

Redwood Coast Regional Center

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Spring 2023

Performance Report for Redwood Coast 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 Redwood Coast Regional Center (RCRC) we served about 4,430 clients. The charts on page two tell you about the clients we serve. You'll also see how well we are doing in meeting our goals and in fulfilling our contract with DDS.

At RCRC, 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, in many areas we improved over our last year's data or we did better than the state average.

In our catchment area of Del Norte, Humboldt, Lake and Mendocino Counties, more children live at home with their families, more adults live in home settings, very few children live in settings with more than 6 people and very few adults live in settings with more than 6 people.

RCRC has a board policy against institutionalization, in support of community-based supports. RCRC clients only live in developmental centers when court involvement dictates it. We have met or exceeded all DDS standards with one exception; RCRC experienced a slight dip, from 94% to 92%, keeping CDER and Early Start reports up to date. We anticipate improvement in this area now that we have been able to fill open service coordinator positions.

RCRC's Satisfaction Survey data; however has decreased. With vendored programs being closed due to COVID-19 or providing only remote services and staffing shortages in general. This data is unfortunate but not surprising.

The National Core Indicators Adult Family Survey data suggests that family members of adult clients served by RCRC are slightly less satisfied with their services, with an overall satisfaction of 69% than the state average of 74%: Our Native American respondents

(25%); Hispanic/Latino respondents (60%) and White respondents (72%)

Summary Performance Report for Redwood Coast Regional Center, Spring 2023

Overall, the respondents did feel (81%) that services and supports have made a positive difference in the life of their adult family member with the state average at 79%: Our Native American respondent (0%) feeling the least satisfy, Hispanic/Latinos (80%) and white families (82%)

The most recent National Core Indicators Child family Survey asked, “Does your child have an Individual Family Plan (IPP) or Individual Family Service Plan (IFSP)?” Statewide only 58% of family members of children across the state, including those served by RCRC, reported that their child had an IPP or IFSP. Our Native American respondents (67%) Hispanic/Latino respondents (46%) and White respondents (65%).

Families of children reported that their IPP or IFSP included all the services and supports their child needed 60% of the time, slightly less than the state average of 63% of the time. Native American respondents (50%) Hispanic/Latinos respondents (69%) and White respondents (67%)

The National Core Indicators Adult Family Guardian Survey data suggests that overall family Guardians of clients served by RCRC are satisfied with the supports received (75%). The state overall average was 78%. Our Native American respondents (33%) Hispanic/Latinos (50%) and White respondents (76%)

Family Guardians reported that their family member’s IPP or IFSP included all services and supports their family member needed 47% of the time, slightly less than the state average of 51%. Native American respondent (33%) Hispanic/Latino respondents (0%) and White respondents (49%)

Supporting our vendor community to re-staff and rebuild, post COVID-19 and recruiting and promoting sufficient culturally and linguistically appropriate supports is a priority at RCRC. Our families have been very clear that they need and want in-person help following the pandemic.

In the area of reducing disparities and improving equity for RCRC clients, across age cohorts, Purchase of Service data suggests RCRC expenditures remained essentially the same for most underserved groups. Percentage of expenditures are consistent with our demographics. RCRC still needs to improve in the area of clients who receive case management services only, across age cohorts and ethnicity. Our highest number of clients receiving case management only being White clients between the ages of 3-21, followed by White adults age 22 and older.

RCRC did not make the gains we had hoped for across all groups when compared to the previous year. We believe that our performance in this area, and others, still reflects the challenges that individuals and families, and our service provider community have faced as a result of the COVID-19 pandemic and subsequent dearth of available qualified staff.

