

## **North Bay Regional Center**

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# North Bay Regional Center

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## **Performance Report for North Bay 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 Bay Regional Center (NBRC) we served about 9,420 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 NBRC, 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 or improved in the following categories:

- Fewer children reside in state developmental centers
- More children live with families (including own family, foster family, and/or guardian)
- More adults live in home settings (includes living with family, parent or conservator; adult family home agency – FHA; independent living; or supported living arrangements)
- More adults reside in Independent Living arrangements
- More adults reside in Supported Living arrangements
- More adults reside in Family Home Agency (FHA) living arrangements
- Fewer adults live in licensed homes serving more than 6 adults
- Number and percent of consumers (ages 16-64) with earned income exceeds state average
- Total number of \$1000, \$1250, and \$1500 incentive payments made for the fiscal year and increased from 2017
- Percentage of adults reporting integrated employment as a goal in IPP
- Client Development Evaluation Reports (CDERs) and Early Start Reports (ESRs) are current

But, we still need to improve in the following areas:

- Fewer children living in in licensed homes serving more than 6 children
- Intake/Assessment completed in a timely manner (240 days or less)
- Intake/Assessment and Individual Family Service Plans completed in a timely manner (for ages 0-2)

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

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

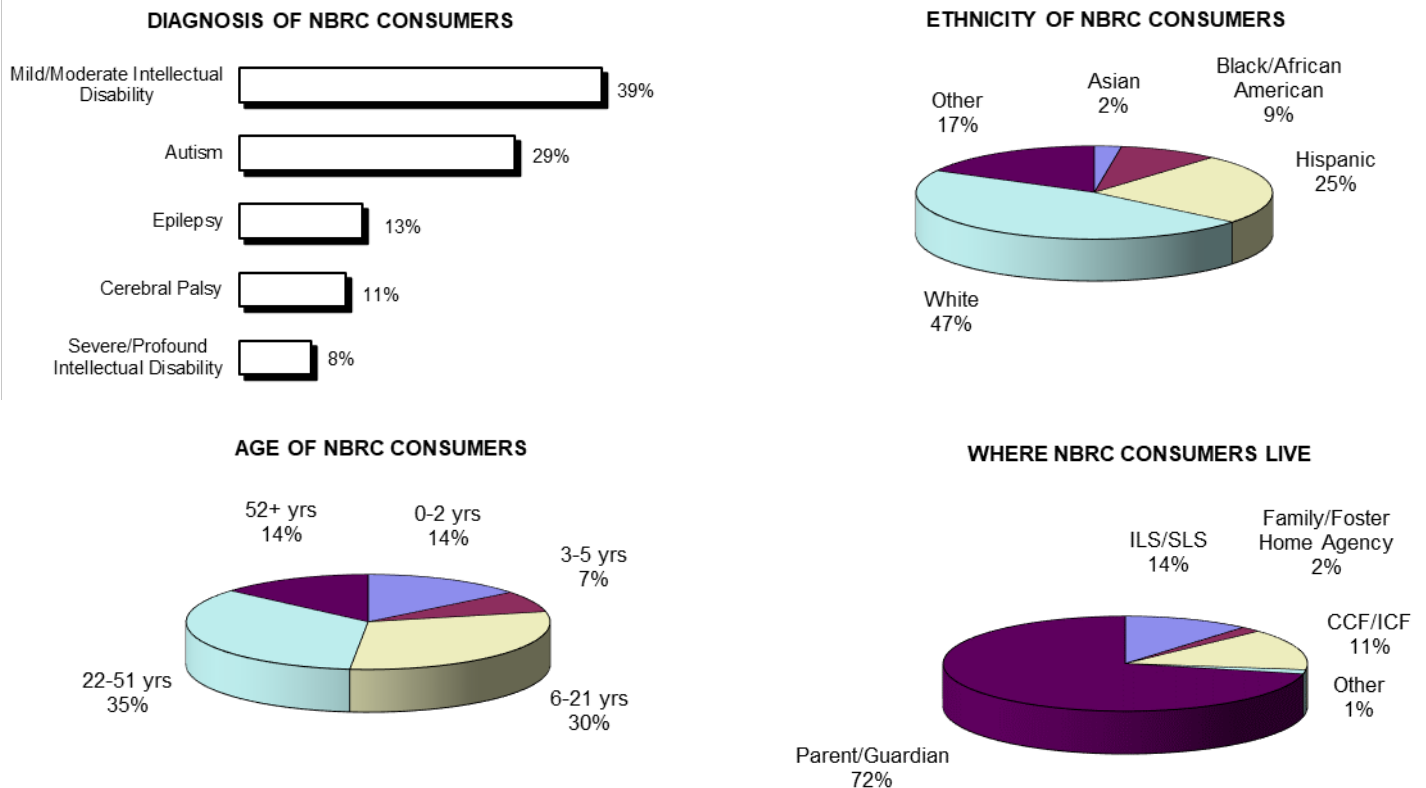
Or contact January Crane at 707-256-1256.

