

## Frank D. Lanterman Regional Center

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### Performance Report for Frank D. Lanterman 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 Frank D. Lanterman Regional Center (FDLRC) we served about 10,680 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 FDLRC, 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 performed above the State average on nearly all Regional Center goals on page 3 and in meeting DDS compliance standards on page 4.

For the Employment standards on page 4, we have helped three work activity centers transition to Supported Employment and we are working diligently on improving our Paid Internship Program. We have conducted parent education opportunities and provided outreach and technical assistance to our service provider community.

We continue to partner with our specialized community-based organizations to provide parent education and support and to reduce disparity; our Promotora Program and our Korean Community Health Worker programs are two examples of such collaboration. We recruit staff who reflect the community we serve. Of the 10,680 people we serve, 46% of our clients and families and 72% of our staff are Hispanic; 14% of our clients and families and 10% of our staff are Asian; 6% of our clients and families and 9% of our staff are African-American and 31% of our clients and families and 8% of our staff are Caucasian.

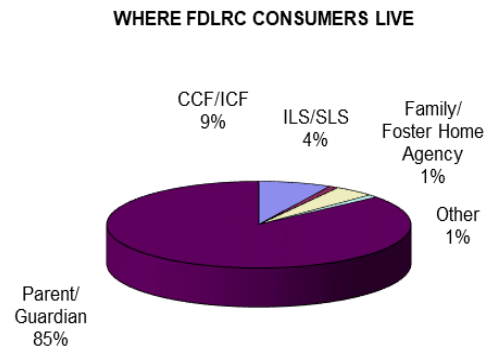
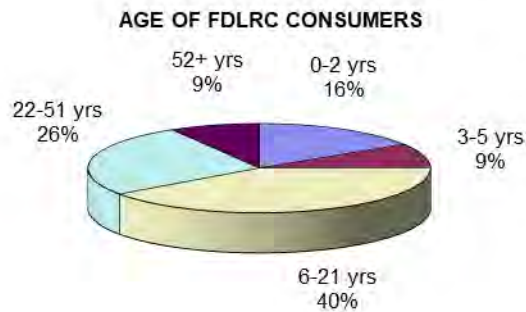
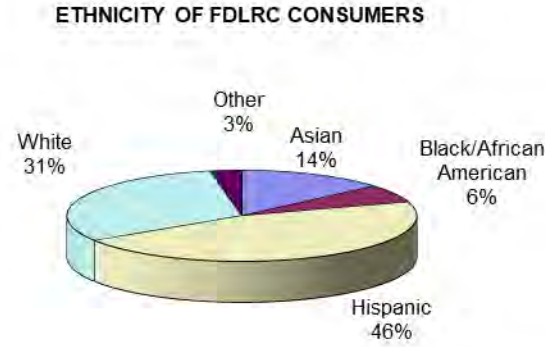
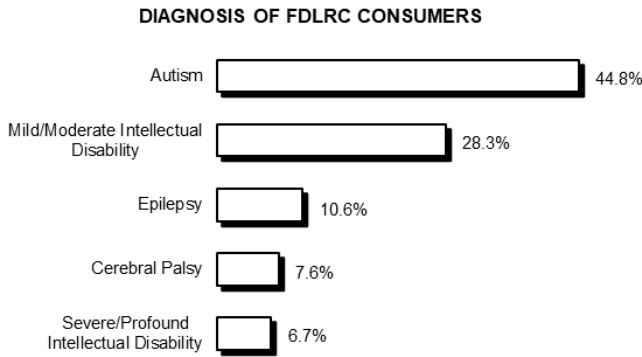
We hope this report helps you learn more about FDLRC. If you have any questions or comments, please contact us! This report is a summary. To see the complete report go to [www.lanterman.org](http://www.lanterman.org) or contact Lanterman Regional Center at (213) 383-1300. I also invite you to sign up for our e-bulletin and to follow us on Facebook.

A handwritten signature in black ink that reads "Melinda Sullivan".

Director, Frank D. Lanterman Regional Center

## Who uses FDLRC?

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



## How well is FDLRC performing?

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

The first column tells you how FDLRC was doing at the end of 2018, and the second column shows how FDLRC was doing at the end of 2019.

