

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 10,620 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 the DDS compliance standards on page 4. The Covid-19 State of Emergency (SOE) proved to be very challenging and impacted the timeliness of our Intake and Assessment functions; I am happy to report our process responded and eligibility determinations are returning to normal.

We continue to partner with our community-based organizations to provide parent education and support to reduce differences in the Purchase of Services; our Promotora and Community Health Worker programs are two examples of this collaboration, which proved so valuable as we assisted families during the SOE. Of the 10,620 individuals we serve, 46% of clients and families and 66% of staff are Hispanic; 13% of clients and families and 8% of staff are Asian; 6% of clients and families and 8% of staff are African-American and 31% of clients and families and 8% of staff are Caucasian. Overall, Lanterman staff speak 12 different languages.

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 or contact Lanterman Regional Center at (213) 383-1300. I also invite you to sign up for our e-bulletin and follow us on Facebook.

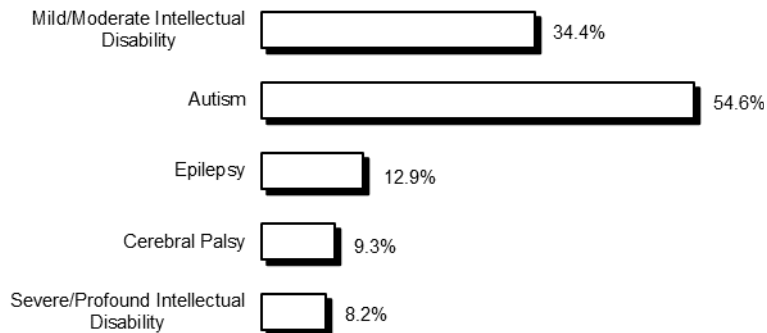
A handwritten signature in black ink that reads "Melinda Sullivan".

Director, Frank D. Lanterman Regional Center

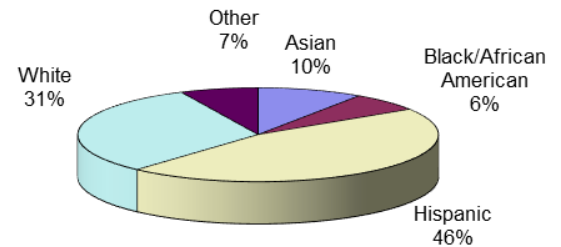
Who uses FDLRC?

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

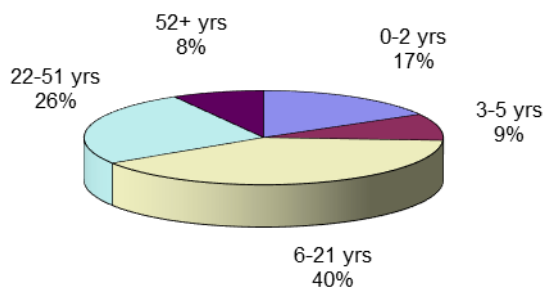
DIAGNOSIS OF FDLRC CONSUMERS



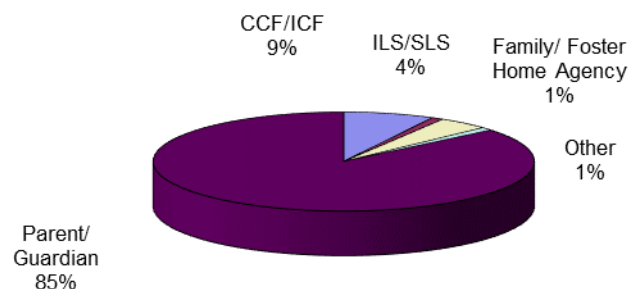
ETHNICITY OF FDLRC CONSUMERS



AGE OF FDLRC CONSUMERS



WHERE FDLRC CONSUMERS 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 2019, and the second column shows how FDLRC was doing at the end of 2020.

