

North Los Angeles County Regional Center

Angela Pao-Johnson, Executive Director

9200 Oakdale Ave., Suite 100

Chatsworth, CA 91311

Phone: (818) 778-1900

E-mail: apjohnson@nlacrc.org.



Summer 2025

Performance Report for North Los Angeles County Regional Center

Every year, the Department of Developmental Services (DDS) contracts with regional centers in California to serve individuals and families. And, every year DDS looks at how well the regional centers are doing. This report will give you information about North Los Angeles County Regional Center (NLACRC).

Last year, NLACRC served about 37,990 individuals. The charts on page two tell you about the individuals NLACRC serves. You will also see how well NLACRC is doing in meeting goals and in fulfilling our contract with DDS.

At NLACRC, we are committed to continuous improvement in the services and supports we provide. Each year, we are committed not only to meet but to exceed the performance standards set by the Department of Developmental Services (DDS), aiming to surpass the statewide average and deliver the highest quality outcomes for the individuals and families we serve.

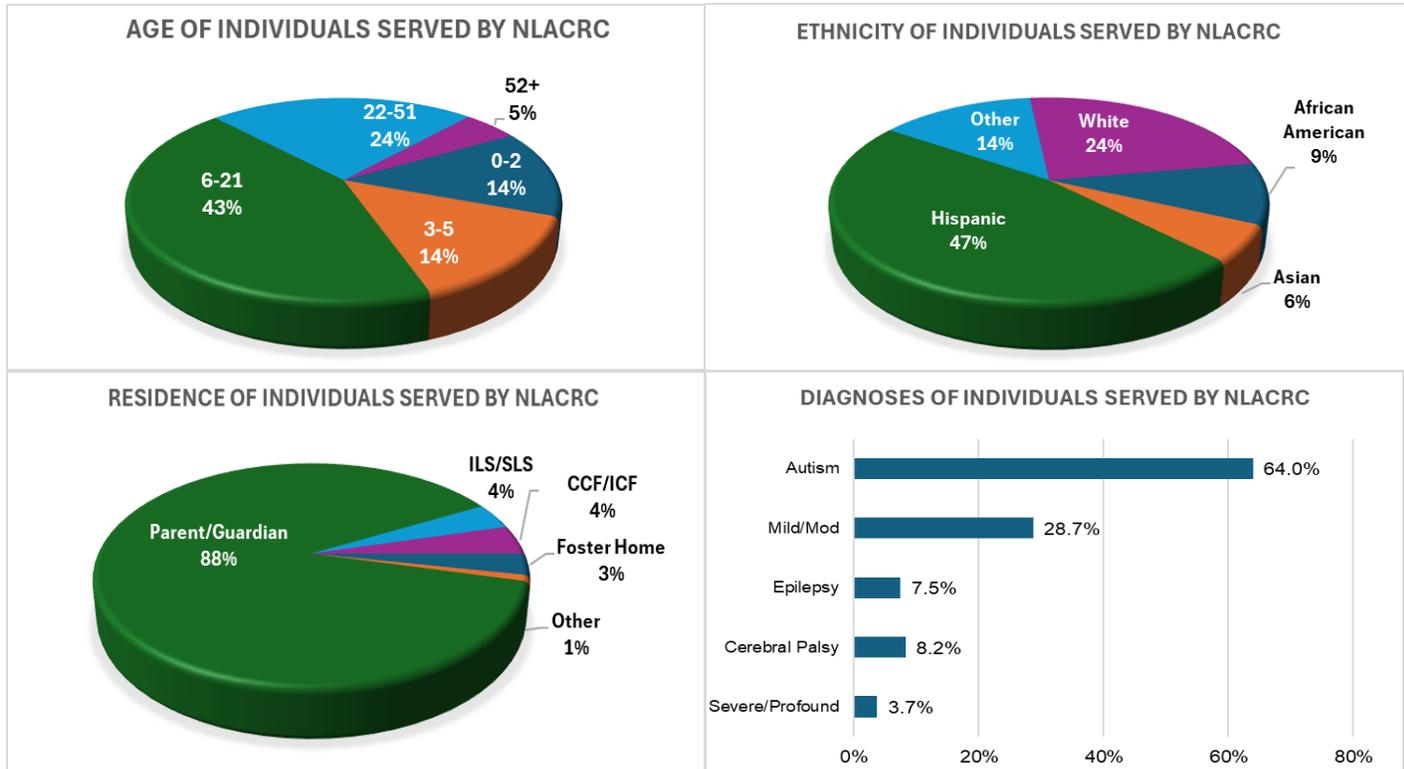
We hope this report helps you learn more about NLACRC. If you have any questions or comments, please contact us!

