency homes, and individuals' 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	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 persons served, including diagnosis.)*	96.45%	96%
Intake/Assessment timelines for individuals age 3 or older met	98.99%	99.48%
IPP (<i>Individual Program Plan</i>) requirements met	99.27%	99.34%
IFSP (<i>Individualized Family Service Plan</i>) requirements met	69.19%	67.60%

**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 RCOC doing at getting the persons they serve jobs?

RCOC has chosen to include employment as a local measure in their performance contract. The chart below shows how well RCOC is performing on increasing employment for the adults they serve compared to their prior performance and statewide averages.

Areas Measured	State Average	RCOC	State Average	RCOC
	Jan through Dec 2015		Jan through Dec 2016	
Percentage of adults in day services, that interact with people without disabilities: (Data Source: Client Development Evaluation Report (CDER))				
None	9%	2%	9%	2%
Few	59%	64%	58%	63%
Most	18%	21%	18%	21%
All	14%	14%	14%	14%
Percentage of adults who engage in paid work: (Data Source: California Employment Development Department (EDD))				
Less than 10 hours/week	8%	9%	7%	9%
10-25 hours/week	9%	13%	9%	13%
26-39 hours/week	6%	4%	5%	4%
40+ hours/week	1%	1%	1%	1%
Percentage of adults earning: (Data Source: CDER)				
Below minimum wage	60%	55%	57%	52%
Minimum wage	23%	24%	26%	28%
Above minimum wage	16%	20%	16%	19%
Salaried	1%	1%	1%	1%
Earned Income (Adults age 16-64): (Data Source: EDD)				
	Jan through Dec 2015		Jan through June 2016	
Quarterly number of adults served with earned income	20,157	2,175	21,691	2,085
Percentage of adults served with earned income	13.6%	21.4%	14.2%	19.8%
Average annual wages	\$7,236	\$5,666	\$7,631*	\$5,975*
Percentage of Adults who reported: (Data Source: National Core Indicator Survey)				
	July 2011 - June 2012		July 2014 - June 2015	
Having a paid job in a community-based setting	13%	18%	13%	18%
Having integrated employment as a goal in their IPP	27%	30%	27%	33%
Currently unemployed, but wanting a job in the community	39%	46%	45%	47%

*Average wages for January through June 2016 are estimates based on the first two quarters of 2016.

How well is RCOC doing at reducing disparities and improving equity?

The following table provides information about the percentage of RCOC's Purchase of Service Expenditure that is spent on individuals by race or ethnicity and by where they live. For example, of the total expenditures for individuals living at home with their families, 32.5% is spent on those self-identifying as White."

2015-16 Purchase of Service Expenditures by Residence Type

	Residence Type	Home	Independent Living Services/ Supported Living Services	Institutions*	Residential	Medical/ Rehabilitation /Psychiatric	Other**
	Persons Served Count	17,975	1,324	63	2,457	182	20
Ethnicity/Race	White	32.5%	76.7%	63.1%	64.9%	62.2%	86.7%
	Hispanic	31.7%	8.6%	22.1%	15.4%	6.0%	10.2%
	Black/African American	1.6%	4.5%	5.3%	2.2%	12.5%	3.2%
	American Indian or Alaska Native	0.2%	0.4%	0.0%	0.2%	5.9%	0.0%
	Asian	19.8%	4.9%	0.3%	9.3%	4.4%	0.0%
	Native Hawaiian or Other Pacific Islander	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%
	Other Ethnicity or Race/Multi-Cultural	14.3%	5.0%	9.3%	7.9%	9.0%	0.0%
	TOTAL	100%	100%	100%	100%	100%	100%

*Institutions include developmental centers, state hospitals and correctional facilities.

**Other includes consumers who are out-of-state, in hospice, transient/homeless, and those who are not listed elsewhere in the residence type table.

The tables below provide information on National Core Indicators 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 Adult Family Survey: 2013-14)

Ethnicity/Race	RCOC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	80.00%	5	59.49%	79
American Indian/Alaska Native ¹	100.00%	1	58.33%	36
Asian ¹	78.13%	32	69.39%	428
Black/African-American ¹	100.00%	2	64.38%	292
Native Hawaiian/Pacific Islander ¹	100.00%	3	68.97%	29
White ¹	86.25%	80	74.74%	1,461
Other/Unknown ¹	50.00%	2	50.00%	26
Hispanic or Latino ¹	70.59%	68	66.97%	1,193
Mixed Race ²	76.19%	21	72.07%	376
Overall	80.00%	214	70.10%	3,920

Overall, are you satisfied with the services and supports your family member currently receives?
(Response: Always/Usually, Family Guardian Survey: 2013-14)

Ethnicity/Race	RCOC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	100.00%	1	55.56%	45
American Indian/Alaska Native ¹	100.00%	2	73.68%	38
Asian ¹	91.67%	12	83.94%	137
Black/African-American ¹	N/A	0	72.61%	157
Native Hawaiian/Pacific Islander ¹	100.00%	2	83.33%	6
White ¹	86.15%	130	83.74%	2,281
Other/Unknown ¹	N/A	0	90.00%	20
Hispanic or Latino ¹	75.00%	8	72.76%	290
Mixed Race ²	87.50%	8	74.58%	236
Overall	86.50%	163	81.06%	3,210

Overall, are you satisfied with the services and supports your family currently receives?
(Response: Always/Usually, Child Family Survey: 2012-13)

Ethnicity/Race	RCOC	Number of Respondents	All California Regional Centers	Number of Respondents
Missing Race	62.50%	8	62.27%	326
American Indian/Alaska Native ¹	100.00%	1	58.70%	46
Asian ¹	69.01%	71	64.19%	863
Black/African-American ¹	100.00%	6	66.09%	407
Native Hawaiian/Pacific Islander ¹	100.00%	2	65.79%	38
White ¹	67.44%	129	63.88%	2,215
Other/Unknown ¹	60.00%	5	62.86%	70
Hispanic or Latino ¹	60.36%	111	59.94%	2,846
Mixed Race ²	76.06%	71	63.85%	1,184
Overall	69.19%	396	62.53%	7,995

Legend	
1	Chose this race only.
2	Chose 2 or more races (not including 'mixed' race) OR chose 'mixed' race exclusively
3	These data are 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 these 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.rcocdd.com

Or contact Jack Stanton at **714-796-5308**