

North Los Angeles County Regional Center

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Performance Report for the North Los Angeles County 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 Los Angeles County Regional Center (NLACRC), we served about 26,540 consumers. The charts on page four tell you about the consumers we serve. You will also see how well we are doing in meeting our goals and in fulfilling our contract with DDS.

At NLACRC, we want to improve every year, do better than the state average, and meet or exceed the DDS standard. Here is a summary of where we exceed the statewide average, and where we need to improve.

Page 4 – Regional Center Goals

We exceeded the statewide average in all but one of the Regional Center Goals listed on page 4. The one measure where we do not exceed the statewide average is the adults living in large facilities. There are a few large facilities in NLACRC's catchment area, and these are the best options at this time for 2.65% of our adults, as indicated in the data. We will continue to evaluate to determine if other, more suitable alternatives become available.

Page 6 – Employment Measures

Consumer earned income

The total number of consumers with earned income increased from 1,514 in 2017 to 1,597 in 2018, but the percentage remained the same at 14%. Nevertheless, the average annual wages for NLACRC consumers increased from \$10,701 to \$12,194, an increase of \$1,493. In California, the increase was \$1,284. The Employment Development Department (EDD) provides the data for this measure.

Percentage of adults who reported having integrated employment as a goal in their IPP

Integrated employment is the ultimate goal for all consumers receiving individualized day services. That goal is part of program planning, but it may not be specifically stated in the Individual Program Plan, as there may be other outcomes the individuals prefer to focus on for the next 1-3 years, which will then help them achieve integrated employment in the future.

NLACRC's percentage of consumers dropped from 28% in 2014-2015 to 26% in 2017-2018. Since the fiscal year 2017-2018, we have increased outreach and awareness amongst the population that can benefit from competitive integrated employment. In 2017, we hired an Employment Specialist to help facilitate these efforts.

Paid Internship Program

NLACRC increased the number and percentage of adults in Paid Internship Programs from 2017-18 to 2018-19, but we were 3% below the statewide average in 2017-18 and 2% below the statewide average in 2018-19. We are steadily increasing our numbers as we add service providers who can provide this service.

The average hourly or salaried wages for adults who participated in a Paid Internship Program are slightly higher than the statewide average. The average hours per week for adults who participated in a paid internship improved from 9 hours in 2017-18, to 16 in 2018-19. However, they were still slightly lower than the statewide average of 17 in 2018-19. Nevertheless, it demonstrates an increase in our catchment area, which indicates our efforts as a center to increase awareness of the program.

Incentive payments

The average wage earned by an NLACRC consumer in 2018-19 is \$13.30 compared to \$12.75 in California. The number of adults engaged in competitive integrated employment on behalf of whom incentive payments were made dropped slightly from 24 adults in 2017-18 to 22 in 2018-19. There may be potential incentive payments that are pending to be processed for 2018-19 by the provider. The total number of incentive payments made to NLACRC adults has increased significantly from 2017-18 to 2018-19: \$1500 – from 9 to 41 adults; \$1,250 – from 11 to 47 adults; and \$1000 – from 14 to 41 adults. The data for this measure is from the Competitive Integrated Employment/Paid Internship Program survey that the regional center submitted to DDS in fall 2019.

Page 7 – Reducing disparities and improving equity

There are minor changes in the percentage for annual authorized services and expenditures by individual's residence type and ethnicity indicated by a slight decrease in the Home category for American Indian or Alaska Native and Native Hawaiian or Other Pacific Islander. There is an improvement from .07 in 2017 to .97 in 2018 in the category of Other Ethnicity or Race for Other Residence Type.

Page 8 – Number and percent of individuals receiving only case management services by age and ethnicity

There have been minor changes in the data from 2017-18 to 2018-19. The categories where there appears to be a significant change include American Indian or Alaska Natives

ages 22 and older, where the percentage increased from 8% to 25%. The other category where there appears to be a significant change is for Native Hawaiian or Other Pacific Islanders age 22 and older. It went from 0% in 2017-18 to 14% in 2018-19. Please note that the increase in number for these two categories was minimal: from 1 to 3 individuals for American Indian or Alaska Native, and from 0 to 1 individual for Native Hawaiian or Other Pacific Islander.

