



North Los Angeles County Regional Center

Code of Conduct

As we work together to provide services and supports to persons with developmental disabilities in our community, North Los Angeles County Regional Center (NLACRC) strives to create an environment of mutual respect and civility for staff, consumers, their families, and all other members of the community. To achieve this goal, we encourage freedom of expression, within the context of a supportive, safe, and harassment-free environment. NLACRC encourages positive communication and discourages actions that are or are perceived as hostile or threatening by or toward staff, representatives of NLACRC including, but not limited to its board members, consumers, family members, vendors, service providers, contractors, and anyone else who engages with NLACRC in any capacity. We seek your partnership in ensuring that every meeting and interaction will be held within the framework of mutual respect and civility among all participants.



NORTH LOS ANGELES COUNTY REGIONAL CENTER
PERFORMANCE CONTRACT
Fiscal Year 2025-26
DRAFT

| Public Policy Performance Measure (Required) | | NLACRC May 2024 | Statewide Average May 2024 | NLACRC May 2025 | Statewide Average May 2025 |
|---|--|----------------------------------|-------------------------------------|----------------------------------|-------------------------------------|
| 1. Number and percentage of minors living with families. | | | | | |
| Note: The higher the number the better the outcome. | | | | | |
| Data Source: Client Master File (CMF) residence code data for status 1, 2 and U minor (<18 years old) residing in: | | | | | |
| • Foster Family | | ↑ 897 4.39% | 5,567 2.40% | ↑ 1,018 4.35% | 5,661 2.13% |
| • Own Home - Parent/Guardian | | ↓ 19,516 95.3% | 225,653 97.27% | ↓ 22,360 95.51% | 259,379 97.58% |
| • Total Children In Homes | | ↑ 22,582 99.85% | 231,220 99.67% | ↑ 23,378 99.86% | 265,040 99.71% |
| Goal: Maintain the percentage of children who reside in a home setting. | | | | | |
| <u>ACTIVITIES TO ADDRESS MEASURE/GOAL 1:</u> | | | | | |
| ♦ Enhanced Training for Service Coordinators: Ongoing training strengthens case management and person-centered assessment skills to support children remaining in the family home. | | | | | |
| ♦ Family Education and Resources: Families benefit from Town Halls, outreach events, resource fairs, videos, and informational materials to navigate Regional Center services. | | | | | |
| ♦ Targeted Community Outreach: Outreach Language Specialists share Regional Center resources with early education centers, schools, and community organizations. | | | | | |

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| 2. Number and percentage of adults residing in independent living. Note: The higher the number the better the outcome. Data Source: Prior FYPOS and CMF residence code data for status 2 adults (18 years old and above) residing in independent living. | | | | | |
| • Total Adults Residing in Independent Living | | ↓ 1,077 7.88% | 18,018 9.07% | ↓ 1,039 7.27% | 18,135 8.75% |
| Goal: Increase the percentage of adults who reside in independent living. <u>ACTIVITIES TO ADDRESS MEASURE/GOAL 2:</u> <ul style="list-style-type: none">♦ Empowering Independence: NLACRC uses a person-centered approach to connect consumers and families with resources that promote independent living in the least restrictive community settings.♦ Education & Engagement: Families and individuals served benefit from public presentations, outreach events, and accessible materials (e.g., guides and brochures), while service coordinators receive ongoing training and attend resource fairs to stay informed.♦ Culturally Competent Outreach: Outreach Language Specialists and Transition Department staff share information on adult services and independent living through inclusive, community-based events like the Life After High School Resource Fair. | | | | | |

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|--|----------------------------|-------------------------------------|-----------------------|-------------------------------------|
| 3. Number and percentage of adults residing in supported living. Note: The higher the number the better the outcome. Data Source: CMF residence code data for status 2 adults (18 years old and above) residing in supported living. | | | | |
| • Total Adults Residing in Supported Living | ↓ 416 3.04% | 9,415 4.74% | ↓ 429 3.00% | 9,706 4.68% |
| Goal: Increase the percentage of adults who reside in supported living. <u>ACTIVITIES TO ADDRESS MEASURE/GOAL 3:</u> <ul style="list-style-type: none">• Person-Centered Support: Consumers and families can access resources that promote independence in the least restrictive community settings through a person-centered approach.• Training & Resource Sharing: NLACRC trains service coordinators and provides families with educational materials and events, including public presentations and community outreach.• Culturally Inclusive Outreach: Service coordinators and Outreach Language Specialists attend fairs and host culturally competent events to share information on supported living and adult services. | | | | |

