



North Los Angeles County Regional Center
Director's Report
January 2026

1. NLACRC Spotlight:

A. New Employee Round Table Yields Positive Results:

- i. 100% of employees hired in September 2026 rated their onboarding, training, and supervisor relationship with an average score of 8 out of 10 on a Likert Scale of 1-10 with 1 being Unsatisfactory and 10 being Highly Satisfactory
 - 1. 100% of these employees also rated ongoing support and company culture an average of 9 out of 10 using the same scale.

B. 2025 Individual & Family Satisfaction Survey

- i. 5,075 individuals participated via live telephone interviews, an online survey, or SMS/Text survey in the fall of 2025.
- ii. The survey included 35 questions across 23 metrics, using a 5-point response scale with 1 being Poor and 5 being Truly Outstanding.
- iii. NLACRC scored between 3.38 and 4.09 in all metrics.
 - 1. Compared to 2023, 5 metrics (all under the Service Coordination Section) reflected a statistically insignificant decrease in 2025 (e.g. less than 0.05).
 - 2. 18 metrics showed increases from 2023.

C. Recognition and Program Growth Highlights

- i. In December 2025, Senator Caroline Menjivar's team recognized the DEIB team and provided positive feedback about the Filipino Support Group, Armenian Support Group, and Farsi Support Group, in December 2025.

D. Statewide Influence of NLACRC Practices

- i. The Department of Developmental Services (DDS) requested NLACRC's Self-Determination Program (SDP) Budget Tool process, which informed the development of a statewide guideline aligned with NLACRC's existing practices (G-2024-Self-Determination Program-002: Fiscal Year 2024–25 Funding for the Self-Determination Program).
- ii. Following this, other Regional Centers have reached out to the SDP team to request training and technical assistance.

E. Increased Participation in Competitive Integrated Employment:

- i. Participation in the Paid Internship Program (PIP) increased from 337 participants in 2024 to 503 participants in 2025, reflecting continued growth and engagement.

2. Department Developmental Center (DDS) Updates:

A. Rate Model Implementation

- i. Behavioral Day Program
 - 1. DDS will extend the compliance deadline to February 28, 2026.
 - 2. DDS noted that funding should not be a barrier, as the rate model supports more behavioral consultation than is required.
 - 3. DDS will survey providers regarding BCBA capacity and implementation challenges.
 - 4. Dual vendoring for regular and behavioral day programs was discussed, but it presents wage structure challenges.
- ii. January 1 Minimum Wage and IRS Mileage Updates
 - 1. Updated rates reflect the increase in the statewide minimum wage to \$16.90 per hour, and the IRS standard mileage reimbursement has been updated to \$0.725 per mile.
 - 2. For services not yet implemented under the rate model, minimum wage adjustments may continue to be requested for impacted staff, consistent with historical prior practice.
- iii. Transportation – Service Code 875
 - 1. November 2025 is the first month in which providers are consistently billing using the vehicle service mile rate.
 - 2. DDS is separately addressing rate adjustments related to congested traffic.

3. Legislative Updates:

- i. The Legislative Analyst's Office (LAO) released its Fiscal Outlook report providing the Legislature an independent assessment of the state's budget condition ahead of the 2026-27 budget process.
 - 1. It forecasts a significant budget shortfall (about \$18 billion) for FY 2026-27, larger than previously anticipated, driven by structural imbalances between revenues and spending obligations.
- ii. The Governor's proposed budget for FY 2026-27 is expected to be released soon and will outline how the state plans to address these structural pressures.

4. Center Updates:

A. Recruitment

- i. Total # of positions filled: 927
- ii. Total # of authorized positions: 1035
- iii. December 2025 New Hires
 - 1. 1st Cycle (12/1/2025): 4 confirmed
 - 2. 2nd Cycle (12/15/2025): 4 confirmed
 - 3. 3rd Cycle (12/29/2025): 7 confirmed

- iv. January 2026 New Hires
 - 1. 1st Cycle (1/12/2026): 8 unconfirmed
 - 2. 2nd Cycle (1/26/2026): 1 unconfirmed

B. Consumer Statistics:

- i. Total Served: 41,090
 - 1. Early Start: 5,009
 - 2. Lanterman: 33,681
- ii. Breakdown of all three valleys:
 - 1. AV (Early Start & Lanterman): 9,821
 - 2. SCV (Early Start & Lanterman): 4,566
 - 3. SFV (Early Start & Lanterman): 24,303
- iii. Intake all three valleys: 719 & Early Start Intake: 314
- iv. All other categories not captured in Early Start, Lanterman, and Intake, such as Provisional, Enhanced, Specialized, and other which would total: 1,367

C. Social Recreation Update:

- i. Staffing and Operations – Miji (Financial Management Services):
 - 1. Miji has hired new leads and is now fully staffed.
 - 2. After a referral is submitted, Miji's intake team enters all requests into the system within one week, ensuring all required information is available for the customer service team to proceed.
 - 3. Referral processing continues to remain within the two-week standard, assuming clean and complete referrals are submitted.
- ii. Referral Volume and Trends
 - 1. Referral volume decreased slightly during the winter months, likely due to the holidays, despite prior expectations of an increase.
 - 1. November: 675 referrals submitted
 - 2. December: 364 referrals submitted.
- iii. Challenges and Risk Factors:
 - 1. The primary challenge continues to be delayed responses from families and businesses, which impacts processing timelines and payments.
 - 2. Miji reports that all referrals are actively tracked and addressed, with no referrals left unattended.

D. Compliance Activities:

- i. Quality Assurance conducted 187 residential visits (117 were unannounced in-person visits).
- ii. 4 Corrective Action Plans were developed with residential providers.

5. Outreach:

A. Children's Hospital Los Angeles (CHLA) Presentation – November 13, 2025

- i. DEIB was invited to present to CHLA professionals and select families as part of an ongoing collaboration with pediatric hospitals serving individuals eligible for regional center services.
- ii. Staff provided an overview of Regional Center eligibility, Early Start services, and available resources to increase awareness of early intervention supports.
- iii. The presentation supported CHLA's Parent Navigator Program, a DDS Service Access & Equity Grantee, and aligned with NLACRC's Child Find efforts.

B. Miracle in Mission Community Event – December 6, 2025 in Panorama City

- i. DEIB participated with a resource table at the annual Miracle in Mission holiday event, hosted by Councilmember Imelda Padilla and LAPD.
- ii. Families received information about NLACRC services and community resources alongside partner organizations such as LA Rec & Parks, Kaiser Permanente, SoCalGas, and the Red Sled Santa Foundation.
- iii. Participation supported outreach in a high-need community and strengthened ongoing collaboration with Councilmember Imelda Padilla.

C. Children's Center Antelope Valley (CCAV) Frosty Fest Resource Fair – December 20, 2025 in Lancaster

- i. DEIB hosted a resource table at CCAV's Frosty Feet, co-sponsored by the Department of Mental Health.
- ii. The event focused on children and families through resource sharing, family activities, and gift distribution.
- iii. Staff provided information about Regional Center services, eligibility, and Antelope Valley support groups to families in the AV community.

6. Upcoming Disability Organization Events/Activities

- A.** Disability Rights California's next board meeting—March 19, 2026
- B.** Self-Determination Local Advisory Committee meeting—January 15, 2026