Page 9 – Percent of total annual purchase of service expenditures by an individual's ethnicity and age

The changes here are minor. The most significant change is an increase in authorized expenditures from 13% in 2017-18 to 16% in 2018-19 for individuals ages birth to 2, other ethnicity or race.

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

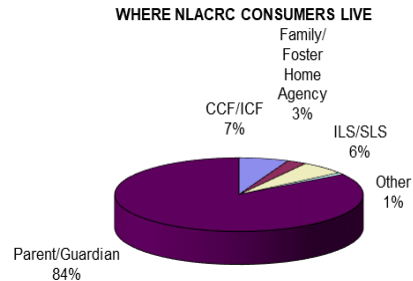
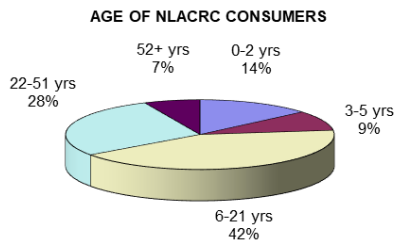
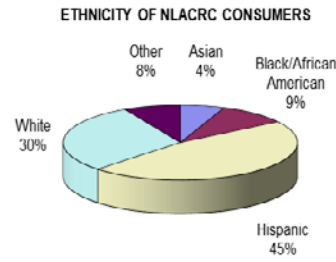
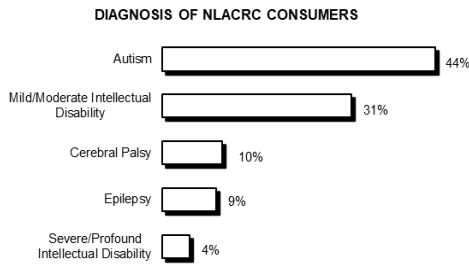
This report is a summary. To see the complete report, please visit our website, www.nlacrc.org, or contact Sara Iwahashi at siwahashi@nlacrc.org, or you may call her at (818) 756-6451.



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Who uses NLACRC?

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



How well is NLACRC performing?

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

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

To see how NLACRC 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	NLACRC	State Average	NLACRC
Fewer consumers live in developmental centers	0.12%	0.07%	0.08%	0.06%
More children live with families	99.38%	99.59%	99.44%	99.58%
More adults live in home settings	80.20%	82.92%	80.84%	83.40%
Fewer children live in large facilities (more than 6 people)	0.04%	0.03%	0.04%	0.01%
Fewer adults live in large facilities (more than 6 people)	2.31%	2.62%	2.15%	2.65%

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 NLACRC meet DDS standards?

Read below to see how well NLACRC 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.)	96.28%	95.73%
Intake/Assessment timelines for consumers age 3 or older met	100%	98.53%
IPP (Individual Program Plan) requirements met	99.00%	N/A
IFSP (Individualized Family Service Plan) requirements met	86.8%	86.3%

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 "Audits vendors as required," in 2017 NLACRC met the requirement for the number of vendors that we are required to audit however we did not audit at least one Early Start provider as required. This is the reason for the "partially met" status for that period.

How well is NLACRC doing at getting consumers working?

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

Areas Measured	Time Period				
	CA	NLACRC	CA	NLACRC	
Consumer Earned Income (Ages 16 to 64): Data Source: Employment Development Department	Jan through Dec 2017		Jan through Dec 2018		
Quarterly number of consumers with earned income	27,182	1,514	27,526	1,597	
Percentage of consumers with earned income	17%	14%	16%	14%	
Average annual wages	\$9,033	\$10,701	\$10,317	\$12,194	
Annual earnings of consumers compared to people with all disabilities in California Data Source: Cornell University Disability Status Report	2017		2018		
	\$47,500				
National Core Indicator Adult Consumer Survey	July 2014-June 2015		July 2017-June 2018		
Percentage of adults who reported having integrated employment as a goal in their IPP	27%	28%	29%	26%	
Paid Internship Program Data Source: Paid Internship Program Survey	2017-18		2018-19		
	CA Average	NLACRC	CA Average	NLACRC	
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	6	0	9	3	
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	18%	0%	13%	7%	
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$11.64	\$12.00	\$12.45	\$13	
Average hours worked per week for adults who participated in a Paid Internship Program	18	9	17	16	
Incentive Payments 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	\$12.66	\$12.76	\$13.30	
Average hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made	22	24	22	22	
Total number of Incentive payments made for the fiscal year for the following amounts:	\$1,500	13	9	27	41
	\$1,250	21	11	39	47
	\$1,000	29	14	43	41

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 NLACRC 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.