This report is a summary. To learn more about this report, go to: [Performance Contract - North Los Angeles County](#) or contact Angela Pao-Johnson at (818) 756-6360.

Angela Pao-Johnson
Executive Director
North Los Angeles County Regional Center

Who uses NLACRC?

These charts tell you about who NLACRC individuals are and where they live.



How well is NLACRC performing?

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

The first column tells you how NLACRC was doing last reporting period, and the second column shows how NLACRC was doing at the end of fiscal year 2024-25.

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)	June 2024		June 2025	
	State Average	NLACRC	State Average	NLACRC
More children live with families	99.69%	99.82%	99.71%	99.86%
More adults in home settings	83.86%	86.09%	84.29%	86.26%
Fewer children living in large facilities (more than 6 people)	0.02%	0.00%	0.03%	0.00%
Fewer adults live in large facilities (more than 6 people)	1.46%	1.89%	1.36%	1.86%

Notes: 1) Individuals 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 individuals' 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:

Areas Measured	Last Reporting Period	Current Reporting Period
Passes independent audit	Yes	No ¹
Passes DDS financial audit ²	Yes	No ³
Audits vendors as required	Met	Met
Didn't overspend operations budget	Yes	Yes
Participates in the federal waiver ⁴	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 individuals, including diagnosis.) ⁵	99.97%	94.73%
Intake/Assessment timelines for individuals age 3 or older met	99.73%	99.58%
IPP (<i>Individual Program Plan</i>) requirements met	93.89%	94.62%
IFSP (<i>Individualized Family Service Plan</i>) requirements met	89.5%	85.4%

Notes: ¹Unmodified opinion by Linquist Von Husen & Joyce LLP's CPA report dated 3/12/2025. One material finding for FY 2023-24. - *Finding was related to checks that were not deposited timely. NLACRC has addressed the finding to ensure that checks are deposited timely and to detect instances when there are potential delays in deposits.*

² [Link to DDS financial audit for fiscal years 2021-22 and 2022-23](#)

³ Not in substantial compliance in the DDS audit report for FYs 2021-22 and 2022-23. - *NLACRC has addressed the audit findings with the exception of the finding regarding incorrect rate reform model implementation. NLACRC submitted an appeal of the finding, which is pending with DDS.*

⁴ 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.

⁵ The CDER and ESR currency percentages are weighted based on the RC's Status 1 and Status 2 June 2025 caseloads to arrive at a composite score.

How well is NLACRC doing at getting individuals working?

The chart below shows how well NLACRC is performing on increasing individual employment performance compared to their prior performance and statewide averages:

Areas Measured	Time Period				
	CA	NLACRC	CA	NLACRC	
Consumer Earned Income (Age 16 to 64 years):	Jan through Dec 2023		Jan through Dec 2024		
Data Source: Employment Development Department					
Quarterly number of consumers with earned income	32,132	2,506	32,936	2,550	
Percentage of consumers with earned income	15.20%	16.55%	15.60%	16.00%	
Average annual wages	\$14,251	\$14,967	\$14,902	\$15,472	
Annual earnings of consumers compared to people with all disabilities in California	2022		2023		
Data Source: American Community Survey, 2022 five-year estimate	\$29,382		\$31,436		
Paid Internship Program	2022-23		2023-24		
Data Source: Paid Internship Program Survey	CA Average	NLACRC	CA Average	NLACRC	
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	12	20	13	34	
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	10%	9%	9%	12%	
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$15.96	\$16.24	\$16.74	\$17.08	
Average hours worked per week for adults who participated in a Paid Internship Program	14	14	14	13	
Competitive Integrated Employment					
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	\$16.51	\$16.71	\$17.33	\$17.35	
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	21	22	21	22	
Total number of Incentive payments made for the fiscal year for the following amounts:	\$3,000	38	63	35	41
	\$2,500	40	61	40	53
	\$2,000	49	85	51	88

Notes: 1) The National Core Indicator Survey question "Percentage of Adults who Reported having integrated employment as a goal on their IPP" is no longer asked and therefore could not be included on the report. 2) Differences in regional center population sizes may affect the number of individuals participating in employment programs.

How well is NLACRC doing at reducing disparities and improving equity?

These tables show you how well the regional center is doing at providing services equally for all individuals.

