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*Spring 2018*

## **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 21,300 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 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 moving people out of developmental centers and larger facilities, insuring that children are able to living at home with their families and outside of larger facilities, and offering home settings for adults. But, we still need to improve in offering more independent home like settings within our community for adults.

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

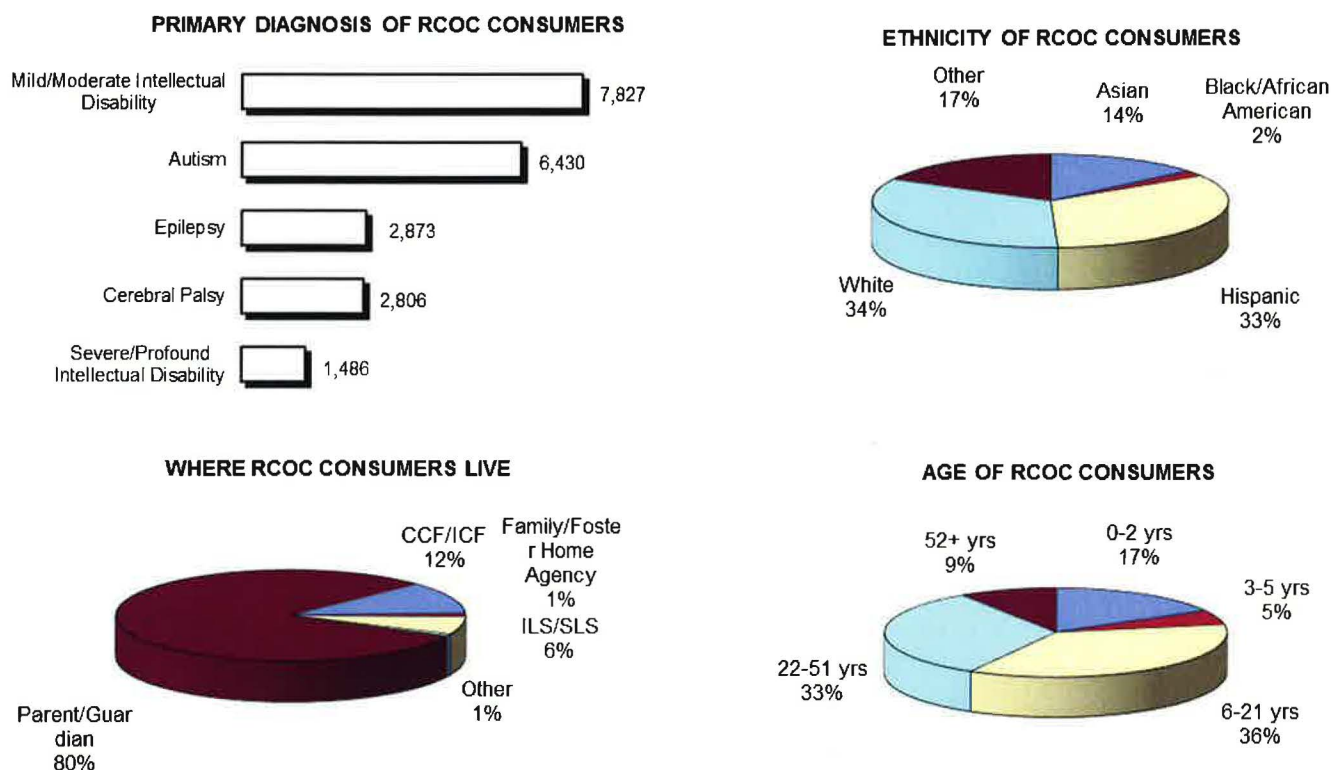
This report is a summary. To see the complete report, go to: [www.rcocdd.com](http://www.rcocdd.com)

Or contact Jack Stanton at (714) 796-5308.

Executive Director, Regional Center of Orange County

## Who uses RCOC?

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



## How well is RCOC performing?

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

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

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 2016		December 2017	
	State Average	RCOC	State Average	RCOC
Fewer consumers live in developmental centers	0.30%	0.36%	0.21%	0.33%
More children live with families	99.24%	99.15%	99.32%	99.24%
More adults live in home settings*	78.89%	75.94%	79.61%	76.89%
Fewer children live in large facilities (more than 6 people)	0.05%	0.04%	0.04%	0.04%
Fewer adults live in large facilities (more than 6 people)	2.60%	3.34%	2.47%	2.99%

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 RCOC meet DDS standards?

Read below to see how well RCOC 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.)	96.00%	96.0%
Intake/Assessment timelines for consumers age 3 or older met	99.48%	98.42%
IPP ( <i>Individual Program Plan</i> ) requirements met	99.34%	98.37%
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	77.7%	78.5%

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.

Regional Center of Orange County monitors all vendors through annual quality assurance evaluations, service coordination, and fiscal audits. During this reporting period, RCOC completed the majority of required vendor audits, however, a few remain outstanding while we work through appeals of audit findings. Additionally, RCOC completes audits in excess of our requirements as directed through our quality assurance and incident reporting process.