To see how FDLRC 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 2018		December 2019	
	State Average	FDLRC	State Average	FDLRC
Fewer consumers live in developmental centers	0.12%	0.06%	0.08%	0.02%
More children live with families	99.38%	99.79%	99.44%	99.79%
More adults live in home settings	80.20%	79.18%	80.84%	79.95%
Fewer children live in large facilities (more than 6 people)	0.04%	0.05%	0.04%	0.05%
Fewer adults live in large facilities (more than 6 people)	2.31%	6.68%	2.15%	6.39%

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 FDLRC meet DDS standards?

Read below to see how well FDLRC 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 consumers, including diagnosis.)	95.36%	93.41%
Intake/Assessment timelines for consumers age 3 or older met	90.70%	98.73%
IPP ( <i>Individual Program Plan</i> ) requirements met	96.11%	N/A
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	86.6%	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.

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

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

Areas Measured	Time Period				
	CA	FDLRC	CA	FDLRC	
<b>Consumer Earned Income (Ages 16 to 64):</b> Data Source: Employment Development Department	<b>Jan through Dec 2017</b>		<b>Jan through Dec 2018</b>		
Quarterly number of consumers with earned income	27,182	521	27,526	553	
Percentage of consumers with earned income	17%	12%	16%	12%	
Average annual wages	\$9,033	\$11,732	\$10,317	\$13,545	
<b>Annual earnings of consumers compared to people with all disabilities in California</b> Data Source: Cornell University Disability Status Report	<b>2017</b>		<b>2018</b>		
	\$47,500		Data not Available*		
<b>National Core Indicator Adult Consumer Survey</b>	<b>July 2014-June 2015</b>		<b>July 2017-June 2018</b>		
Percentage of adults who reported having integrated employment as a goal in their IPP	27%	24%	29%	30%	
<b>Paid Internship Program</b> Data Source: Paid Internship Program Survey	<b>2017-18</b>		<b>2018-19</b>		
	<b>CA Average</b>	<b>FDLRC</b>	<b>CA Average</b>	<b>FDLRC</b>	
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	6	2	9	4	
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	18%	18%	13%	44%	
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$11.64	\$11.86	\$12.45	\$12.61	
Average hours worked per week for adults who participated in a Paid Internship Program	18	27	17	24	
<b>Competitive Integrated Employment</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	\$12.01	\$12.76	\$12.72	
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	22	23	22	20	
Total number of Incentive payments made for the fiscal year for the following amounts:	\$1,500	\$13	0	27	4
	\$1,250	21	3	39	8
	\$1,000	29	9	43	10

To obtain these statistics, DDS provided the EDD with client data, and 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.

\*The Cornell University 2018 Disability Status Report was not available at the time that this report was finalized.

## How well is FDLRC 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 Consumers with 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	2017-18	0	1	1	0%	50%	20%
	2018-19	0	1	1	0%	50%	17%
Asian	2017-18	0	205	69	0%	26%	14%
	2018-19	2	203	79	1%	25%	16%
Black/African American	2017-18	0	96	38	0%	27%	12%
	2018-19	0	95	29	0%	29%	9%
Hispanic	2017-18	0	926	196	0%	30%	16%
	2018-19	5	968	227	0%	31%	17%
Native Hawaiian or Other Pacific Islander	2017-18	0	1	0	0%	33%	0%
	2018-19	0	3	0	0%	100%	0%
White	2017-18	2	409	133	0%	25%	10%
	2018-19	2	398	155	0%	24%	11%
Other Ethnicity or Race	2017-18	0	45	11	0%	37%	8%
	2018-19	0	33	10	0%	32%	8%
Total	2017-18	6	1,683	448	0%	28%	13%
	2018-19	9	1,701	501	0%	28%	14%

This table reflects the number of people not receiving Purchase of Services (POS) funding from the regional center; it does not take into consideration services that may be provided by generic agencies such as Medi-Cal, IHSS or the public school system, nor does it consider services covered by an individual's health plan.