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

Summary Performance Report for Redwood Coast Regional Center, Spring 2023

This report is a summary. To see the complete report, go to:

<https://redwoodcoastrc.org/about-us/transparency-and-public-information/performance-reports/>

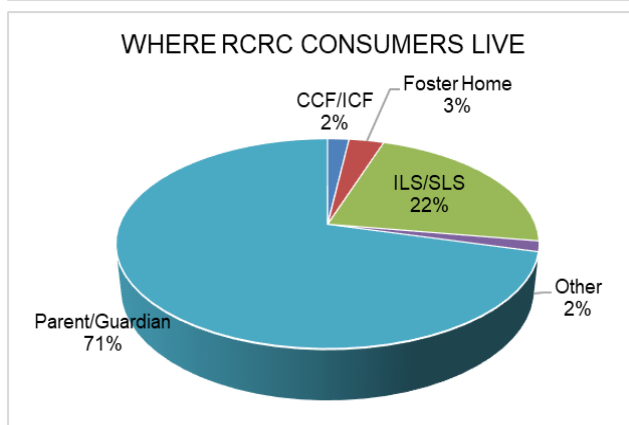
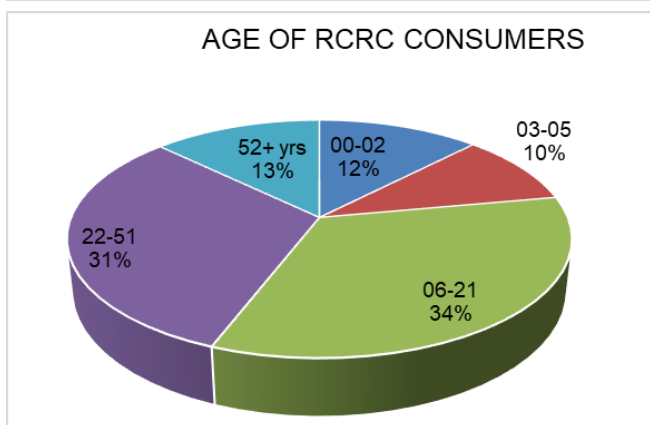
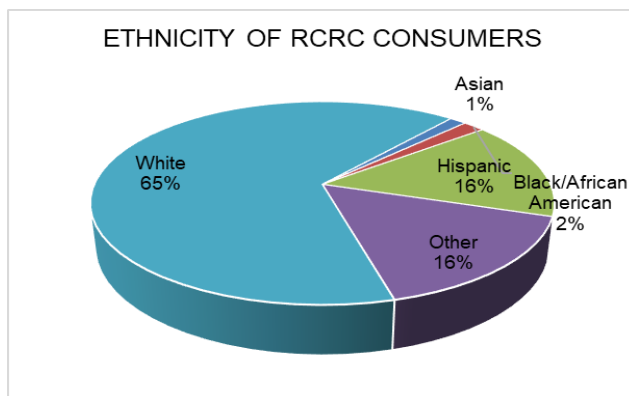
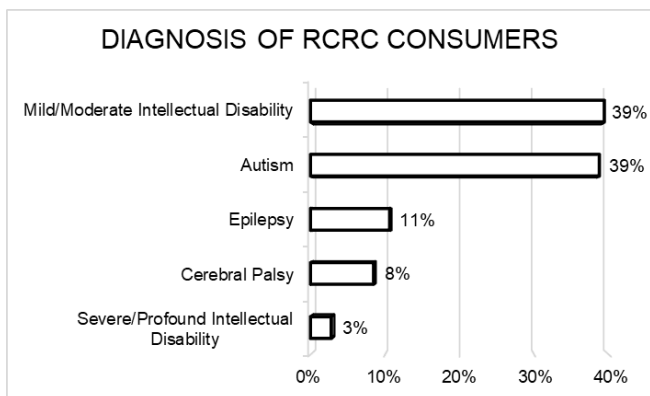
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Who uses RCRC?

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



How well is RCRC performing?

