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 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 20,300 consumers. The charts on page 2 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 exceeded the statewide average in all performance measures.

We invite you to attend our annual public meetings where you can learn more about the performance contract. The meetings are held at our Van Nuys and Lancaster offices usually in late August or early September. Please visit our web site in August at www.nlacrc.org for more information.

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 see the complete report, go to: www.nlacrc.org

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

George Stevens
Executive Director, North Los Angeles County Regional Center
Who uses NLACRC?
These charts tell you about who NLACRC consumers are and where they live.

**WHERE NLACRC CONSUMERS LIVE**

- Home of Parent/Guardian: 81%
- Foster Home Agency: 2%
- CCF/ICF: 7%
- ILS/SLS: 9%
- Other: 1%

**PRIMARY DIAGNOSIS OF NLACRC CONSUMERS**

- Epilepsy: 12.27%
- Severe/Profound Intellectual Disability: 6.71%
- Mild/Moderate Intellectual Disability: 42.17%
- Autism: 42.46%
- Cerebral Palsy: 13.06%

**AGE OF NLACRC CONSUMERS**

- 0-2 yrs: 14%
- 22-51 yrs: 28%
- 3-5 yrs: 9%
- 6-21 yrs: 42%

**ETHNICITY OF NLACRC CONSUMERS**

- White: 34%
- Asian: 3%
- African American: 11%
- Hispanic: 43%
- Other: 9%

How well is NLACRC performing?
This chart tells you about 5 areas where DDS wants each regional center to keep improving.

The first column tells you how NLACRC was doing at the beginning of 2014. And, the second column shows how NLACRC was doing at the end of 2014.

To see how NLACRC compares to the other regional centers in the state, compare the numbers to the state averages (in the shaded columns).

<table>
<thead>
<tr>
<th>Regional Center Goals (based on Lanterman Act)</th>
<th>December 2013</th>
<th>December 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>State Average</td>
<td>NLACRC</td>
</tr>
<tr>
<td>Less consumers live in developmental centers</td>
<td>0.51%</td>
<td>0.34%</td>
</tr>
<tr>
<td>More children live with families</td>
<td>98.98%</td>
<td>99.22%</td>
</tr>
<tr>
<td>More adults live in home settings*</td>
<td>76.49%</td>
<td>78.62%</td>
</tr>
<tr>
<td>Less children live in large facilities (more than 6 people)</td>
<td>0.07%</td>
<td>0.02%</td>
</tr>
<tr>
<td>Less adults live in large facilities (more than 6 people)</td>
<td>3.12%</td>
<td>3.03%</td>
</tr>
</tbody>
</table>

* Home settings include: independent living, supported living, Adult Family Home Agency homes, and consumers' family homes.

Summary Performance Report for North Los Angeles County Regional Center, Spring 2015
Did NLACRC meet DDS standards?

Read below to see how well NLACRC did in meeting DDS compliance standards:

<table>
<thead>
<tr>
<th>Areas Measured</th>
<th>Last Period</th>
<th>Current Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passes independent audit</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Passes DDS audit</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Audits vendors as required</td>
<td>Met</td>
<td>Met</td>
</tr>
<tr>
<td>Didn’t overspend operations budget</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Participates in the federal waiver</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>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.)</td>
<td>NA*</td>
<td>96.32%**</td>
</tr>
<tr>
<td>Intake/Assessment timelines for consumers age 3 or older met</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>IPP (Individual Program Plan) requirements met</td>
<td>99.34%</td>
<td>99.82%</td>
</tr>
<tr>
<td>IFSP (Individualized Family Service Plan) requirements met</td>
<td>NA***</td>
<td>96.43%</td>
</tr>
</tbody>
</table>

*Measure was temporarily suspended due to implementation of new Early Start Report.
**CDER and ESR currency percentages were weighted based on the regional center’s Status 1 and Status 2 caseloads, to arrive at a composite score.
***Measurement methodology revised at the end of 2013.

NLACRC continues to be in compliance in the standards listed above.

What about other performance areas?

In the future, we will measure how well we are doing in other areas, including:

- Increasing the number of consumers who work,
- Getting better pay for consumers who work,
- Making sure consumers get medical and dental services, and
- Meeting Intake/Assessment and IFSP timelines for children 0–3.

Want more information?

To see the complete report, go to: www.nlacrc.org

Or contact Sara Iwashashi at (818) 756-6451.