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| 4. Number and percentage of adults residing in adult Family Home Agency homes. Note: The higher the number the better the outcome. Data Source: CMF residence code data for status 2 adults (18 years old and above) residing in Adult Family Home Agency homes. | NLACRC May 2024 | Statewide Average May 2024 | NLACRC May 2025 | Statewide Average May 2025 |
| • Total Adults Residing in Adult Family Home Agency Homes | ↓ 51 0.37% | 1,462 0.74% | ↓ 52 0.36% | 1,260 0.72% |
| Goal: Increase/Decrease the percentage of adults who reside in adult family home agency homes. <u>ACTIVITIES TO ADDRESS MEASURE/GOAL 4:</u> • Person-Centered Access: Individuals served and families are supported in accessing services that promote independence in the least restrictive community settings. • Training & Community Engagement: NLACRC equips service coordinators and families through training, public presentations, outreach events, and informative materials. • Inclusive Resource Sharing: Service Coordinators and Outreach Language Specialists attend fairs and host culturally competent events to share information on Adult Family Home Agencies and adult services. | | | | |

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|--|--|--------------------------------|---|--------------------------------|
| 5. Number and percentage of adults residing in family homes (home of parent or guardian). Note: The higher the number the better the outcome. Data Source: CMF residence code data for status 2 adults (18 years old and above) residing in family homes (home of parent or guardian). | | NLACRC May 2024 | Statewide Average May 2024 | NLACRC May 2025 |
| • Total Adults Residing in Family Homes (home of parent or guardian) | | ↑ 10,213 74.72% | 137,584 69.25% | ↑ 10,809 75.65% |
| Goal: Increase/Maintain the percentage of adults who reside in family homes. <u>ACTIVITIES TO ADDRESS MEASURE/GOAL 5:</u> <ul style="list-style-type: none">• Person-Centered Support: Individuals served and families access services that promote independence while ensuring appropriate care and supervision in the least restrictive community settings.• Training & Information Sharing: NLACRC trains service coordinators and provides families with educational resources through public meetings, outreach events, and informational materials.• Community-Based Outreach: Service coordinators and Outreach Language Specialists share details on services like Coordinated Family Supports (CFS) through culturally competent events and resource fairs. | | | | |

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|---|----------------------------------|-------------------------------------|----------------------------------|-------------------------------------|
| 6. Number and percentage of adults residing in home settings. Note: The higher the number the better the outcome. Data Source: CMF residence code data for status 2 adults (18 years old and above) residing in home settings. | | | | |
| • Independent Living | ↓ 1,077 7.88% | 18,018 9.07% | ↓ 1,039 7.27% | 18,135 8.75% |
| • Supported Living | ↓ 481 2.94% | 9,514 4.64% | ↓ 429 3.00% | 9,706 4.68% |
| • Adult Family Home Agency Homes | ↓ 53 0.37% | 1,481 0.72% | ↓ 53 0.37% | 1,481 0.72% |
| • Family Homes | ↑ 10,737 75.50% | 143,730 70.03% | ↑ 10,737 75.50% | 143,730 70.03% |
| • Total Adults in Home Settings | ↑ 11,757 86.02% | 166,479 83.80% | ↑ 12,329 86.29% | 174,659 84.25% |
| Goal: Increase the percentage of adults who reside in home settings. <u>ACTIVITIES TO ADDRESS MEASURE/GOAL 6:</u> <ul style="list-style-type: none"> • Ongoing Support Services: NLACRC continues to offer Independent Living Services (ILS), Supported Living Services (SLS), and family support to assist caregivers with care and supervision in home settings. • New Service Offering: NLACRC has vendored 14 providers for Coordinated Family Supports (CFS), a new service designed to support adults living in the family home. • Focus on Home-Based Care: These services aim to enhance independence and quality of life for individuals residing in family homes while ensuring appropriate support is available. | | | | |