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

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

Area Measured	State Average	RCOC	State Average	RCOC
	Jan. through Dec. 2016		Jan. through Dec. 2017	
Of adults in day services, percentage that interact with people without disabilities:				
Data Source: Client Development Evaluation Report (CDER)				
No people without disabilities	9%	2%	10%	2%
Few	58%	63%	58%	63%
Mostly	18%	21%	18%	22%
Only	14%	14%	15%	14%
Percentage of adults who engage in paid work:				
Data Source: CDER				
Less than 10 hours/week	7%	9%	7%	9%
10-25 hours/week	9%	13%	8%	12%
26-39 hours/week	5%	4%	5%	4%
40+ hours/week	1%	1%	1%	1%
Percentage of adults earning:				
Data Source: CDER				
Below Minimum Wage	57%	52%	53%	48%
Minimum Wage	26%	28%	29%	31%
Above Minimum Wage	16%	19%	17%	20%
Salaried	1%	1%	1%	1%
Percentage of Adults who Reported:	July 2011-June 2012		July 2014-June 2015	
Data Source: National Core Indicator Adult Consumer Survey				
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 being unemployed, but wanting a job in the community	39%	46%	45%	47%
Earned Income (Adults age 16-64):	Jan. through Dec. 2016		Jan. through June 2017	
Data Source: Employment Development Department				
Quarterly number of consumers with earned income	21,817	2,059	23,205	2,086
Percentage of consumers with earned income	14.2%	19.4%	14.6%	19.0%
Average annual wages	\$7,953	\$6,445	\$8,368	\$7,088
Annual earnings of all people with disabilities in California	2015		2016	
Data Source: Cornell University Disability Status Report	\$43,100		\$45,300	



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

These tables show you how well the regional center is doing at providing services equally for all consumers.

Percent of Expenditures and Consumers by Residence Type and Ethnicity/Race Fiscal Years 2015-16 and 2016-17															
Residence Type	Measure	American Indian or Alaska Native		Asian		Black/African American		Hispanic		Native Hawaiian or Other Pacific Islander		White		Other Ethnicity or Race	
		2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
Family Home	Consumers	0.1%	0.1%	18%	18%	2%	2%	37%	37%	0.1%	0.1%	27%	26%	16%	17%
	Expenditures	0.2%	0.1%	20%	19%	2%	2%	32%	31%	0.1%	0.1%	32%	34%	14%	15%
ILS/SLS	Consumers	0.2%	0.1%	5%	5%	4%	4%	13%	13%	0.1%	0.1%	70%	70%	7%	7%
	Expenditures	0.4%	0.3%	5%	6%	4%	5%	9%	9%	0.0%	0.0%	75%	74%	6%	6%
Institutions	Consumers	0.0%	0.0%	3%	3%	2%	2%	6%	6%	0.0%	0.0%	75%	73%	14%	16%
	Expenditures	0.0%	0.0%	0.3%	0%	5%	0%	22%	1%	0.0%	0.0%	63%	88%	9%	11%
Residential	Consumers	0.2%	0.2%	8%	8%	2%	3%	14%	15%	0.2%	0.2%	67%	67%	7%	7%
	Expenditures	0.2%	0.2%	9%	9%	2%	2%	15%	16%	0.1%	0.1%	65%	64%	8%	8%
Med/Rehab/Psych	Consumers	1%	1%	8%	9%	4%	7%	21%	18%	0.5%	0.6%	59%	58%	7%	6%
	Expenditures	6%	7%	4%	5%	13%	23%	6%	2%	0.0%	0.0%	62%	41%	9%	20%
Other	Consumers	0.0%	0.0%	0%	0.0%	20%	5%	10%	32%	0.0%	0.0%	70%	55%	0%	9%
	Expenditures	0.0%	0.0%	0%	0.0%	3%	1%	10%	46%	0.0%	0.0%	87%	51%	0%	1%

Note: 1) Institutions include developmental centers, state hospitals, and correctional facilities. 2) Residential includes care facilities intermediate care facilities, and continuous nursing facilities. 3) Med/Rehab/Psych include skilled nursing facilities, psychiatric treatment and rehabilitation centers, acute general hospitals, sub-acute care services, and community treatment facilities. 4) Other includes consumers who are out-of-state, in hospice, transient/homeless, or not listed elsewhere.

