

## 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 26,800 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 NLACRC, 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 well in the Regional Center Goals on page 2 and the DDS standards on page 3. And we continue to work on increasing access to competitive integrated employment and reducing disparities and improving equity for the individuals that we serve.

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

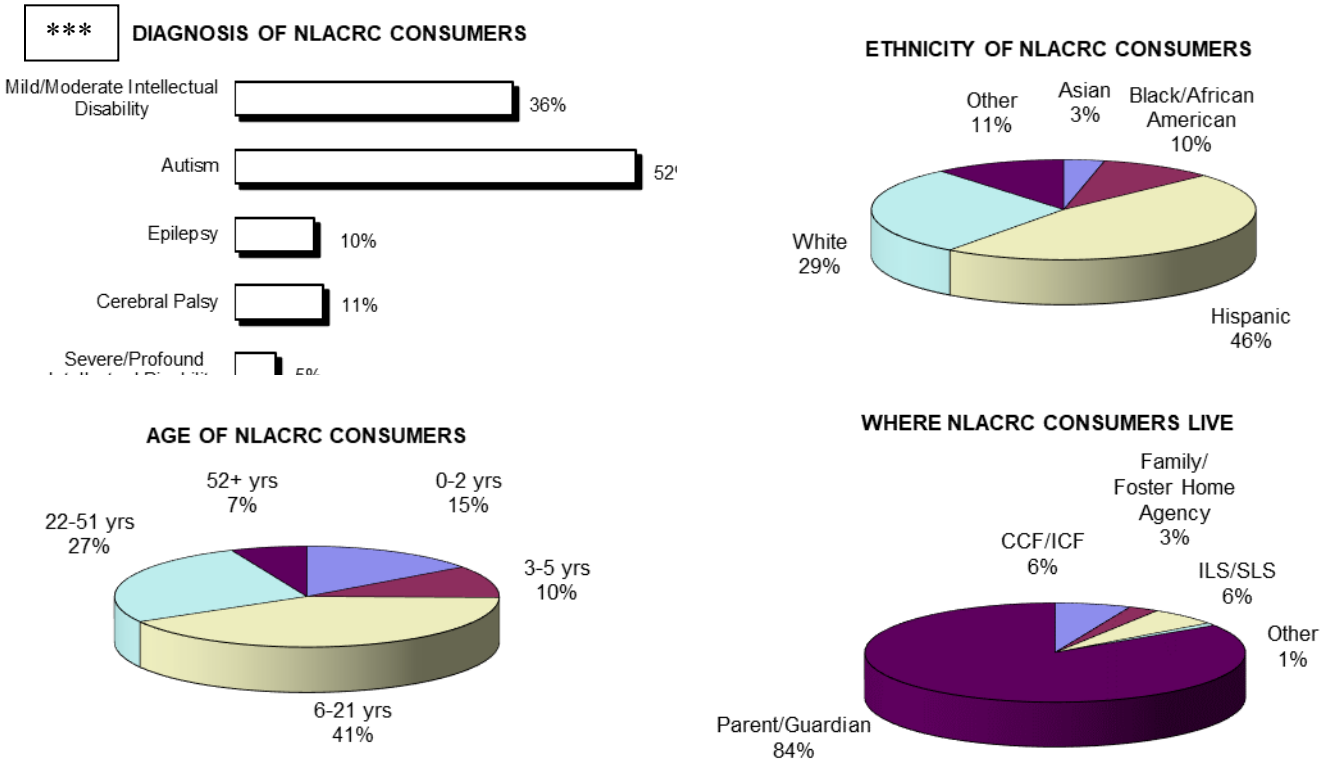
This report is a summary. For more information about the regional center, please go to: <https://www.nlacrc.org/> or contact Sara Iwahashi at **(818) 756-6451**.

Sincerely,

Ruth Janka  
Executive Director, North Los Angeles County Regional Center

## 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 2019. And, the second column shows how NLACRC was doing at the end of 2020.

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 2019		December 2020	
	State Avg	NLACRC	State Avg	NLACRC
Fewer consumers live in developmental centers	0.06%	0.06%	0.06%	0.06%
More children live with families	99.58%*	99.58%*	99.64%	99.64%
More adults live in home settings	83.40%	83.40%	84.30%	84.30%
Fewer children live in large facilities (more than 6 people)	0.01%	0.01%	0.01%	0.01%
Fewer adults live in large facilities (more than 6 people)	2.65%	2.65%	2.36%	2.36%

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		
Passes independent audit	Yes	Yes
Passes DDS audit	Yes	Yes
Audits vendors as required (FY2018-2019 vs FY2019-2020)	Yes	See note 4
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.)	95.73%	98.92%
Intake/Assessment timelines for consumers age 3 or older met	98.53%	100.00%
IPP (Individual Program Plan) requirements met	N/A	97.90%
IFSP (Individualized Family Service Plan) requirements met	86.3%	86.2%

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. 4) Department Directive 01-041520 waived the requirements of Article III, Section 9, paragraph (c) of the Department's regional center contract.