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| Public Policy Performance Measure (Required) | | | | |
|---|---|---------------------------|--|---------------------------|
| 7. Number and percentage of minors living in facilities (excluding developmental centers) See by Residence Footnotes | | | | |
| Note: The lower the number the better the outcome. | | | | |
| Data Source: CMF residence code data for status 1, 2 and U minors residing in the following facilities serving >6: | | | | |
| • ICF (7+ Beds) |  0 0.00% | 32 0.01% |  1 0.00% | 31 0.01% |
| • SNF |  0 0.00% | 6 0.00% |  0 0% | 4 0.00% |
| • CCF (7+ Beds) |  0 0.00% | 12 0.01% |  0 0.00% | 41 0.02% |
| • Total Minors in Facilities |  0 0% | 50 0.02% |  1 0.00% | 76 0.03% |
| Goal: Decrease the percentage of minors who reside in facilities. | | | | |
| <u>ACTIVITIES TO ADDRESS MEASURE/GOAL 7:</u> | | | | |
| ♦ Person-Centered Services: NLACRC helps consumers and families access resources that promote independence in the least restrictive community settings, while ensuring appropriate care and supervision. | | | | |
| ♦ In-Home Support Options: Services such as behavior intervention, respite, personal assistance, and daycare are available to support minors and adults living in the family home. | | | | |
| ♦ Education & Outreach: NLACRC trains service coordinators and provides families with learning opportunities through public events, presentations, and informational materials. | | | | |




Children by Residence Footnotes: 1) The residence type codes for Foster Home (Child) is 78 or 80 and for Own Home-Parent/Guardian is 11. "Total Children in Homes" equals Foster Home (Child) plus Own Home-Parent/Guardian. 2) "Total Children Status 1, 2, 3, U" includes all children under age 18 who have status 1, 2, 3, U regardless of residence type. 3) Children are individuals under age 18 with status 1, 2, 3, U on CMF as of February 2025. 4) The residence type codes associated with children in facilities are as follows: CCF (7+ Beds)=47-49 (+ former codes 61-69 & 75-77); ICF (7+ Beds)=52, 53, 55, 58; and Nursing Facility=59-60 (+ former code 51). The capacity "7+ Beds" noted in the CCF and ICF columns is solely based on the aforementioned residence type codes. "Total Children/7+ Beds" combines CCF (7+ Beds), ICF (7+ Beds) and Nursing Facility. 5) Children not included in the residence categories above are living in other residential models.
Adults by Residence Footnotes: 1) The residence type codes are as follows: Adult FHA=79; Independent Living=13; Own Home-Parent= 11; and Supported Living=14 (+ former code 12). "Total Adults in Home Settings"=Adult FHA+Independent Living + Own Home-Parent + Supported Living. "Total Adults Status 2, 3, U" includes all individuals ages 18 and over with status 2, 3, U on CMF as of February 2025. 2) "Total Adults Status 2, 3, U" includes all adults with status 2, 3, U regardless of residence type. 3) "Total Adults/7+ Beds" combines CCF (7+ Beds), ICF (7+ Beds) and Nursing Facility. 3) Adults not included in the residence categories above are living in other residential models.

| Public Policy Performance Measure (Required) | | | | |
|---|--------------------------------|---|--------------------------------|---|
| 8. Number and percentage of adults living in facilities (excluding developmental centers) | | | | |
| Note: The lower the number the better the outcome. | | | | |
| Data Source: CMF residence code data for status 2 adults residing in the following facilities serving >6: | | | | |
| | NLACRC May 2024 | Statewide Average May 2024 | NLACRC May 2025 | Statewide Average May 2025 |

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| | | | | |
|-------------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| • ICF (7+ Beds) | 114 ↑ 0.80% | 710 0.35% | 113 ↑ 0.79% | 715 0.34% |
| • SNF | 72 0.51% | 865 0.42% | 79 0.55% | 866 0.42% |
| • CCF (7+ Beds) | 76 ↓ 0.53% | 1,279 0.62% | 77 ↓ 0.54% | 1,348 0.65% |
| • Total Adults in Facilities | 262 ↑ 1.84% | 2,854 1.39% | 269 ↑ 1.88% | 2,929 1.41% |

Goal: Decrease the percentage of adults who reside facilities serving >6.