Indicator showing the relationship between annual authorized services and expenditures by individual's residence type and ethnicity

Residence Type	American Indian or Alaska Native		Asian		Black/African American		Hispanic		Native Hawaiian or Other Pacific Islander		White		Other Ethnicity or Race	
	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19
Home	0.54	0.39	0.67	0.68	0.70	0.71	0.70	0.70	0.87	0.45	0.70	0.69	0.66	0.66
ILS/SLS	0.64	0.68	0.86	0.84	0.84	0.82	0.82	0.84	N/A	1.00	0.87	0.86	0.86	0.87
Institutions	N/A	N/A	N/A	N/A	0.41	0.57	0.95	0.72	N/A	N/A	0.63	0.09	N/A	N/A
Residential	0.91	0.94	0.90	0.90	0.89	0.90	0.88	0.90	0.91	0.94	0.89	0.89	0.92	0.88
Med/Rehab/Psych	N/A	N/A	0.57	0.65	0.56	0.71	0.55	0.70	N/A	1.00	0.86	0.77	0.77	0.73
Other	N/A	N/A	1.00	0.72	0.81	0.90	0.54	0.58	N/A	N/A	0.70	0.71	0.07	0.97

Notes: 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. 5) Green check marks are indicated by values less than 1.25 and greater than or equal to 0.75. Yellow warning signs are indicated by values less than 1.5 and greater than or equal to 1.25 and less than .75 and greater than 0.5. Red x's are indicated by values less than or equal to 0.5 and greater than or equal to 1.5. A perfect ratio is indicated as 1.0.

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	2017-18	0	9	1	0%	39%	8%
	2018-19	0	9	3	0%	39%	25%
Asian	2017-18	2	299	68	1%	33%	14%
	2018-19	3	314	78	1%	33%	15%
Black/African American	2017-18	2	480	189	1%	33%	17%
	2018-19	5	480	205	2%	32%	18%
Hispanic	2017-18	14	2,383	624	0%	32%	21%
	2018-19	8	2677	663	0	34%	21%
Native Hawaiian or Other Pacific Islander	2017-18	0	2	0	N/A	29%	0%
	2018-19	0	2	1	N/A	22%	14%
White	2017-18	16	1,137	527	1%	31%	14%
	2018-19	9	1163	497	1%	31%	13%
Other Ethnicity or Race	2017-18	5	331	53	1%	29%	16%
	2018-19	11	355	67	1%	28%	18%
Total	2017-18	39	4,641	1,462	1%	32%	17%
	2018-19	36	5,000	1,514	1%	32%	17%

Percent of total annual purchase of service expenditures by individual's ethnicity and age

Age Group	Measure	American Indian or Alaska Native		Asian		Black/African American		Hispanic		Native Hawaiian or Other Pacific Islander		White		Other Ethnicity or Race	
		17-18	18-19	17-18	18-19	17-18	18-19	17-18	18-19	17-18	18-19	17-18	18-19	17-18	18-19
Birth to 2	Consumers	0%	0%	5%	4%	6%	5%	54%	55%	0%	0%	22%	20%	13%	16%
	Expenditures	0%	0%	6%	6%	6%	5%	53%	53%	0%	0%	24%	23%	12%	13%
3 to 21	Consumers	0%	0%	6%	6%	10%	10%	51%	52%	0%	0%	25%	24%	8%	8%
	Expenditures	0%	0%	7%	7%	10%	10%	44%	43%	0%	0%	32%	32%	7%	8%
22 and older	Consumers	0%	0%	6%	6%	12%	12%	34%	34%	0%	0%	44%	43%	4%	4%
	Expenditures	0%	0%	6%	6%	9%	9%	24%	25%	0%	0%	56%	56%	4%	4%

Want more information?

To see the complete report, go to: www.nlacrc.org.

Or contact Sara Iwahashi at **(818) 756-6451**.