

## North Bay Regional Center

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*Spring 2022*

## 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 9,300 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 in the below areas:

- The number of individuals in developmental centers did not increase
- No children live in large facilities (more than 6 people)
- Less adults live in large facilities (more than 6 people)
- More children live with families (including own family, foster family, and/or guardian)
- More adults live in home settings (with family, parent or conservator; adult family home agency-FHA; independent living; or supported living arrangements)
- Client Development Evaluation Reports (CDERs) and Early Start Reports (ESRs) are current

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

- The number of individuals that receive only case management services
- Intake/Assessment completed in a timely manner (240 days or less)
- Individual Family Service Plans completed in a timely manner (for ages 0-2)
- Per capita purchase of service expenditures by individual's primary language

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

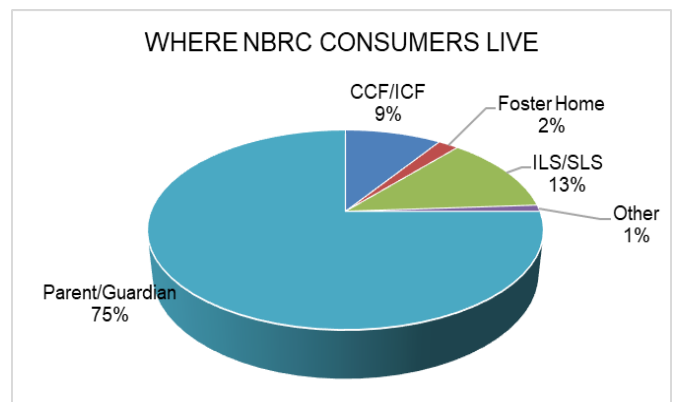
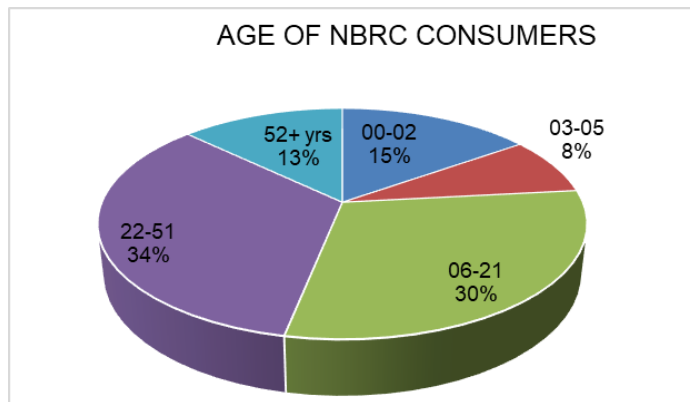
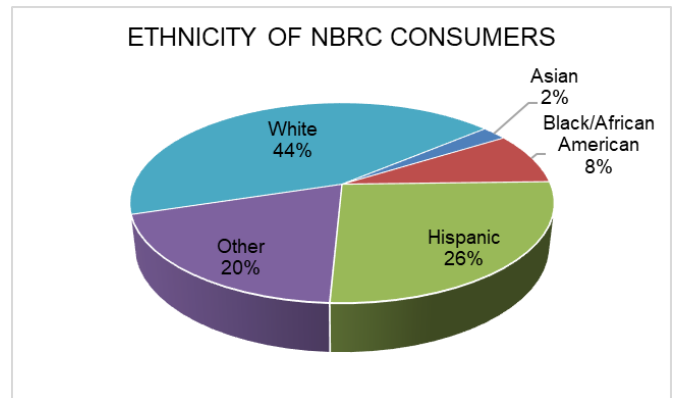
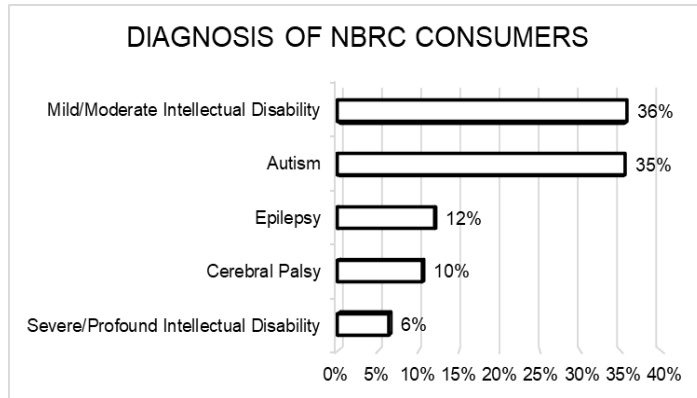
Or contact Courtney Singleton at (707) 256-1227.

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## 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 2020, and the second column shows how NBRC was doing at the end of 2021.