ACTIVITIES TO ADDRESS MEASURE/GOAL 8:

- ♦ **Person-Centered Services:** NLACRC helps consumers and families access resources that promote independence in the least restrictive community settings, while ensuring appropriate care and supervision.
- ♦ **In-Home Support Options:** Services such as behavior intervention, respite, personal assistance, and daycare are available to support adults living in the family home.
- ♦ **Education & Outreach:** NLACRC trains service coordinators and provides families with learning opportunities through public events, presentations, and informational materials.

| Public Policy Performance Measure (Required) | | | | |
|---|---------------------------|-------------------------------|---------------------------|-------------------------------|
| 9. Increase the percentage of adult consumers that are employed in integrated settings with competitive wages. | | | | |
| Separate sub-measures in this category are included below as numbers 9.a. through 9.i. | | | | |
| Data source: NLACRC 23-24 Progress Report Year-End | | | | |
| | Jan. - Dec. 2022 CA | Jan. - Dec. 2022 NLACRC | Jan. - Dec. 2023 CA | Jan. - Dec. 2023 NLACRC |
| 9.a. Individual Earned Income (Age 16 to 64 years): Data Source: Employment Development Department (EDD) and CMF | | | | |
| Number and percentage of individuals with earned income: | 31,413 15.40% | 2,359 16.25% | 32,132 15.20% | 2,506 16.55% |

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|--|---|--|---|--|---|
| 9.b. | Average annual wages for consumers: | \$13,198 | \$13,831 | \$14,251 | \$14,967 |
| | | 2021 | | 2022 | |
| 9.c. | Annual earnings of individuals ages 16-64 compared to all people with disabilities in California: Data Source: EDD & American Community Survey, 2022 five-year estimate | \$30,783 | | \$29,382 | |
| | | 2021-22 CA Avg. | 2021-22 NLACRC | 2022-23 CA Avg. | 2022-23 NLACRC |
| 9.d. | Number of adults who entered in competitive integrated employment following participation in a Paid Internship Program. (Data collected from service providers by regional centers) | 1,527 | 102 | 2,650 | 214 |
| 9.e. | Percentage of adults who entered in competitive integrated employment following participation in a Paid Internship Program: | 12% | 22% | 10% | 9% |
| 9.f. | Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during prior fiscal year: | \$15.08 15 | \$15.18 15 | \$15.96 14 | \$16.24 14 |
| 9.g. | Average wages and hours worked for adults engaged in competitive integrated employment on behalf of whom incentive payments have been made: | \$15.63 22 | \$15.77 21 | \$16.51 21 | \$16.71 22 |
| 9.h. | Total # of incentive payments made for the fiscal year for the following amounts. Incentive amount: \$3,000 \$2,500 \$2,000 | 22 25 42 55 | 21 34 68 111 | 21 804 849 1,031 | 22 74 72 97 |
| | | July 2017 – June 2018 Statewide | July 2017 – June 2018 NLACRC | July 2020 – June 2021 Statewide | July 2020 – June 2021 NLACRC |
| 9.i. | Percentage of adults who reported having integrated employment as their goal in their IPP. Data Source: National Core Indicator (NCI) Adult Consumer Survey (Note: NCI Surveys are conducted every three years.) | 29% | 26% | 35% | N/A |
| Goal: Increase the percentage of adult consumers that are employed in integrated settings with competitive wages. | | | | | |
| <u>NLACRC ACTIVITIES TO ADDRESS MEASURE/GOAL 9:</u> | | | | | |

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- ♦ **Employment Data & Partnerships:** NLACRC's Employment Specialist gathers data on integrated employment and paid internship programs (PIP) through partnerships with service providers.
- ♦ **Training & Workshops:** NLACRC hosts employment-related workshops for individuals, families, and providers, covering topics like WIPA, DOR, CalABLE, and customized employment strategies.
- ♦ **Customized Career Support:** NLACRC has vended 7 Coordinated Career Pathways providers and trained 97 DSPs/providers through ACRE to support personalized employment planning.

