

## **Inland Regional Center**

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## **Performance Report for Inland 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 Inland Regional Center (IRC) we served about 42,450 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 IRC, 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 ensuring more children are living with families. However, we still need to improve around fewer children living in large facilities (more than six people).

Throughout the past year, we have held weekly virtual Client Advisory Committee (CAC) meetings, bi-monthly Board of Trustees meetings, and monthly Vendor Advisory Committee (VAC) meetings to remain connected to those we serve. Our Purchase of Service Public Input Meeting was held in person this year to facilitate stronger communication with those we serve. Currently, our Service Coordinators are making in-person visits and adhering to strict safety protocols as they do so.

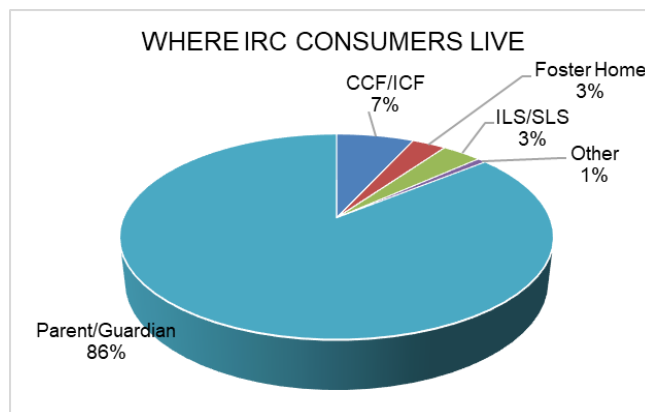
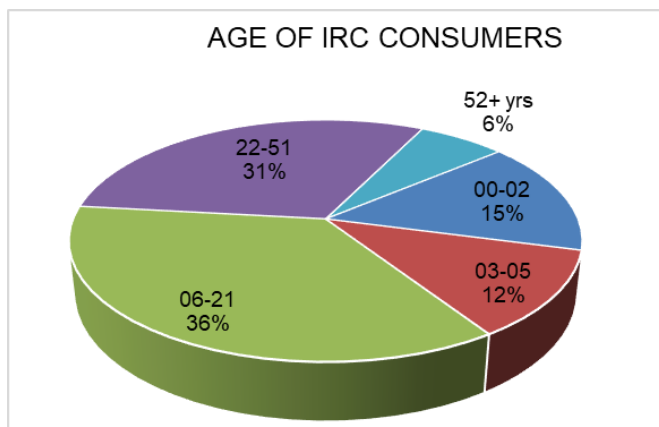
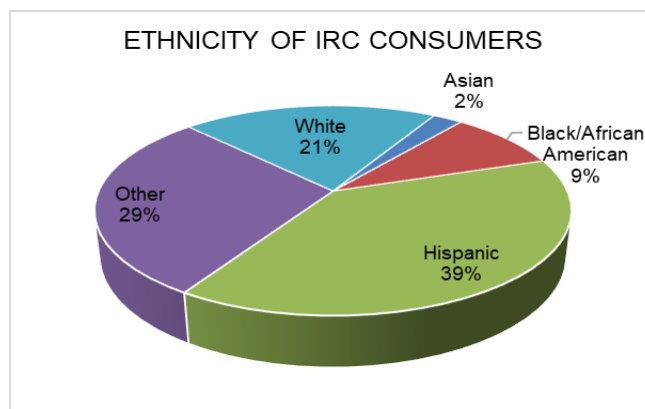
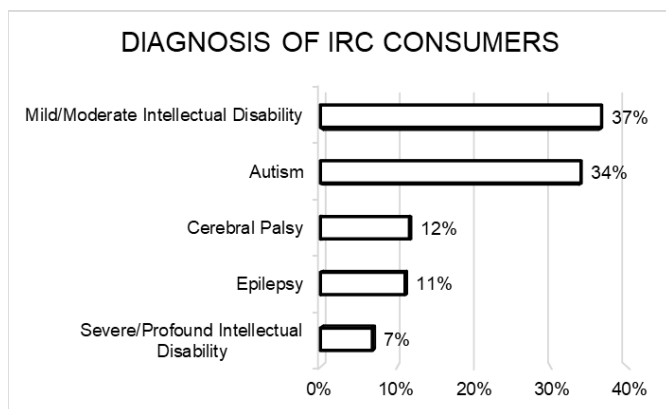
We hope this report helps you learn more about IRC. If you have any questions or comments, please contact us!

