

## North Los Angeles County Regional Center

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*Spring 2019*

## 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 26,830 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 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 performed above the State average on nearly all Regional Center Goals on page 3 and in meeting DDS compliance standards on page 4.

For the one Regional Center Goal where we are below the State average, "Fewer adults living in larger facilities," we will determine if there are any options available that can help reduce this number.

For the employment measures on page 4, we are currently working diligently on improving the outcomes for the Paid Internship Program and Competitive Integrated Employment. We have established a process that includes outreach and technical assistance to promote both the Paid Internship Program and Competitive Integrated Employment services amongst our vendor community. Since the inception of this process we have experienced an increase in clients participating in this program.

Our goal is to improve our performance for the measures on pages 6, 7, and 8 related to reducing disparity and improving equity. We are currently working with a consultant to help examine and provide a more in-depth analysis of our data in order to gain a better understanding about the possible reasons for disparity. NLACRC is also utilizing a number of other strategies to address disparity including:

1. Partnering and collaborating with community-based organizations who have been awarded funding for disparity-related projects.
2. Providing legislative advocacy training to community members.
3. Providing cultural competency training to our vendors.

4. Community outreach to underserved populations.
5. Utilizing social media to reach diverse communities and provide live updates.
6. Develop new publications including the Common Services brochures, Family Guide and updating our General Information brochure to make it more reader friendly.

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 contact Sara Iwahashi at (818) 756-6451.

Sincerely,

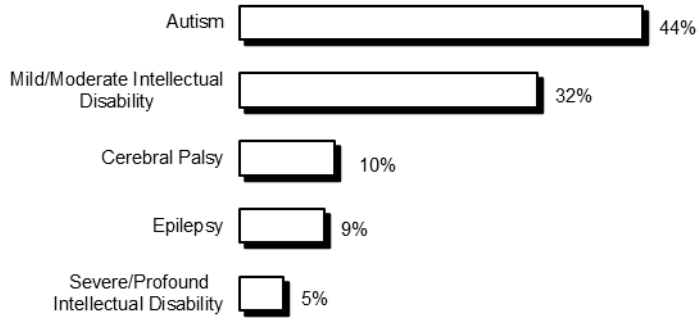
A handwritten signature in black ink, appearing to read "George Stevens". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

George Stevens  
Executive Director, North Los Angeles County Regional Center

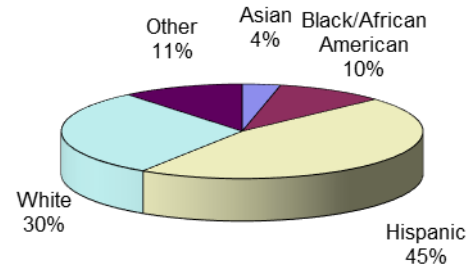
## Who uses NLACRC?

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

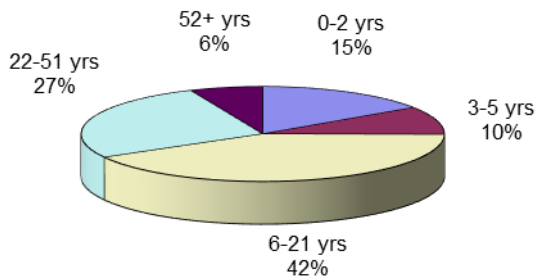
**DIAGNOSIS OF NLACRC CONSUMERS**



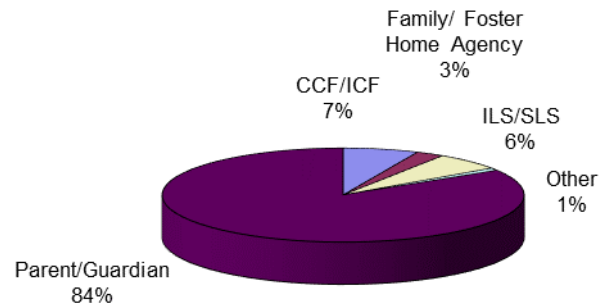
**ETHNICITY OF NLACRC CONSUMERS**



**AGE OF NLACRC CONSUMERS**



**WHERE NLACRC CONSUMERS LIVE**



## How well is NLACRC performing?

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

The first column tells you how NLACRC was doing at the end of 2017. And, the second column shows how NLACRC was doing at the end of 2018.

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)	December 2017		December 2018	
	State Average	NLACRC	State Average	NLACRC
Fewer consumers live in developmental centers	0.21%	0.09%	0.12%	0.07%
More children live with families	99.32%	99.55%	99.38%	99.59%
More adults live in home settings	79.61%	82.49%	80.20%	82.92%
Fewer children live in large facilities (more than 6 people)	0.04%	0.01%	0.04%	0.03%
Fewer adults live in large facilities (more than 6 people)	2.47%	2.76%	2.31%	2.62%

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 NLACRC meet DDS standards?

Read below to see how well NLACRC 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	Partially 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.)	96.36%	96.28%
Intake/Assessment timelines for consumers age 3 or older met	100%	100%
IPP (Individual Program Plan) requirements met	99.64%	99.00%
IFSP (Individualized Family Service Plan) requirements met	86.6%	86.8%

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) The IFSP calculation methodology was changed from composite to average in order to more accurately reflect the RC's performance by only including children reviewed during monitoring and not all Early Start consumers. 4) N/A indicates that the regional center was not reviewed for the measure during the current period.

For "Audits vendors as required," in 2017 NLACRC met the requirement for the number of vendors that we are required to audit however we did not audit at least one Early Start provider. This is the reason for the "partially met" status for that period.