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

Data Source: Prior FY POS data and CMF; RC generated data. (FY24-25 Year-End Data is pending)

| Residence Type | American Indian or Alaska Native | | Asian | | Black/African American | | Hispanic | | Native Hawaiian or Other Pacific Islander | | White | | Other Ethnicity or Race | |
|-----------------|----------------------------------|--------|--------|--------|------------------------|--------|----------|--------|---|--------|--------|--------|-------------------------|--------|
| | 21-22 | 22-23 | 21-22 | 22-23 | 21-22 | 22-23 | 21-22 | 22-23 | 21-22 | 22-23 | 21-22 | 22-23 | 21-22 | 22-23 |
| Home | ✖ 0.40 | ✖ 0.35 | ⚠ 0.57 | ⚠ 0.59 | ⚠ 0.63 | ⚠ 0.58 | ⚠ 0.63 | ⚠ 0.65 | ⚠ 0.65 | ⚠ 0.64 | ⚠ 0.58 | ⚠ 0.60 | ⚠ 0.56 | ⚠ 0.60 |
| ILS/SLS | ✖ 0.32 | ⚠ 0.55 | ✓ 0.79 | ✓ 0.79 | ✓ 0.79 | ✓ 0.81 | ✓ 0.75 | ✓ 0.77 | N/A | N/A | ✓ 0.81 | ✓ 0.79 | ✓ 0.77 | ✓ 0.77 |
| Institutions | N/A | N/A | N/A | N/A | ✖ 0.22 | ⚠ 0.52 | ✖ 0.24 | ✖ 0.48 | N/A | N/A | ✖ 0.01 | ⚠ 0.91 | N/A | ⚠ 0.51 |
| Residential | N/A | N/A | ✓ 0.77 | ✓ 0.82 | ⚠ 0.75 | ✓ 0.77 | ✓ 0.79 | ✓ 0.82 | ✓ 0.93 | ✓ 0.87 | ⚠ 0.73 | ✓ 0.77 | ✓ 0.80 | ✓ 0.83 |
| Med/Rehab/Psych | N/A | N/A | N/A | ⚠ 0.74 | ✓ 0.87 | ✓ 1.05 | ⚠ 0.53 | ⚠ 0.67 | N/A | N/A | ⚠ 0.68 | ✓ 0.76 | ✓ 0.98 | ✓ 0.99 |
| Other | N/A | N/A | ✓ 0.87 | ✓ 0.93 | ⚠ 0.69 | ⚠ 0.64 | ✓ 0.76 | ✓ 0.83 | N/A | N/A | ✓ 0.81 | ✓ 0.76 | ⚠ 0.74 | ⚠ 0.62 |

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 individuals 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.

Goal: Ensure that consumers and families have access to services and supports regardless of age, diagnosis, ethnicity, or language.

NLACRC ACTIVITIES TO ADDRESS MEASURE/GOAL 10:

- **Cultural Competency & Staff Support:** NLACRC staff receive cultural competency training and access to resources like the DEIB e-Resource Library to better serve diverse communities and support Service Coordinators.
- **Family Support & Service Access:** NLACRC's PFSS Hotline provides guidance to families on available services and resources, while ongoing staffing efforts ensure every family has a dedicated service coordinator for IPP planning. Multilingual support groups and educational forums further empower families to navigate the regional center system effectively.
- **Community Education & Engagement:** NLACRC offers ongoing educational opportunities through quarterly meetings with Spanish-speaking families, monthly forums and presentations on diverse topics, multilingual support groups, and the annual "Festival Educativo" to help families stay informed and connected to regional center services.