This report is a summary. For more information about the regional center, please go to: [www.inlandrc.org](http://www.inlandrc.org) or contact CJ Cook at **(909)-382-4848**.

Lavinia Johnson  
Director, Inland Regional Center

## Who uses IRC?

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



## How well is IRC performing?

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

The first column tells you how IRC was doing at the end of 2021, and the second column shows how IRC was doing at the end of 2022.

To see how IRC 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 2021		December 2022	
	State Average	IRC	State Average	IRC
Fewer consumers live in developmental centers	0.06%	0.03%	0.06%	0.04%
More children live with families	99.58%	99.47%	99.61%	99.50%
More adults live in home settings*	82.50%	82.67%	83.01%	83.25%
Fewer children live in large facilities (more than 6 people)	0.03%	0.10%	0.03%	0.12%
Fewer adults live in large facilities (more than 6 people)	1.78%	0.98%	1.67%	0.88%

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 IRC meet DDS standards?

Read below to see how well IRC 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	Not 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.)	96.04%	94.85%
Intake/Assessment timelines for consumers age 3 or older met	92.70%	61.27%
IPP ( <i>Individual Program Plan</i> ) requirements met	99.86%	N/A
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	86.2%	83.9%

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.

Intake and Assessment timelines for Consumers aged three or older for the current period is 61.27%. Our dedicated intake and clinical services teams have seen an increase in applicants and insufficient clinical psychologists to process applicants promptly. To address the latter, IRC continues to seek qualified clinical psychologists to assist in moving potential clients through the process promptly. It should be noted that a statewide lack of clinical psychologists exists.

IRC's Early Start teams are experiencing extremely high caseloads. High caseloads, in turn, have significantly impacted IRC's ability to meet the LEA notification at 33 months of a child turning three and transitioning out of Early Start. IRC believes the implementation of 40:1 caseloads will improve this measure dramatically.

IRC's Human Resources (HR) Department actively seeks Early Start staff to lower the caseload ratio. IRC's HR department hosts large job fairs, with onsite interviews and offers of employment for qualified candidates. IRC also offers referral and sign-on bonuses to attract qualified staff.

Fewer children live in large facilities (more than six people), as reported in December 2022, having a slight increase from .10% to .12%. IRC lost a highly utilized respite vendor for behavioral cases that provided care for children who have significant behavioral health needs. IRC also has identified that many respite vendors need more staffing to provide services to this age group, which could have contributed to this increase.

To the greatest extent possible, services will be identified and provided that allow the child to successfully transition back to their home. IRC will continue the practice of a rigorous multi-disciplinary review of placement in homes with more than four beds.

IRC had a slight increase in difficult-to-serve Consumers whose needs could not be met within the community due to the severity of their behaviors and forensic involvement. We worked with the Courts within our Counties where ultimately a Court ordered admission to a Developmental Center was warranted.

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

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

Areas Measured		Time Period			
		CA	IRC	CA	IRC
<b>Consumer Earned Income ( Age 16 to 64 years):</b>		<b>Jan through Dec 2020</b>		<b>Jan through Dec 2021</b>	
Data Source: Employment Development Department					
Quarterly number of consumers with earned income		28,989	2,674	27,180	2,528
Percentage of consumers with earned income		15.22%	12.50%	13.88%	11.42%
Average annual wages		\$8,949	\$8,432	\$11,888	\$11,673
<b>Annual earnings of consumers compared to people with all disabilities in California</b>		<b>2020</b>		<b>2021</b>	
Data Source: American Community Survey, five-year estimate		\$26,794		\$30,783	
<b>National Core Indicator Adult Consumer Survey</b>		<b>July 2017-June 2018</b>		<b>July 2020-June 2021</b>	
Percentage of adults who reported having integrated employment as a goal in their IPP		29%	28%	35%	N/A
<b>Paid Internship Program</b>		<b>2020-21</b>		<b>2021-22</b>	
Data Source: Paid Internship Program Survey		<b>CA Average</b>	<b>IRC</b>	<b>CA Average</b>	<b>IRC</b>
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program		6	6	1,527	136
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program		14%	7%	12%	1%
Average hourly or salaried wages for adults who participated in a Paid Internship Program		\$14.25	\$13.78	\$15.08	\$14.93
Average hours worked per week for adults who participated in a Paid Internship Program		17	19	15	14.72
<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		\$14.81	\$13.91	\$15.63	\$15.12
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made		23	24.7438017	22	26
Total number of Incentive payments made for the fiscal year for the following amounts:**	\$1,500/\$3,000	17	26	25	52
	\$1,250/\$2,500	19	35	42	83
	\$1,000/\$2,000	33	59	55	98