Per capita purchase of service expenditures by individual's primary language  
(for languages chosen by 30 or more consumers only)

Language	Count of UCI		Per Capita Purchase of Service Expenditures	
	2017-18	2018-19	2017-18	2018-19
English	7,602	7,875	\$14,773	\$15,781
Spanish	3,479	3,561	\$8,850	\$9,233
Korean	371	360	\$13,906	\$16,165
Armenian	384	414	\$18,235	\$18,697
Tagalog	68	66	\$14,820	\$18,119
Cantonese Chinese	41	41	\$13,839	\$15,874
Russian	40	37	\$8,512	\$9,710
Arabic	26	31	\$19,734	\$18,400

**Translation of Individual Program Plans (IPPs):** In 2019, Lanterman completed approximately 2309 IPPs and translated the IPP into the preferred language of the family upon request. **Translations were done as follows:**

- 1791 English – No translation (77%)
- 476 Spanish - 476 were translated (21%)
- 33 Korean - 33 were translated (2%)
- 3 Armenian - 3 were translated (less than 1%)
- 6 IPPs were conducted and translated into a variety of other languages (less than 1%)

The tables on the next page provide information on National Core Indicator survey results regarding services, satisfaction, and family outcomes, analyzed by race and ethnicity. The National Core Indicators program is nationally recognized as a valuable source of information about people with developmental disabilities receiving services across a large sample of states. In California, DDS coordinates the implementation of NCI surveys and the State Council on Developmental Disabilities (SCDD) conducts the surveys for DDS.

Lanterman Regional Center supports the value of NCI and is committed to using the survey results as one quality measure as to how we are providing services to the people we serve. In 2019 we decided to add some of the NCI survey results to our Performance Plan. There are three types of surveys: 1) Child Family Survey, in which a minor child lives in the family home, 2) Adult Family Survey, in which adult children live in the family home and 3) Family Guardian Survey, in which an adult child lives outside of the family home. 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	FDLRC		California	
	Total Number of Respondents	Percent that Responded Yes	Total Number of Respondents	Percent that Responded Yes
Missing Race	13	69.20%	254	70.50%
American Indian/Alaska Native	1	100.00%	51	76.50%
Asian	80	70.00%	1,680	69.90%
Black/African-American	16	56.30%	658	70.10%
Native Hawaiian/Pacific Islander	2	50.00%	26	73.10%
White	110	66.40%	3,079	72.80%
Other/Unknown	0	N/A	40	65.00%
Hispanic or Latino	240	64.20%	5,140	69.70%
Mixed Race	62	72.60%	1,768	71.70%
Overall	524	66.40%	12,696	70.80%

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

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

Ethnicity/Race	FDLRC		California	
	Total Number of Respondents	Percent that Responded Yes	Total Number of Respondents	Percent that Responded Yes
Missing Race	5	60.00%	127	73.20%
American Indian/Alaska Native	1	100.00%	30	76.70%
Asian	37	75.70%	501	79.40%
Black/African-American	11	63.60%	304	75.70%
Native Hawaiian/Pacific Islander	0	N/A	8	87.50%
White	71	66.20%	71	80.90%
Other/Unknown	2	60	18	61.10%
Hispanic or Latino	93	69.90%	1,457	77.60%
Mixed Race	9	100.00%	392	81.10%
Overall	229	70.30%	4,603	79.10%

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

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

Ethnicity/Race	FDLRC		California	
	Total Number of Respondents	Percent that Responded Yes	Total Number of Respondents	Percent that Responded Yes
Missing Race	1	100.00%	78	79.50%
American Indian/Alaska Native	0	N/A	27	85.20%
Asian	11	90.90%	212	90.60%
Black/African-American	6	100.00%	178	83.10%
Native Hawaiian/Pacific Islander	0	N/A	14	78.60%
White	64	84.40%	2,609	89.00%
Other/Unknown	0	N/A	7	85.70%
Hispanic or Latino	23	91.30%	370	83.00%
Mixed Race	14	85.70%	273	82.80%
Overall	119	87.40%	3,768	87.50%

Does your child have an Individual Program Plan (IPP) or Individual Family Service Plan (IFSP)?