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 2020		December 2021	
	State Average	NBRC	State Average	NBRC
Fewer consumers live in developmental centers	0.07%	0.11%	0.06%	0.11%
More children live with families	99.51%	99.63%	99.58%	99.60%
More adults live in home settings	81.71%	80.48%	82.50%	81.06%
Fewer children live in large facilities (more than 6 people)	0.04%	0.00%	0.03%	0.00%
Fewer adults live in large facilities (more than 6 people)	1.92%	0.95%	1.78%	0.74%

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	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.)	98.93%	98.76%
Intake/Assessment timelines for consumers age 3 or older met	84.17%	95.74%
IPP ( <i>Individual Program Plan</i> ) requirements met	99.34%	97.24%
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	87.1%	86.9%

### 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 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 to 64 years)*:</b> Data Source: Employment Development Department (EDD)	Jan through Dec 2019		Jan through Dec 2020	
Quarterly number of consumers with earned income	25,710	1,334	22,772	1,142
Percentage of consumers with earned income	17.17%	28.12%	18.86%	30.13%
Average annual wages	\$8,772	\$8,364	\$9,733	\$9,298
<b>Annual earnings of consumers compared to people with all disabilities in California</b> Data Source: American Community Survey, five-year estimate	2019		2020	
	\$25,990		\$26,794	
<b>National Core Indicator Adult Consumer Survey</b>	July 2017-June 2018		July 2020-June 2021	
Percentage of adults who reported having integrated employment as a goal in their IPP	29%	36%	35%	N/A**
<b>Paid Internship Program</b> Data Source: Paid Internship Program Survey	2018-19		2019-20	
	CA Average	NBRC	CA Average	NBRC
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	8	1	6	1
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	9%	3%	14%	14%
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$13.31	\$14.28	\$14.25	\$14.03
Average hours worked per week for adults who participated in a Paid Internship Program	16	17	17	10
<b>Incentive Payments</b> 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	\$13.52	\$13.28	\$14.81	\$15.27
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	21	20	23	19
Total number of Incentive payments made for the fiscal year for the following amounts:	\$1,500	22	20	17
	\$1,250	28	23	19
	\$1,000	34	32	33

\*Count of consumers included in the EDD data is determined by how precisely consumer's names match between the EDD data and the Department's data. New methodology, implemented in 2021 and applied to 2019 and 2020 data, requires consumers names to match more precisely than in previous years in order to be counted in the dataset. \*\*Regional centers receive an 'N/A' designation if fewer than 20 people respond to the survey item.

### 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	19-20	0	8	2	0%	42%	9%
	20-21	1	6	3	6%	30%	14%
Asian	19-20	6	91	43	8%	35%	15%
	20-21	4	105	49	6%	41%	17%
Black/African American	19-20	0	109	62	0%	38%	11%
	20-21	4	112	51	5%	37%	9%
Hispanic	19-20	26	378	89	3%	29%	13%
	20-21	45	379	85	5%	28%	12%
Native Hawaiian or Other Pacific Islander	19-20	0	6	0	0%	46%	0%
	20-21	0	5	2	0%	63%	17%
White	19-20	13	448	272	2%	34%	10%
	20-21	34	511	295	5%	39%	10%
Other Ethnicity or Race	19-20	2	304	73	1%	33%	19%
	20-21	14	372	84	5%	40%	21%
Total	19-20	47	1,344	541	2%	32%	11%
	20-21	102	1,490	569	5%	36%	12%

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

Language	Count of UCI		Per Capita Purchase of Service Expenditures	
	2019-20	2020-21	2019-20	2020-21
English	8,753	9,016	\$29,638	\$32,616
Spanish	1,901	1,832	\$9,867	\$11,468
Tagalog	58	56	\$18,174	\$22,916

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: 2019-20**)

Ethnicity/Race	NBRC	All California Regional Centers
Total Respondents	299	12,696
Missing Race	67%	71%
American Indian/Alaska Native	50%	77%
Asian	59%	70%
Black/African-American	47%	70%
Native Hawaiian/Pacific Islander	100%	73%
White	53%	73%
Other/Unknown	N/A	65%
Hispanic or Latino	64%	70%
Mixed Race	64%	72%
Overall	58%	71%

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

(Response: **Always/Usually, Adult Family Survey: 2019-20**)

Ethnicity/Race	NBRC	All California Regional Centers
Total Respondents	359	13,780
Missing Race	60%	85%
American Indian/Alaska Native	N/A	85%
Asian	83%	89%
Black/African-American	88%	82%
Native Hawaiian/Pacific Islander	100%	88%
White	77%	82%
Other/Unknown	50%	93%
Hispanic or Latino	81%	87%
Mixed Race	73%	84%
Overall	79%	85%

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 Courtney Singleton at 707-256-1227 or [courtneys@nbrc.net](mailto:courtneys@nbrc.net)