Indicator showing the relationship between annual authorized services and expenditures by individual's residence type and ethnicity

Residence Type	American Indian or Alaska Native		Asian		Black/African American		Hispanic		Native Hawaiian or Other Pacific		White		Other Ethnicity or Race	
	22-23	23-24	22-23	23-24	22-23	23-24	22-23	23-24	22-23	23-24	22-23	23-24	22-23	23-24
CCF	N/A	N/A	✔0.81	✔0.85	✔0.79	✔0.81	✔0.83	✔0.82	✔0.87	✔0.92	✔0.78	✔0.76	✔0.85	✔0.87
FHA/Family Teaching Home	N/A	N/A	✘0.28	✘0.13	✘0.29	✘0.30	⚠0.59	⚠0.51	N/A	N/A	✔0.86	✔0.83	✘0.45	✘0.45
ICF	N/A	N/A	✔0.93	✔0.82	⚠0.54	⚠0.57	✔0.77	✔0.77	✔0.83	⚠0.69	⚠0.72	⚠0.73	⚠0.57	✔0.82
ILS	✔0.85	✔1.00	✔0.83	⚠0.71	✔0.77	✔0.75	⚠0.74	⚠0.73	N/A	N/A	⚠0.67	⚠0.70	✔0.84	✔0.83
In-Home	✘0.35	⚠0.60	⚠0.60	⚠0.59	⚠0.59	⚠0.58	⚠0.65	⚠0.65	⚠0.64	⚠0.56	⚠0.60	⚠0.59	⚠0.60	⚠0.62
Other	N/A	N/A	✔0.93	✔1.07	⚠0.63	⚠0.58	✔0.79	✔0.76	N/A	N/A	✔0.75	✔0.82	⚠0.73	⚠0.50
SLS	⚠0.55	⚠0.56	✔0.78	✔0.75	✔0.85	✔0.79	✔0.80	⚠0.75	N/A	N/A	✔0.83	✔0.81	⚠0.75	✔0.76
SNF	N/A	N/A	⚠0.74	N/A	✔1.10	✔0.97	✘0.45	✘0.49	N/A	N/A	✔0.78	⚠0.63	N/A	N/A
State-Operated Facility	N/A	N/A	N/A	N/A	⚠0.59	✘0.12	✘5.68	✘0.16	N/A	N/A	✘0.41	N/A	⚠0.51	N/A

Note: 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	
		22-23	23-24	22-23	23-24	22-23	23-24	22-23	23-24	22-23	23-24	22-23	23-24	22-23	23-24
Birth to 2	Individuals	0%	0%	5%	4%	5%	6%	48%	51%	0%	0%	20%	20%	22%	19%
	Expenditures	0%	0%	6%	5%	5%	5%	49%	52%	0%	0%	21%	21%	19%	16%
3 to 21	Individuals	0%	0%	6%	6%	10%	10%	53%	53%	0%	0%	22%	21%	9%	10%
	Expenditures	0%	0%	6%	6%	11%	11%	46%	46%	0%	0%	28%	28%	8%	9%
22 and older	Individuals	0%	0%	6%	6%	12%	13%	38%	39%	0%	0%	39%	38%	4%	4%
	Expenditures	0%	0%	6%	6%	11%	11%	27%	28%	0%	0%	51%	51%	4%	4%

Number and percent of individuals receiving only case management services by age and ethnicity

Measure	Year	Number of Eligible individuals Receiving Case Management Only			Percent of Eligible individuals 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	22-23	*	15	*	14%	65%	38%
	23-24	*	**	*	7%	44%	43%
Asian	22-23	17	436	**	5%	36%	**
	23-24	*	459	**	2%	35%	**
Black/African American	22-23	18	597	314	3%	31%	26%
	23-24	20	680	363	4%	31%	26%
Hispanic	22-23	172	3,507	1,035	5%	34%	26%
	23-24	118	4,044	1,087	3%	35%	26%
Native Hawaiian or Other Pacific Islander	22-23	0	*	0	0%	57%	0%
	23-24	0	*	0	0%	56%	0%
White	22-23	96	1,358	792	6%	33%	19%
	23-24	43	1,405	785	3%	32%	19%
Other Ethnicity or Race	22-23	111	587	98	7%	32%	24%
	23-24	72	641	96	5%	30%	22%
Total	22-23	415	6,504	2,387	5%	34%	23%
	23-24	261	7,246	2,494	3%	34%	23%

* In accordance with California Health and Human Services de-identification guidelines, counts of one through ten have been suppressed.

** In accordance with California Health and Human Services de-identification guidelines, complementary cells have been suppressed.

Want more information?

To see the complete report, go to: [Performance Contract -North Los Angeles County](#)

Or contact Angela Pao-Johnson at (818) 756-6360.

Additional information can be found on the: [DDS Regional Center Dashboard](#)