(Response: **Yes, Child Family Survey: 2015-16**)

Ethnicity/Race	FDLRC		California	
	Total Number of Respondents	Percent that Responded Yes	Total Number of Respondents	Percent that Responded Yes
Missing Race	13	46.20%	278	58.30%
American Indian/Alaska Native	1	100.00%	51	68.60%
Asian	87	65.50%	1,768	64.60%
Black/African-American	16	50.00%	692	69.80%
Native Hawaiian/Pacific Islander	2	100.00%	27	74.10%
White	114	70.20%	3,164	74.10%
Other/Unknown	0	0.00%	42	64.30%
Hispanic or Latino	264	47.00%	5,461	53.00%
Mixed Race	64	60.90%	1,817	71.70%
Overall	561	56.50%	13,300	63.20%



Does the plan (IPP or IFSP) include all the services and supports your child needs?  
 (Response: **Yes, Child Family Survey: 2015-16**)

Ethnicity/Race	FDLRC		California	
	Total Number of Respondents	Percent that Responded Yes	Total Number of Respondents	Percent that Responded Yes
Missing Race	6	66.70%	162	66.00%
American Indian/Alaska Native	1	100.00%	35	71.40%
Asian	57	52.60%	1,142	64.70%
Black/African-American	8	62.50%	483	68.50%
Native Hawaiian/Pacific Islander	2	50.00%	20	60.00%
White	80	52.50%	2,344	60.40%
Other/Unknown	0	0.00%	27	70.40%
Hispanic or Latino	124	66.10%	2,895	71.60%
Mixed Race	39	59.00%	1,303	63.10%
Overall	317	59.30%	8,411	65.90%

Does your family member have an Individual Program Plan (IPP)?  
 (Response: **Yes, Family Guardian Survey: 2016-17**)

Ethnicity/Race	FDLRC		California	
	Total Number of Respondents	Percent that Responded Yes	Total Number of Respondents	Percent that Responded Yes
Missing Race	3	33.30%	92	64.10%
American Indian/Alaska Native	0	N/A	31	74.20%
Asian	11	81.80%	231	62.80%
Black/African-American	6	83.30%	196	58.70%
Native Hawaiian/Pacific Islander	0	N/A	16	68.80%
White	71	50.70%	2,791	73.00%
Other/Unknown	0	N/A	9	44.40%
Hispanic or Latino	28	42.90%	404	53.70%
Mixed Race	16	68.80%	292	67.50%
Overall	135	54.80%	4,062	69.20%

Does the plan (IPP or IFSP) include all the services and supports your family member needs?

(Response: **Yes, Family Guardian Survey: 2016-17**)

Ethnicity/Race	FDLRC		California	
	Total Number of Respondents	Percent that Responded Yes	Total Number of Respondents	Percent that Responded Yes
Missing Race	1	100.00%	59	72.90%
American Indian/Alaska Native	0	N/A	23	87.00%
Asian	9	100.00%	145	77.20%
Black/African-American	5	80.00%	115	74.80%
Native Hawaiian/Pacific Islander	0	N/A	11	72.70%
White	36	66.70%	2,038	75.30%
Other/Unknown	0	N/A	4	100.00%
Hispanic or Latino	12	75.00%	217	75.60%
Mixed Race	11	63.60%	197	69.00%
Overall	74	73.00%	2,809	75.00%

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

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

Ethnicity/Race	FDLRC		California	
	Total Number of Respondents	Percent that Responded Yes	Total Number of Respondents	Percent that Responded Yes
Missing Race	5	40.00%	142	55.60%
American Indian/Alaska Native	1	100.00%	33	60.60%
Asian	43	65.10%	557	60.70%
Black/African-American	14	57.10%	338	63.90%
Native Hawaiian/Pacific Islander	0	0.00%	10	80.00%
White	77	59.70%	1,834	68.30%
Other/Unknown	2	100.00%	19	65.50%
Hispanic or Latino	104	62.50%	1,576	64.10%
Mixed Race	10	60.00%	409	65.50%
Overall	256	61.70%	4,918	65.10%
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				

Ethnicity/Race	FDLRC		California	
	Total Number of Respondents	Percent that Responded Yes	Total Number of Respondents	Percent that Responded Yes
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.lanterman.org](http://www.lanterman.org) Or contact <Lanterman Regional Center > at **(213) 383-1300**