\*Regional centers receive an 'N/A' designation within the table if fewer than 20 people responded to the survey item.

\*\* Competitive integrated employment incentive milestone payments increased effective July 1, 2021 until June 30, 2025.

## How well is IRC 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	20-21	0	18	18	0%	43%	34%
	21-22	1	16	18	17%	38%	34%
Asian	20-21	1	319	140	2%	37%	22%
	21-22	4	352	169	2%	40%	25%
Black/African American	20-21	4	695	416	4%	41%	18%
	21-22	9	695	426	5%	41%	18%
Hispanic	20-21	33	3,282	1,541	6%	36%	23%
	21-22	45	3,580	1,679	3%	38%	23%
Native Hawaiian or Other Pacific Islander	20-21	0	15	9	0%	43%	30%
	21-22	1	20	9	100%	57%	27%
White	20-21	11	1,386	982	6%	38%	16%
	21-22	14	1,389	1,012	4%	39%	17%
Other Ethnicity or Race	20-21	389	1,554	108	5%	33%	18%
	21-22	410	1,806	118	5%	34%	18%
Total	20-21	438	7,269	3,214	5%	36%	20%
	21-22	484	7,858	3,431	5%	38%	20%

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	
		20-21	21-22	20-21	21-22	20-21	21-22	20-21	21-22	20-21	21-22	20-21	21-22	20-21	21-22
Birth to 2	Consumers	0%	0%	1%	2%	1%	2%	6%	14%	0%	0%	2%	3%	90%	79%
	Expenditures	0%	0%	1%	3%	1%	2%	8%	18%	0%	0%	3%	4%	86%	72%
3 to 21	Consumers	0%	0%	4%	4%	8%	8%	45%	45%	0%	0%	18%	17%	23%	25%
	Expenditures	0%	0%	4%	4%	10%	10%	48%	47%	0%	0%	22%	21%	16%	18%
22 and older	Consumers	0%	0%	4%	4%	14%	14%	41%	42%	0%	0%	36%	35%	4%	4%
	Expenditures	0%	0%	3%	3%	15%	15%	31%	32%	0%	0%	47%	45%	3%	3%

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: 2021-22**)

Ethnicity/Race	IRC	All California Regional Centers
Total Respondents	227	5,589
Race Unknown	0%	62%
American Indian/Alaska Native	N/A	80%
Asian	85%	64%
Black/African-American	82%	67%
Native Hawaiian/Pacific Islander	N/A	87%
White	69%	62%
Other	75%	58%
Hispanic or Latino	65%	65%
Mixed Race	78%	67%
Overall	69%	65%

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

(Response: **Always/Usually, Adult Family Survey: 2021-22**)

Ethnicity/Race	IRC	All California Regional Centers
Total Respondents	411	8,302
Race Unknown	75%	64%
American Indian/Alaska Native	100%	79%
Asian	90%	73%
Black/African-American	66%	76%
Native Hawaiian/Pacific Islander	N/A	66%
White	78%	74%
Other	67%	62%
Hispanic or Latino	82%	76%
Mixed Race	69%	73%
Overall	78%	74%



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

(Response: **Always/Usually, Family Guardian Survey: 2021-22**)

Ethnicity/Race	IRC	All California Regional Centers
Total Respondents	279	4,670
Race Unknown	40%	48%
American Indian/Alaska Native	67%	67%
Asian	73%	81%
Black/African-American	84%	72%
Native Hawaiian/Pacific Islander	N/A	100%
White	76%	82%
Other	100%	79%
Hispanic or Latino	72%	73%
Mixed Race	79%	78%
Overall	75%	78%

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.inlandrc.org](http://www.inlandrc.org)  
Or contact CJ Cook at (909) 382-4848