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Public Policy Performance Measure (Required)

11. Percentage of total annual purchase of service expenditures by individual's race/ethnicity and age. Data Source: Prior FY POS data and CMF. (FY24-25 Year-End Data is pending)

| Age Group | Measure | American Indian or Alaska Native | | Asian | | Black/African American | | Hispanic | | Native Hawaiian or Other Pacific Islander | | White | | Other Ethnicity or Race | |
|--------------|--------------|----------------------------------|-------|-------|-------|------------------------|-------|----------|-------|---|-------|-------|-------|-------------------------|-------|
| | | 21-22 | 22-23 | 21-22 | 22-23 | 21-22 | 22-23 | 21-22 | 22-23 | 21-22 | 22-23 | 21-22 | 22-23 | 21-22 | 22-23 |
| Birth to 2 | Individuals | 0% | 0% | 5% | 5% | 5% | 5% | 49% | 48% | 0% | 0% | 20% | 20% | 21% | 22% |
| | Expenditures | 0% | 0% | 6% | 6% | 5% | 5% | 50% | 49% | 0% | 0% | 21% | 21% | 18% | 19% |
| 3 to 21 | Individuals | 0% | 0% | 6% | 6% | 9% | 10% | 53% | 53% | 0% | 0% | 23% | 22% | 9% | 9% |
| | Expenditures | 0% | 0% | 6% | 6% | 11% | 11% | 47% | 46% | 0% | 0% | 28% | 28% | 8% | 8% |
| 22 and older | Individuals | 0% | 0% | 6% | 6% | 12% | 12% | 37% | 38% | 0% | 0% | 41% | 39% | 4% | 4% |
| | Expenditures | 0% | 0% | 6% | 6% | 10% | 11% | 27% | 27% | 0% | 0% | 52% | 51% | 4% | 4% |

Goal: Ensure that consumers and families have access to services and supports regardless of age, diagnosis, ethnicity, or language

ACTIVITIES TO ADDRESS MEASURE/GOAL 11:

- ♦ Same activities as in #10.

The **higher** the number the better the outcome:

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Public Policy Performance Measure (Required)

12. Number and percent of individuals receiving only case management services by race/ethnicity and age. Data Source: Prior FY POS data and CMF. (FY24-25 Year-End Data is pending)

| Measure | Fiscal 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 | 21-22 | 1 | 8 | 5 | 20% | 40% | 71% |
| | 22-23 | 1 | 15 | 3 | 14% | 65% | 38% |
| Asian | 21-22 | 28 | 394 | 133 | 8% | 36% | 21% |
| | 22-23 | 17 | 436 | 145 | 5% | 36% | 22% |
| Black/African American | 21-22 | 37 | 532 | 286 | 10% | 33% | 23% |
| | 22-23 | 18 | 597 | 314 | 5% | 32% | 24% |
| Hispanic | 21-22 | 218 | 3,147 | 941 | 6% | 35% | 25% |
| | 22-23 | 172 | 3,507 | 1,035 | 5% | 34% | 26% |
| Native Hawaiian or Other Pacific Islander | 21-22 | 0 | 5 | 0 | 0% | 36% | 0% |
| | 22-23 | 0 | 4 | 0 | 0% | 57% | 0% |
| White | 21-22 | 116 | 1,287 | 712 | 8% | 33% | 17% |
| | 22-23 | 96 | 1,358 | 792 | 6% | 33% | 19% |
| Other Ethnicity or Race | 21-22 | 124 | 499 | 88 | 8% | 32% | 22% |
| | 22-23 | 111 | 587 | 98 | 7% | 32% | 24% |
| Total | 21-22 | 524 | 5,872 | 2,165 | 7% | 34% | 21% |
| | 22-23 | 415 | 6,504 | 2,387 | 5% | 34% | 23% |

Goal: Ensure that consumers and families have access to services and supports regardless of age, diagnosis, ethnicity, or language

ACTIVITIES TO ADDRESS MEASURE/GOAL 11:

- ♦ Same activities as in #10

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Public Policy Performance Measure (Required)

13 Per capita purchase of service expenditures by individual's primary language (for primary languages chosen by 30 or more consumers only).