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

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

To see how RCRC 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	RCRC	State Average	RCRC
Fewer consumers live in developmental centers	0.06%	0.05%	0.06%	0.07%
More children live with families	99.58%	99.34%	99.61%	99.50%
More adults live in home settings*	82.50%	92.88%	83.01%	93.01%
Fewer children live in large facilities (more than 6 people)	0.03%	0.11%	0.03%	0.05%
Fewer adults live in large facilities (more than 6 people)	1.78%	1.07%	1.67%	0.94%

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.

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Did RCRC meet DDS standards?

Read below to see how well RCRC 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	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.)	94.50%	92.14%
Intake/Assessment timelines for consumers age 3 or older met	74.19%	83.55%
IPP (<i>Individual Program Plan</i>) requirements met	N/A	98.32%
IFSP (<i>Individualized Family Service Plan</i>) requirements met	88.9%	89.6%

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.

In most areas RCRC met DDS standards. We passed our DDS and Independent audits, audited our vendors as required, and participated in the Medicaid Waiver. RCRC percentage is almost the same in keeping our CDERs and ESRs updated, with a slight drop of 2.4%. We made great improvement on our DDS Compliance Standards for Intake/Assessment timelines compared to last year for clients age 3 or older. RCRC is still actively recruiting for a licensed Psychologist and additional assessors who are able to support intake as we rapidly continue to grow.

How well is RCRC doing at getting consumers working?

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

Areas Measured		Time Period			
		CA	RCRC	CA	RCRC
Consumer Earned Income (Age 16 to 64 years): Data Source: Employment Development Department		Jan through Dec 2020		Jan through Dec 2021	
Quarterly number of consumers with earned income		28,989	462	27,180	466
Percentage of consumers with earned income		15.22%	19.20%	13.88%	19.10%
Average annual wages		\$8,949	\$6,656	\$11,888	\$8,388
Annual earnings of consumers compared to people with all disabilities in California Data Source: American Community Survey, five-year estimate		2020		2021	
		\$26,794		\$30,783	
National Core Indicator Adult Consumer Survey		July 2017-June 2018		July 2020-June 2021	
Percentage of adults who reported having integrated employment as a goal in their IPP*		29%	29%	35%	N/A
Paid Internship Program Data Source: Paid Internship Program Survey		2020-21		2021-22	
		CA Average	RCRC	CA Average	RCRC
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program		6	4	1,527	30
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program		14%	22%	12%	20%
Average hourly or salaried wages for adults who participated in a Paid Internship Program		\$14.25	\$13.93	\$15.08	\$15.44
Average hours worked per week for adults who participated in a Paid Internship Program		17	14	15	9.65
Incentive Payments 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	\$14.26	\$15.63	\$15.06
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made		23	22	22	18
Total number of Incentive payments made for the fiscal year for the following amounts:**	\$1,500/\$3,000	17	3	25	6
	\$1,250/\$2,500	19	2	42	13
	\$1,000/\$2,000	33	12	55	19

*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 RCRC 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	
		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	4%	4%	1%	0%	1%	1%	16%	18%	0%	0%	54%	46%	23%	31%
	Expenditures	5%	4%	1%	0%	0%	0%	13%	16%	0%	0%	53%	48%	28%	32%
3 to 21	Consumers	6%	6%	2%	2%	2%	2%	18%	18%	0%	0%	63%	63%	8%	9%
	Expenditures	7%	6%	1%	2%	1%	1%	16%	15%	1%	1%	66%	65%	8%	10%
22 and older	Consumers	4%	5%	1%	1%	2%	2%	8%	8%	0%	0%	81%	81%	3%	3%
	Expenditures	4%	4%	1%	1%	1%	1%	5%	6%	0%	0%	86%	85%	3%	3%