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Gabriel Rogin  
Director, North Bay Regional Center

## Who uses NBRC?

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



## How well is NBRC performing?

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

The first column tells you how NBRC was doing at the end of 2017, and the second column shows how NBRC was doing at the end of 2018.

To see how NBRC 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 2017		December 2018	
	State Average	NBRC	State Average	NBRC
Fewer consumers live in developmental centers	0.21%	0.89%	0.12%	0.13%
More children live with families	99.32%	99.24%	99.38%	99.38%
More adults live in home settings*	79.61%	78.64%	80.20%	78.72%
Fewer children live in large facilities (more than 6 people)	0.04%	0.09%	0.04%	0.08%
Fewer adults live in large facilities (more than 6 people)	2.47%	1.26%	2.31%	1.14%

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 NBRC meet DDS standards?

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

Area Measured	Last Period	Current Period
Passes independent audit	No	No*
Passes DDS audit	Yes	Yes
Audits vendors as required	Partially Met	Yes
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.)*	97.13%	97.11%
Intake/Assessment timelines for consumers age 3 or older met	99.45%	95.91%
IPP ( <i>Individual Program Plan</i> ) requirements met	99.33%	N/A
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	84.5%	87.3%

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 CPA Audit: NBRC received final FY 2016-17 audit at the end of 2018

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

The chart below shows how well NBRC is performing on increasing consumer employment performance compared to their prior performance and statewide average:

Areas Measured	Time Period			
	CA	NBRC	CA	NBRC
<b>Consumer Earned Income ( Age 16+):</b> Data Source: Employment Development Department	<b>Jan through Dec 2016</b>		<b>Jan through Dec 2017</b>	
Quarterly number of consumers with earned income	25,236	1,378	27,182	1,424
Percentage of consumers with earned income	16%	28%	17%	28%
Average annual wages	\$8,327	\$7,368	\$9,033	\$8,426
<b>Annual earnings of consumers compared to people with all disabilities in California</b> Data Source: Cornell University Disability Status Report	<b>2016</b>		<b>2017</b>	
	\$45,300		\$47,500	
<b>National Core Indicator Adult Consumer Survey</b>	<b>July 2011-June 2012</b>		<b>July 2014-June 2015</b>	
Percentage of adults who reported having integrated employment as a goal in their IPP	27%	25%	27%	26%
<b>Paid Internship Program</b> Data Source: Paid Internship Program Survey	<b>2017-18</b>			
	<b>CA Average</b>		<b>NBRC</b>	
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	6		0	
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	18%		0%	
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$11.64		\$10.88	
Average hours worked per week for adults who participated in a Paid Internship Program	18		17	
<b>Incentive Payments</b> Data Source: Competitive Integrated Employment Incentive Program Survey				
Average wages for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made	\$11.93		\$11.47	
Average hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made	22		20	
Total number of Incentive payments made for the fiscal year for the following amounts:	\$1,500	13	15	
	\$1,250	21	25	
	\$1,000	29	35	

The 2019 employment data was compiled differently from previous years. To obtain these statistics, DDS provided the EDD with the names and social security numbers of individuals ages 16 and older that are Status 2. The EDD matched that information to their database and returned individual-specific wage data including employment locations, business name and type. DDS then analyzed the data for accuracy and only reported to regional centers the information deemed most accurate. Approximately 87% of the EDD data were deemed accurate enough to report with confidence.