Data Source: Prior FY POS data and CMF. Data for this measure that is separated by primary language is included below as numbers 13.a. through 13.e.

Note: Percent Utilized is the percentage of authorized amount that was expended (expenditure amount divided by authorized amount).

| | Ethnicity | 2022-23 | 2023-24 |
|--------------|---------------------|---|---|
| 13.a. | Chinese | Individuals Count: 9 Per Capita Expenditures: \$20,007 Percent Utilized: 54.0% | Individuals Count: 8 Per Capita Expenditures: \$14,728 Percent Utilized: 50.1% |
| 13.b. | English | Individuals Count: 28,711 Per Capita Expenditures: \$19,443 Percent Utilized: 67.4% | Individuals Count: 31,253 Per Capita Expenditures: \$20,410 Percent Utilized: 66.2% |
| 13.c. | Spanish | Individuals Count: 7,912 Per Capita Expenditures: \$14,083 Percent Utilized: 68.3% | Individuals Count: 8,408 Per Capita Expenditures: \$14,896 Percent Utilized: 68.9% |
| 13.d. | Vietnamese | Individuals Count: 45 Per Capita Expenditures: \$26,590 Percent Utilized: 82.3% | Individuals Count: 44 Per Capita Expenditures: \$29,268 Percent Utilized: 76.3% |
| 13.e. | All Other Languages | Individuals Count: 746 Per Capita Expenditures: \$26,131 Percent Utilized: 71.3% | Individuals Count: 844 Per Capita Expenditures: \$32,452 Percent Utilized: 74.8% |

Goal: Ensure that consumers and families have access to services and supports regardless of age, diagnosis, ethnicity, or language

ACTIVITIES TO ADDRESS MEASURE/GOAL 13:

- ♦ **Bilingual Staffing Focus:** NLACRC prioritizes hiring bilingual Service Coordinators to better assess and implement services that align with the cultural and linguistic needs of individuals and families.
- ♦ **Culturally Competent Outreach:** Outreach Language Specialists share service and support information through culturally responsive events tailored to diverse communities.
- ♦ **Language-Specific Support Groups:** Monthly support groups are facilitated in Spanish, Tagalog, Farsi, and Armenian, offering families guidance and updates in their native languages.

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Public Policy Performance Measure (Optional)

14. Public Policy Measures Related to Reducing Disparities and Improving Equity in POS).

Data Source: National Core Indicators (NCI) Surveys. Data for this measure that is included below as numbers 14.a. through 14.c. [National Core Indicators \(NCI\) : CA Department of Developmental Services](#)

| | Measure | NCI Child Family Survey FY 18/19 | | | NCI Adult Family Survey FY 19/20 | | | NCI Family Guardian Survey FY 19/20 | | | | | |
|-------|--|-------------------------------------|-----|--------|-------------------------------------|--------------|------|--|--------|--------------|-----|-------|-------|
| 14.a. | Number and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member. | NLA | CA | *NCI | NLA | CA | *NCI | NLA | CA | *NCI | | | |
| | | Number | 901 | 10,001 | 14,142 | Number | 824 | 13,780 | 18,166 | Number | 262 | 4,994 | 8,994 |
| | | Always | 34% | 32% | 31% | Always | 39% | 41% | 40% | Always | 35% | 41% | 43% |
| | | Usually | 39% | 41% | 44% | Usually | 40% | 40% | 43% | Usually | 51% | 46% | 46^ |
| | | Sometimes | 20% | 21% | 20% | Sometimes | 16% | 14% | 13% | Sometimes | 9% | 10% | 9% |
| | | Seldom/Never | 7% | 6% | 6% | Seldom/Never | 5% | 4% | 4% | Seldom/Never | 5% | 3% | 2% |
| | | *Weighted NCI Average | | | *Weighted NCI Average | | | *Weighted NCI Average | | | | | |
| 14.b. | Number and percent of individuals, by race/ethnicity, whose IPP/IFSP includes all of the services and supports needed. | NLA | CA | *NCI | NLA | CA | *NCI | NLA | CA | *NCI | | | |
| | | Number | 521 | 5,317 | 7,494 | Number | 499 | 7,822 | 10,725 | Number | 179 | 3,277 | 6,218 |
| | | Yes: | 80% | 81% | 83% | Yes: | 83% | 86% | 88% | Yes: | 89% | 90% | 93% |
| | | No: | 20% | 19% | 17% | No: | 17% | 14% | 12% | No: | 11% | 10% | 7% |
| | | *Weighted NCI Average | | | *Weighted NCI Average | | | *Weighted NCI Average | | | | | |
| 14.c. | Number and percent of families, by race/ethnicity, who report that services have made a difference in helping keep their family member or child at home. | NLA | CA | *NCI | N/A | N/A | | | | | | | |
| | | Number | 790 | 8,746 | | | n/a | | | | | | |
| | | Yes: | 85% | 82% | | | n/a | | | | | | |
| | | No: | 15% | 18% | | | n/a | | | | | | |
| | | *Weighted NCI Average | | | | | | | | | | | |