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	6	49	8	23%	41%	9%
	21-22	3	64	13	10%	53%	14%
Asian	20-21	0	13	2	0%	34%	9%
	21-22	1	17	1	33%	43%	5%
Black/African American	20-21	2	13	3	40%	33%	8%
	21-22	0	9	6	0%	25%	13%
Hispanic	20-21	12	71	15	12%	19%	9%
	21-22	9	78	22	7%	20%	13%
Native Hawaiian or Other Pacific Islander	20-21	0	2	1	N/A	29%	33%
	21-22	0	2	1	N/A	29%	100%
White	20-21	24	435	128	7%	34%	8%
	21-22	36	421	135	11%	31%	8%
Other Ethnicity or Race	20-21	9	70	9	7%	43%	13%
	21-22	13	77	10	6%	43%	14%
Total	20-21	53	653	166	9%	32%	8%
	21-22	62	668	188	9%	32%	9%

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, Adult Family Survey: 2021-22**)

Ethnicity/Race	RCRC	All California Regional Centers
Total Number of Respondents	160	8,302
Race Unknown	33%	64%
American Indian/Alaska Native	25%	79%
Asian	100%	73%
Black/African-American	N/A	76%
Native Hawaiian/Pacific Islander	N/A	66%
White	72%	74%
Other	100%	62%
Hispanic or Latino	60%	76%
Mixed Race	70%	73%
Overall	69%	74%

Do you feel that services and supports have made a positive difference in the life of your family member?

(Response: Yes, **Adult Family Survey: 2021-22**)

Ethnicity/Race	RCRC	All California Regional Centers
Total Number of Respondents	160	8,302
Race Unknown	100%	73%
American Indian/Alaska Native	0%	82%
Asian	100%	76%
Black/African-American	N/A	77%
Native Hawaiian/Pacific Islander	N/A	69%
White	82%	82%
Other	100%	67%
Hispanic or Latino	80%	80%
Mixed Race	81%	80%
Overall	81%	79%

Does your child have an Individual Program Plan (IPP) or Individual Family Service Plan (IFSP)?

(Response: **Yes, Child Family Survey: 2021-22**)

Ethnicity/Race	RCRC	All California Regional Centers
Total Number of Respondents	117	5,589
Race Unknown	0%	45%
American Indian/Alaska Native	67%	65%
Asian	100%	57%
Black/African-American	N/A	63%
Native Hawaiian/Pacific Islander	N/A	73%
White	65%	66%
Other	67%	52%
Hispanic or Latino	46%	53%
Mixed Race	58%	66%
Overall	58%	58%

Does the plan (IPP or IFSP) include all the services and supports your child needs?

(Response: **Yes, Child Family Survey: 2021-22**)

Ethnicity/Race	RCRC	All California Regional Centers
Total Number of Respondents	68	3,239
Race Unknown	N/A	66%
American Indian/Alaska Native	50%	69%
Asian	100%	62%
Black/African-American	N/A	58%
Native Hawaiian/Pacific Islander	N/A	91%
White	67%	55%
Other	0%	47%
Hispanic or Latino	69%	68%
Mixed Race	36%	60%
Overall	60%	63%

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

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

Ethnicity/Race	RCRC	All California Regional Centers
Total Number of Respondents	81	4,670
Race Unknown	50%	48%
American Indian/Alaska Native	33%	67%
Asian	100%	81%
Black/African-American	N/A	72%
Native Hawaiian/Pacific Islander	N/A	100%
White	76%	82%
Other	N/A	79%
Hispanic or Latino	50%	73%
Mixed Race	100%	78%
Overall	75%	78%

Does your family member's plan (IPP or IFSP) include all the services and supports your family member needs?

(Response: **Yes, Family Guardian Survey: 2021-22**)

Ethnicity/Race	RCRC	All California Regional Centers
Total Number of Respondents	81	4,670
Race Unknown	50%	33%
American Indian/Alaska Native	33%	44%
Asian	0%	53%
Black/African-American	N/A	42%
Native Hawaiian/Pacific Islander	N/A	0%
White	49%	54%
Other	N/A	64%
Hispanic or Latino	0%	41%
Mixed Race	50%	50%
Overall	47%	51%

Want more information?

To see the complete report, go to: <https://redwoodcoastrc.org/about-us/transparency-and-public-information/performance-reports/>

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