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

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

(Adult Family Survey: 2013-14)

Ethnicity/Race	RCOC	All California Regional Centers
Total Respondents	214	3,920
American Indian/Alaska Native	100%	58.33%
Asian	78.13%	69.39%
Black/African-American	100%	64.38%
Hispanic or Latino	70.59%	66.97%
Missing Race	80%	59.49%
Mixed Race	76.19%	72.07%
Native Hawaiian/Pacific Islander	100%	68.97%
Other/Unknown	50%	50.00%
White	86.25%	74.74%
Overall	80%	70.10%

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

(Family Guardian Survey: 2013-14)

Ethnicity/Race	RCOC	All California Regional Centers
Total Respondents	163	3,210
American Indian/Alaska Native	100%	55.56%
Asian	91.67%	73.68%
Black/African-American	N/A	83.94%
Hispanic or Latino	75%	90.00%
Missing Race	100%	3,210
Mixed Race	87.50%	76.06%
Native Hawaiian/Pacific Islander	100.00%	72.61%
Other/Unknown	N/A	83.74%
White	86.15%	83.33%
Overall	86.50%	79.03%

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

Ethnicity/Race	RCOC	All California Regional Centers
Total Respondents	810	12,696
American Indian/Alaska Native	0%	76.50%
Asian	70.7%	69.90%
Black/African-American	86.7%	70.10%
Hispanic or Latino	77%	69.70%
Missing Race	81.8%	70.50%
Mixed Race	75.7%	71.70%
Native Hawaiian/Pacific Islander	75%	73.10%
Other/Unknown	100%	65.00%
White	76.7%	72.80%
Overall	75.7%	70.80%

Percentage where family member has an Independent Program Plan (IPP)?  
(Family Guardian Survey: 2013-14)

Ethnicity/Race	RCOC	All California Regional Centers
Total Respondents	163	3,210
American Indian/Alaska Native	100.00%	52.63%
Asian	58.33%	62.04%
Black/African-American	N/A	59.87%
Hispanic or Latino	75.00%	50.34%
Missing Race	100.00%	55.56%
Mixed Race	50.00%	69.92%
Native Hawaiian/Pacific Islander	50.00%	66.67%
Other/Unknown	N/A	65.00%
White	72.31%	69.84%
Overall	70.55%	66.82%

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

Ethnicity/Race	RCOC	All California Regional Centers
Total Respondents	163	2,145
American Indian/Alaska Native	100.00%	75.00%
Asian	33.33%	62.35%
Black/African-American	N/A	60.64%
Hispanic or Latino	50.00%	68.49%
Missing Race	100.00%	68.00%
Mixed Race	37.50%	64.24%
Native Hawaiian/Pacific Islander	50.00%	50.00%
Other/Unknown	N/A	69.23%
White	50.00%	69.62%
Overall	49.08%	68.44%

Percentage where family member has an IPP?  
(Adult Family Survey: 2013-14)

Ethnicity/Race	RCOC	All California Regional Centers
Total Respondents	214	3,920
American Indian/Alaska Native	0.00%	55.56%
Asian	34.38%	46.96%
Black/African-American	50.00%	58.56%
Hispanic or Latino	33.82%	41.07%
Missing Race	80.00%	51.90%
Mixed Race	61.90%	65.96%
Native Hawaiian/Pacific Islander	66.67%	48.28%
Other/Unknown	100.00%	38.46%
White	65.00%	70.77%
Overall	50.47%	56.86%



Percentage where the plan includes all the services and supports family member wants.

(Adult Family Survey: 2013/14)

Ethnicity/Race	RCOC	All California Regional Centers
Total Respondents	214	2,229
American Indian/Alaska Native	0.00%	60.00%
Asian	31.25%	66.67%
Black/African-American	50.00%	66.08%
Hispanic or Latino	27.94%	66.94%
Missing Race	60.00%	63.41%
Mixed Race	42.86%	61.69%
Native Hawaiian/Pacific Islander	0.00%	71.43%
Other/Unknown	0.00%	10.00%
White	48.75%	65.96%
Overall	37.85%	65.46%

Percentage where child has an IPP or Individual Family Service Plan (IFSP)?

(Child Family Survey: 2015/16)

Ethnicity/Race	RCOC	All California Regional Centers
Total Respondents	839	13,300
American Indian/Alaska Native	N/A	68.60%
Asian	65.70%	64.60%
Black/African-American	75.00%	69.80%
Hispanic or Latino	50.50%	53.00%
Missing Race	66.70%	58.30%
Mixed Race	76.40%	71.70%
Native Hawaiian/Pacific Islander	50.00%	74.10%
Other/Unknown	100.00%	64.30%
White	71.70%	74.10%
Overall	63.90%	63.20%

Percentage where the plan (IPP or IFSP) includes all the services and supports child needs.		
(Child Family Survey: 2015/16)		
Ethnicity/Race	RCOC	All California Regional Centers
Total Respondents	536	8,411
American Indian/Alaska Native	N/A	71.40%
Asian	67.00%	64.70%
Black/African-American	75.00%	68.50%
Hispanic or Latino	76.80%	71.60%
Missing Race	75.00%	71.9%
Mixed Race	61.70%	63.10%
Native Hawaiian/Pacific Islander	50.00%	60.00%
Other/Unknown	0.00%	70.40%
White	63.40%	60.40%
Overall	67.70%	65.90%

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.rcocdd.com](http://www.rcocdd.com)

Or contact Jack Stanton at (714) 796-5308