Goal: Ensure that consumers and families have access to services and supports regardless of age, diagnosis, ethnicity, or language

ACTIVITIES TO ADDRESS MEASURE/GOAL 14:

- ♦ **Enhanced Service Coordination:** NLACRC provides bilingual Enhanced Service Coordination (Spanish and Armenian) at a 1:40 ratio to help families understand and access services while honoring cultural and language preferences.
- ♦ **Culturally Responsive Outreach:** Outreach Language Specialists in Spanish, Tagalog, Farsi, and Armenian offer interpretation, training, and resource sharing to increase awareness of Regional Center services.
- ♦ **Language-Specific Support Groups:** Monthly support groups in Spanish, Tagalog, Farsi, and Armenian foster community and provide families with updates and guidance in their native languages.

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| Compliance Measures (Required) | | | | |
|---|---|--|---|--|
| 15. Audit Compliance Measures | | | | |
| Measures | Audit Compliance in all Regional Centers as of December 2022 | NLACRC Audit Compliance as of December 2022 | Audit Compliance in all Regional Centers as of June 2024 | NLACRC Audit Compliance as of June 2024 |
| 15.a. Unqualified independent audit with no material findings. Data Source: Yes/No - based on regional center independent audit findings. | 90% | Yes | 100% | Yes |
| 15.b. Substantial compliance with the Department fiscal audit Data Source: Yes/No - based on the Department internal document criteria. | 100% | Yes | 100% | Yes |
| 15.c. Did not overspend operations budget Data Source: Yes/No—actual expenditures plus late bills do not exceed OPS budget. | 100% | Yes | Yes | Yes |
| 15.d. Certified to participate in Home and Community—Based Services Waiver. Data Source: Yes/No—based on most recent waiver monitoring report. | 100% | Yes | Yes | Yes |
| 15.e. Audits vendors as required Data Source: Yes/No - based on documentation regional center reports to the Department. | 86% | Yes | 76% | Met |
| 15.f. CDER/ESR Currency Data Source: Status 1, 2, and U on CMF with current CDER or ESR. | 96% | 97.3% | 99.8% | 99.8% |
| 15.g. **Intake/assessment and IFSP timelines (ages 0-2). Data Source: Early Start Report | ** | ** | ** | ** |
| 15.h. Intake/assessment timelines for consumers ages 3 and above. Data Source: CMF - calculated by subtracting the status date from the CMF date. | 83.0% | 96.1% | 78.4% | 99.7% |
| 15.i. IPP Development (WIC requirements) Data Source: Biennial Department review per WIC section 4646.5(c)(3). | 99.0% | 96.1% | 97.1% | 93.9% |
| 15.j. Individualized Family Service Plan (IFSP) (Title 17 Requirements) Data Source: Early Start Report | 89.0% | 90.5% | 89.8% | 89.5% |

**DDS Department performance measures for all regional centers is not available on the DDS report and website for this measure at the time of this report.
 Data source for statewide averages: <https://www.dds.ca.gov/rc/dashboard/performance-contracts/>.

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