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

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

Areas Measured	Time Period			
	CA	NLACRC	CA	NLACRC
<b>Consumer Earned Income ( Age 16+):</b> Data Source: Employment Development Department	Jan through Dec 2016		Jan through Dec 2017	
Quarterly number of consumers with earned income	25,236	1,363	27,182	1,514
Percentage of consumers with earned income	16%	13%	17%	14%
Average annual wages	\$8,327	\$9,913	\$9,033	\$10,701
<b>Annual earnings of consumers compared to people with all disabilities in California</b> Data Source: Cornell University Disability Status Report	2016		2017	
	\$45,300		\$47,500	
<b>National Core Indicator Adult Consumer Survey</b>	July 2011-June 2012		July 2014-June 2015	
Percentage of adults who reported having integrated employment as a goal in their IPP	27%	21%	27%	28%
<b>Paid Internship Program</b> Data Source: Paid Internship Program Survey	2017-18			
	CA Average		NLACRC	
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	6		0	
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	18%		0%	
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$11.64		\$12.00	
Average hours worked per week for adults who participated in a Paid Internship Program	18		9	
<b>Incentive Payments</b> 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	\$11.93		\$12.66	
Average hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made	22		24	
Total number of Incentive payments made for the fiscal year for the following amounts:	\$1,500	13	9	
	\$1,250	21	11	
	\$1,000	29	14	

The 2019 employment data was compiled differently from previous years. To obtain these statistics, DDS provided the EDD with the names and social security numbers of individuals ages 16 and older that are Status 2. The EDD matched that information to their database and returned individual-specific wage data including employment locations, business name and type. DDS then analyzed the data for accuracy and only reported to regional centers the information deemed most accurate. Approximately 87% of the EDD data were deemed accurate enough to report with confidence.

## 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 consumers.

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 Islander		White		Other Ethnicity or Race	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Home	🟡 0.58	🟡 0.54	🟡 0.68	🟡 0.67	🟡 0.69	🟡 0.70	🟡 0.69	🟡 0.70	🟢 1.15	🟢 0.87	🟡 0.70	🟡 0.70	🟡 0.64	🟡 0.66
ILS/SLS	🟡 0.71	🟡 0.64	🟢 0.83	🟢 0.86	🟢 0.81	🟢 0.84	🟢 0.85	🟢 0.82	N/A	N/A	🟢 0.87	🟢 0.87	🟢 0.82	🟢 0.86
Institutions	N/A	N/A	N/A	N/A	🟢 0.88	🔴 0.41	🟢 0.81	🟢 0.95	N/A	N/A	🟢 0.88	🟡 0.63	N/A	N/A
Residential	🟢 0.91	🟢 0.91	🟢 0.89	🟢 0.90	🟢 0.91	🟢 0.89	🟢 0.89	🟢 0.88	🟢 0.97	🟢 0.91	🟢 0.88	🟢 0.89	🟢 0.92	🟢 0.92
Med/Rehab/Psych	N/A	N/A	🔴 0.00	🟡 0.57	🟡 0.62	🟡 0.56	🟡 0.65	🟡 0.55	N/A	N/A	🟢 0.78	🟢 0.86	🔴 0.25	🟢 0.77
Other	N/A	N/A	N/A	🟢 1.00	🟢 0.82	🟢 0.81	🟡 0.73	🟡 0.54	N/A	N/A	🟡 0.58	🟡 0.70	🟢 8.94	🔴 0.07

Notes: 1) Institutions include developmental centers, state hospitals, and correctional facilities. 2) Residential includes care facilities intermediate care facilities, and continuous nursing facilities. 3) Med/Rehab/Psych include skilled nursing facilities, psychiatric treatment and rehabilitation centers, acute general hospitals, sub-acute care services, and community treatment facilities. 4) Other includes consumers who are out-of-state, in hospice, transient/homeless, or not listed elsewhere. 5) 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	
		2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Birth to 2	Consumers	0%	0%	5%	5%	7%	6%	52%	54%	0%	0%	24%	22%	12%	13%
	Expenditures	0%	0%	6%	6%	7%	6%	52%	53%	0%	0%	26%	24%	10%	12%
3 to 21	Consumers	0%	0%	6%	6%	10%	10%	51%	51%	0%	0%	26%	25%	8%	8%
	Expenditures	0%	0%	7%	7%	10%	10%	44%	44%	0%	0%	32%	32%	7%	7%
22 and older	Consumers	0%	0%	6%	6%	13%	12%	33%	34%	0%	0%	45%	44%	4%	4%
	Expenditures	0%	0%	6%	6%	10%	9%	24%	24%	0%	0%	56%	56%	4%	4%

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	2017	0	10	2	0%	50%	15%
	2018	0	9	1	0%	39%	8%
Asian	2017	1	276	71	0%	32%	15%
	2018	2	299	68	1%	33%	14%
Black/African American	2017	7	428	164	2%	32%	16%
	2018	2	480	189	1%	33%	17%
Hispanic	2017	7	2,181	576	0%	31%	21%
	2018	14	2,383	624	0%	32%	21%
Native Hawaiian or Other Pacific Islander	2017	0	4	1	N/A	40%	11%
	2018	0	2	0	N/A	29%	0%
White	2017	7	1,151	478	1%	32%	13%
	2018	16	1,137	527	1%	31%	14%
Other Ethnicity or Race	2017	4	308	47	1%	29%	15%
	2018	5	331	53	1%	29%	16%
Total	2017	26	4,358	1,339	0%	31%	16%
	2018	39	4,641	1,462	1%	32%	17%

**Want more information?**

To see the complete report, go to: [www.nlacrc.org](http://www.nlacrc.org)

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