\*\*\* The "Diagnosis of NLACRC Consumers" bar graphs near the top of page 2 does not include NLACRC consumers who have a diagnosis of Intellectual Disability, Severity Unspecified. Approximately 7% of NLACRC consumers have this diagnosis. It also does not include NLACRC consumers with 5th category diagnosis. Approximately 5% of NLACRC consumers have this diagnosis.

The bar graph percentages also reflect duplicated counts. For example, an individual diagnosed with both autism and mild intellectual disability would be counted in both the autism category and mild/moderate intellectual disability category.

\*The Regional Center Goals chart on page 2 shows NLACRC at 99.58% in 2019 for "more children who live with families." Although NLACRC's percentage is slightly lower than NLACRC's 2018 percentage of 99.59%, NLACRC exceeds the state average in 2019 for this measure."

## 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				
		NLACRC		NLACRC	
<b>Consumer Earned Income ( Age 16 and above):</b> Data Source: Employment Development Department	Jan through Dec 2018		Jan through Dec 2019		
Quarterly number of consumers with earned income		1,597		1,689	
Percentage of consumers with earned income		14%		14%	
Average annual wages		\$12,194		\$13,334	
<b>Annual earnings of consumers compared to people with all disabilities in California</b> Data Source: Cornell University Disability Status Report	2018		2019		
<b>National Core Indicator Adult Consumer Survey</b>	July 2014-June 2015		July 2017-June 2018		
Percentage of adults who reported having integrated employment as a goal in their IPP		28%		26%	
<b>Paid Internship Program</b> Data Source: Paid Internship Program Survey	2018-19		2019-20		
		NLACRC		NLACRC	
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program		3		5	
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program		7%		11%	
Average hourly or salaried wages for adults who participated in a Paid Internship Program		\$13.34		\$13.78	
Average hours worked per week for adults who participated in a Paid Internship Program		16		15	
<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		\$13.30		\$14.08	
Average hours worked for adults engages 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		41		27
	\$1,250		47		33
	\$1,000		41		36

\*The Cornell University 2019 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?

This table shows differences in regional center spending based on a person's ethnicity and residence type.

Indicator showing the relationship between annual authorized services and expenditures by individual's residence type and ethnicity. For example, an indicator showing 0.39 means that on average only 39% of the authorized services were utilized; whereas an indicator of 0.99 means that on average 99% of the authorized services were utilized.

Residence Type	American Indian or Alaska Native		Asian		Black/African American		Hispanic		Native Hawaiian or Other Pacific Islander		White		Other Ethnicity or Race	
	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
Home	✘0.39	✘0.40	⚠0.68	⚠0.65	⚠0.71	⚠0.72	⚠0.70	⚠0.70	✘0.45	⚠0.70	⚠0.69	⚠0.67	⚠0.66	⚠0.67
ILS/SLS	⚠0.68	✔0.95	✔0.84	✔0.80	✔0.82	✔0.81	✔0.84	✔0.82	✔1.00	N/A	✔0.86	✔0.84	✔0.87	✔0.77
Institutions	N/A	N/A	N/A	N/A	⚠0.57	⚠0.58	⚠0.72	✘0.23	N/A	N/A	✘0.09	✘0.05	N/A	✘0.00
Residential	✔0.94	N/A	✔0.90	✔0.87	✔0.90	✔0.88	✔0.90	✔0.89	✔0.94	✔0.94	✔0.89	✔0.83	✔0.88	✔0.87
Med/Rehab/Psych	N/A	N/A	⚠0.65	✘0.18	⚠0.71	✔1.13	⚠0.70	⚠0.50	✔1.00	N/A	✔0.77	✔0.75	⚠0.73	✔0.99
Other	N/A	✘0.00	⚠0.72	✘0.34	✔0.90	✔0.96	⚠0.58	⚠0.64	N/A	N/A	⚠0.71	✔0.81	✔0.97	✘0.00

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.

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	Consumers	0%	0%	4%	5%	5%	5%	55%	55%	0%	0%	20%	19%	16%	17%
	Expenditures	0%	0%	6%	5%	5%	5%	53%	55%	0%	0%	23%	21%	13%	14%
3 to 21	Consumers	0%	0%	6%	6%	10%	9%	52%	53%	0%	0%	24%	23%	8%	8%
	Expenditures	0%	0%	7%	7%	10%	11%	43%	43%	0%	0%	32%	31%	8%	7%
22 and older	Consumers	0%	0%	6%	6%	12%	12%	34%	35%	0%	0%	43%	43%	4%	4%
	Expenditures	0%	0%	6%	6%	9%	10%	25%	25%	0%	0%	56%	55%	4%	4%

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
Asian	2018-19	3	314	78	1%	33%	15%
	2019-20	1	333	91	0%	32%	16%
Hispanic	2018-19	8	2,677	663	0%	34%	21%
	2019-20	9	2,685	729	0%	31%	22%
White	2018-19	9	1,163	497	1%	31%	13%
	2019-20	7	1,140	533	1%	30%	13%
Total	2018-19	36	5,000	1,514	1%	32%	17%
	2019-20	26	5,029	1,642	0%	31%	17%

**Want more information?**

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