## How well is NBRC 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.

Number and percent of individuals receiving only case management services by age and ethnicity

Measure	Year	Number of Eligible Consumers Receiving Case Management Only			Percent of Eligible Consumers Receiving Case Management Only		
		Birth to 2	3 to 21	22 and Older	Birth to 2	3 to 21	22 and Older
American Indian or Alaska Native	2017	0	6	1	N/A	40%	7%
	2018	0	7	1	N/A	41%	7%
Asian	2017	3	85	37	3%	40%	14%
	2018	2	95	49	3%	38%	18%
Black/African American	2017	9	110	79	11%	38%	15%
	2018	11	104	74	12%	37%	14%
Hispanic	2017	38	338	100	5%	29%	17%
	2018	30	363	102	4%	30%	16%
Native Hawaiian or Other Pacific Islander	2017	0	5	1	N/A	36%	13%
	2018	0	6	2	N/A	46%	18%
White	2017	13	494	274	2%	37%	10%
	2018	10	474	281	1%	37%	10%
Other Ethnicity or Race	2017	19	244	60	7%	33%	19%
	2018	7	254	72	3%	32%	21%
Total	2017	82	1,282	552	4%	34%	12%
	2018	60	1,303	581	3%	34%	13%

Per capita purchase of service expenditures by individual's primary language (languages chosen by 40 or more consumers only)

Language	Count of UCI		Per Capita Purchase of Service Expenditures	
	2017	2018	2017	2018
English	8,094	8,432	\$20,329	\$21,028
Spanish	1,799	1,797	\$6,466	\$6,907
Tagalog	58	57	\$15,043	\$17,453

The tables below provide information on National Core Indicator survey results 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, Child Family Survey: 2015-16)

Ethnicity/Race	NBRC	All California Regional Centers
Total Respondents	299	12,696
Missing Race	66.7%	70.5%
American Indian/Alaska Native	50.0%	76.5%
Asian	58.8%	69.9%
Black/African-American	47.10%	70.1%
Native Hawaiian/Pacific Islander	100.0%	73.1%
White	52.5%	72.8%
Other/Unknown	N/A	65.0%
Hispanic or Latino	64.4%	69.7%
Mixed Race	63.5%	71.7%
Overall	58.2%	70.8%

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

(Response: Always/Usually, Adult Family Survey: 2016-17)

Ethnicity/Race	NBRC	All California Regional Centers
Total Respondents	238	4,603
Missing Race	77.3%	81.1%
American Indian/Alaska Native	100.0%	76.7%
Asian	68.4%	79.4%
Black/African-American	83.3%	75.7%
Native Hawaiian/Pacific Islander	100.0%	87.5%
White	77.3%	80.9%
Other/Unknown	100.0%	61.1%
Hispanic or Latino	71.1%	77.6%
Mixed Race	77.3%	81.1%
Overall	75.2%	79.1%



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

(Response: Always/Usually, Family Guardian Survey: 2016-17)

Ethnicity/Race	NBRC	All California Regional Centers
Total Respondents	159	3,768
Missing Race	100.0%	79.5%
American Indian/Alaska Native	100.0%	85.2%
Asian	100.0%	90.6%
Black/African-American	71.4%	83.1%
Native Hawaiian/Pacific Islander	85.7%	78.6%
White	82.5%	89.0%
Other/Unknown	N/A	85.7%
Hispanic or Latino	80.0%	83.0%
Mixed Race	77.8%	82.8%
Overall	82.4%	87.5%

Have services made a difference in helping keep your family member at home?

(Response: Yes, Adult Family Survey: 2016-17)

Ethnicity/Race	NBRC	All California Regional Centers
Total Respondents	259	4,918
Missing Race	40.0%	55.6%
American Indian/Alaska Native	N/A	60.6%
Asian	65.0%	60.7%
Black/African-American	57.1%	63.9%
Native Hawaiian/Pacific Islander	50.0%	80.0%
White	69.0%	68.3%
Other/Unknown	0.0%	52.6%
Hispanic or Latino	68.6%	64.1%
Mixed Race	73.9%	65.5%
Overall	67.2%	65.1%

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.nbrc.net](http://www.nbrc.net)

Or contact January Crane at 707-256-1256