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 2019		December 2020	
	State Average	FDLRC	State Average	FDLRC
Fewer consumers live in developmental centers	0.08%	0.02%	0.07%	0.02%
More children live with families	99.44%	99.79%	99.51%	99.80%
More adults live in home settings	80.84%	79.95%	81.71%	80.87%
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)	2.15%	6.39%	1.92%	5.92%

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.)	93.41%	94.87%
Intake/Assessment timelines for consumers age 3 or older met	98.73%	81.60%
IPP (<i>Individual Program Plan</i>) requirements met	N/A	96.22%
IFSP (<i>Individualized Family Service Plan</i>) requirements met	86.6%	86.7%

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) 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	
Consumer Earned Income (Ages 16 and above): Data Source: Employment Development Department	Jan through Dec 2018		Jan through Dec 2019		
Quarterly number of consumers with earned income	27,526	553	28,170	574	
Percentage of consumers with earned income	16%	12%	16%	12%	
Average annual wages	\$10,317	\$13,545	\$11,327	\$14,627	
Annual earnings of consumers compared to people with all disabilities in California Data Source: Cornell University Disability Status Report	2018		2019		
	\$47,600		Data not available*		
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%	24%	29%	30%	
Paid Internship Program Data Source: Paid Internship Program Survey	2018-19		2019-20		
	CA Average	FDLRC	CA Average	FDLRC	
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	9	4	8	1	
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	13%	44%	9%	10%	
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$12.45	\$12.61	\$13.31	\$13.83	
Average hours worked per week for adults who participated in a Paid Internship Program	17	24	16	23	
Competitive Integrated Employment Data Source: Competitive Integrated Employment Incentive Program Survey					
Average wages for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	\$12.76	\$12.72	\$13.52	\$14.75	
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	22	20	21	23	
Total number of Incentive payments made for the fiscal year for the following amounts:	\$1,500	27	4	22	7
	\$1,250	39	8	28	4
	\$1,000	43	10	34	3

*The Cornell University 2019 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.

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	
		18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20
Birth to 2	Percent of Consumers	0%	0%	14%	14%	5%	5%	45%	44%	0%	0%	32%	31%	4%	6%
	Percent of Expenditures	0%	0%	15%	15%	4%	4%	44%	45%	0%	0%	34%	31%	2%	5%
3 to 21	Percent of Consumers	0%	0%	1%	13%	9%	5%	36%	51%	0%	0%	38%	28%	4%	2%
	Percent of Expenditures	0%	0%	19%	17%	11%	8%	25%	40%	0%	0%	50%	33%	3%	1%
22 and older	Percent of Consumers	0%	0%	14%	13%	6%	9%	51%	37%	0%	0%	28%	37%	2%	3%
	Percent of Expenditures	0%	0%	11%	11%	7%	11%	39%	26%	0%	0%	33%	49%	1%	3%

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

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	
	18-19	19-20	18-19	19-20
English	7,875	8,073	\$15,781	\$17,936
Spanish	3,561	3,520	\$9,233	\$11,445
Armenian	414	451	\$18,697	\$20,604
Korean	360	378	\$16,165	\$17,307
Tagalog	66	60	\$18,119	\$23,188
Cantonese Chinese	41	39	\$15,874	\$20,050
Arabic	31	33	\$18,400	\$20,663
Russian	37	30	\$9,710	\$13,322

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		Total Number of Respondents	Percent that Responded Yes
Missing Race	3		92	64.10%
American Indian/Alaska Native	0		31	74.20%
Asian	11		231	62.80%
Black/African-American	6		196	58.70%
Native Hawaiian/Pacific Islander	0		16	68.80%
White	71		2,791	73.00%
Other/Unknown	0		9	44.40%
Hispanic or Latino	28		404	53.70%
Mixed Race	16		292	67.50%
Overall	135		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				
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 or contact Lanterman Regional Center at (213) 383-1300.