

## **North Los Angeles County Regional Center**

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### **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 16,800 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 met or exceeded the DDS standard in all areas.

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](http://www.nlacrc.org). Or for more information, contact Sara Iwahashi at (818) 756-6451.

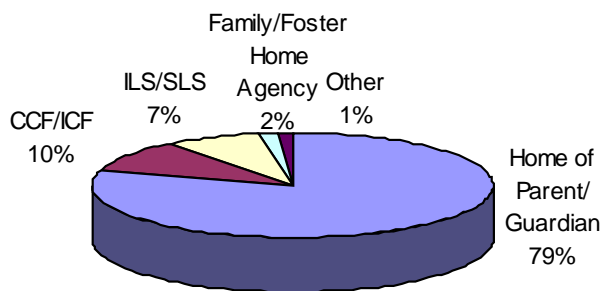
A handwritten signature in black ink that reads "George Stevens".

George Stevens  
Executive Director, North Los Angeles County Regional Center

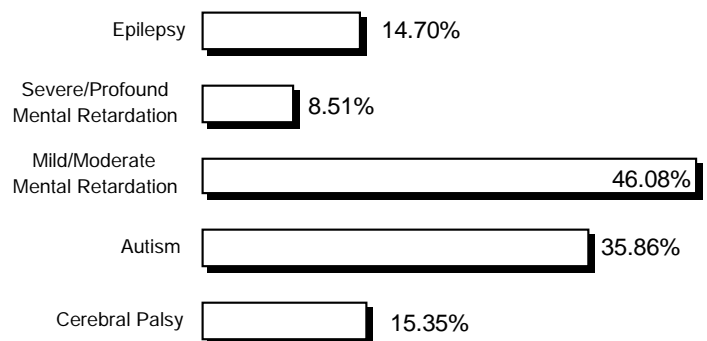
## Who uses NLACRC?

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

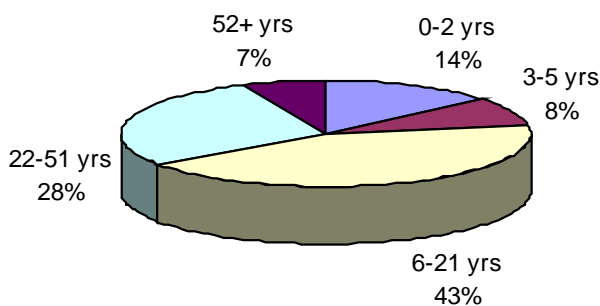
**WHERE NLACRC CONSUMERS LIVE**



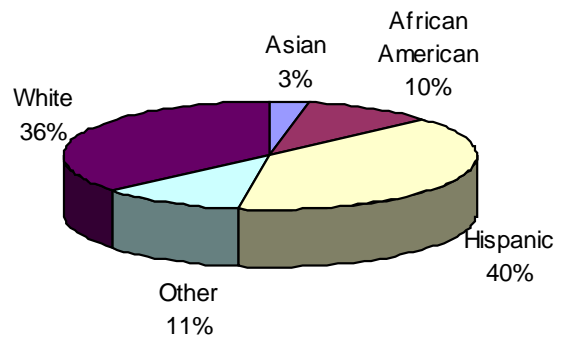
**PRIMARY DIAGNOSIS OF NLACRC CONSUMERS**



**AGE OF NLACRC CONSUMERS**



**ETHNICITY OF NLACRC CONSUMERS**



## 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 2010. And, the second column shows how NLACRC was doing at the end of 2010.

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<br>(based on Lanterman Act)           | December 2009 |        | December 2010 |        |
|---|---------------|--------|---------------|--------|
|   | State Average | NLACRC | State Average | NLACRC |
| Less consumers live in developmental centers                | 0.91%         | 0.80%  | 0.83%         | 0.75%  |
| More children live with families                            | 98.48%        | 98.81% | 98.60%        | 98.97% |
| More adults live in home settings*                          | 73.20%        | 74.55% | 73.99%        | 75.45% |
| Less children live in large facilities (more than 6 people) | 0.13%         | 0.10%  | 0.13%         | 0.05%  |
| Less adults live in large facilities (more than 6 people)   | 4.10%         | 3.94%  | 3.80%         | 3.67%  |

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

## Did NLACRC meet DDS standards?

Read below to see how well NLACRC 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         | Met            |
| Didn't overspend operations budget  | Yes         | Yes            |
| Participates in the federal waiver  | Yes         | Yes            |
| CDERs are updated as required ( <i>CDER is the Client Development Evaluation Report with information about the consumer's diagnosis</i> ) | NA*         | 96.98%         |
| Intake/Assessment timelines for consumers age 3 or older met  | 100%        | 99.47%         |
| IPP (Individual Program Plan) requirements met  | 99.47%      | 99.34%         |
| IFSP (Individualized Family Service Plan) requirements met  | 92.74%      | 97.09%         |

\*Measure was temporarily suspended during implementation of the Revised CDER.

## 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?

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