Community Relations Committee

November 18, 2026

Deputy Director Report

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Service Coordinators Caseloads

Caseloads January 2026 vs October 2026

Total Caseloads	Jan '26	Oct '26	Change
Count	610	652	6.9%
# of Cases	41,398	43,885	6.0%
Caseloads with 100+ Cases	**Jan '26**	**Oct '26**	**Change**
Count	82	68	-17.1%
# of Cases	8,573	7,140	-16.7%
Vacant Caseloads	**Jan '26**	**Oct '26**	**Change**
Count	24	22	-8.3%
# of Cases	1,367	1,480	8.3%

Caseload Distribution Oct '26

Caseload Range	# Cases	%
100-111	68	0.15%
90-99	71	0.16%
80-89	77	0.18%
70-79	138	0.31%
60-69	77	0.18%
50-59	26	0.06%
40-49	99	0.23%
30-39	49	0.11%
20-29	21	0.05%

43,885 Total # of Cases

Total Reports Completed

Total # of IPPs	
2024	9,668
2025	9,002
*2026	9,067

Total # of Annual Reviews	
2024	4,691
2025	8,620
*2026	5,604

Total # Quarterly Reviews	
2024	1,611
2025	5,629
*2026	7,203

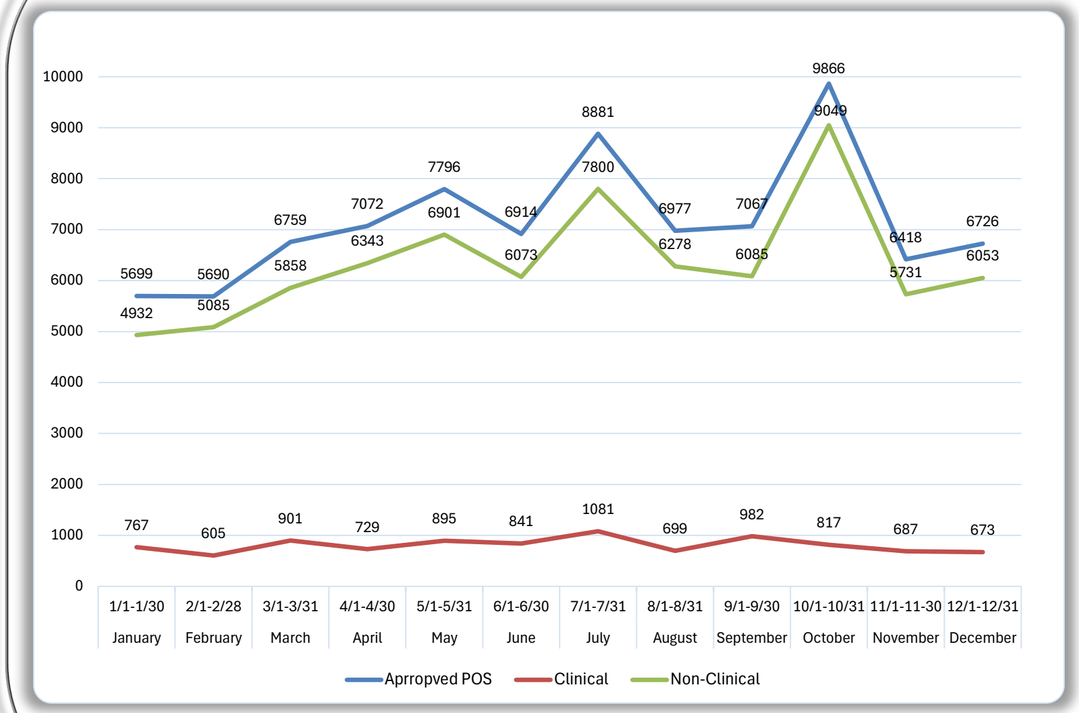
Total # Addedums	
*2026	18,111

*Jan-Oct '26

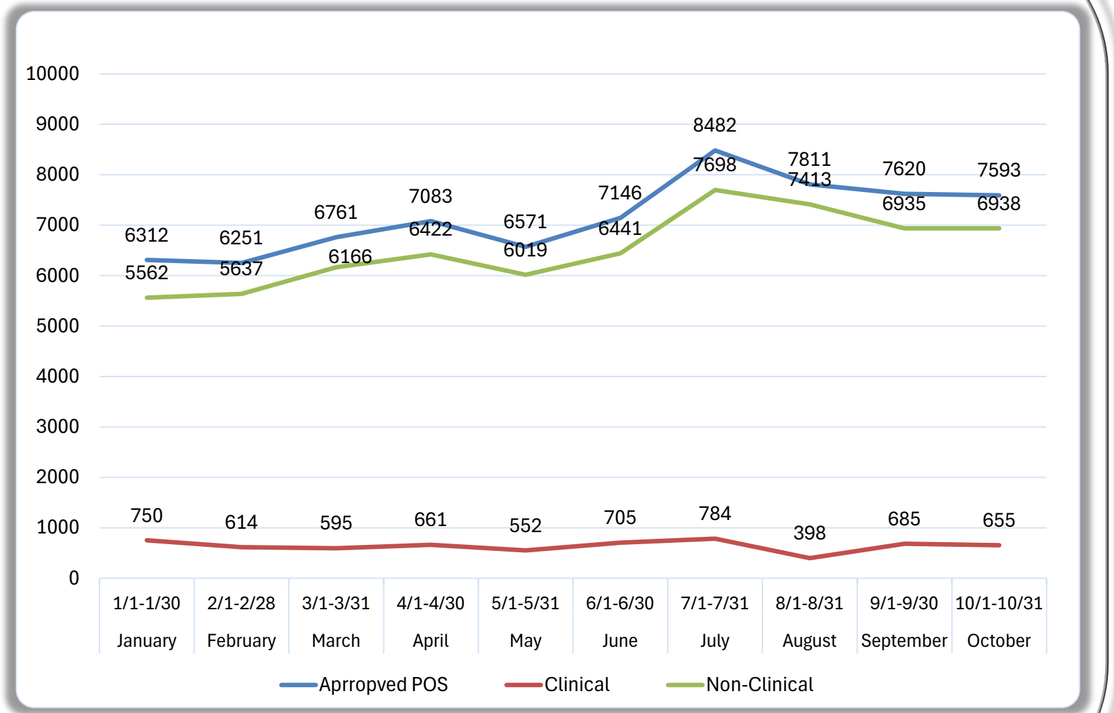
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Approved POS 2026

2025



2026



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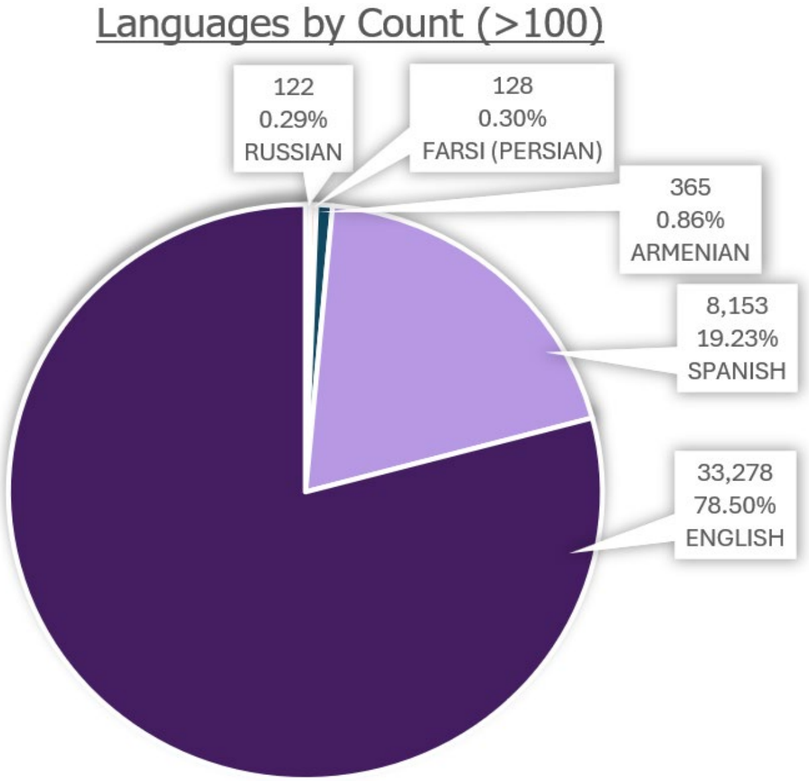
Training

Summary of Annual Trainings

Category	Metrics		
Total # of courses new staff take during their onboarding and training.	82 Courses (24 Trainer Led)		
Total # of LMS courses taken within the first year.	56 Courses		
Total # of hours of training in year one	128 Hours		
Total # of LMS courses year-round ongoing	74 Courses		
Total # of trainings taken by all staff annually		CSCs	Non-CSCs
	Even Years:	10 Trainings	6 Trainings
	Odd Years:	14 Trainings	9 Trainings
	Average:	12 Trainings	7.5 Trainings

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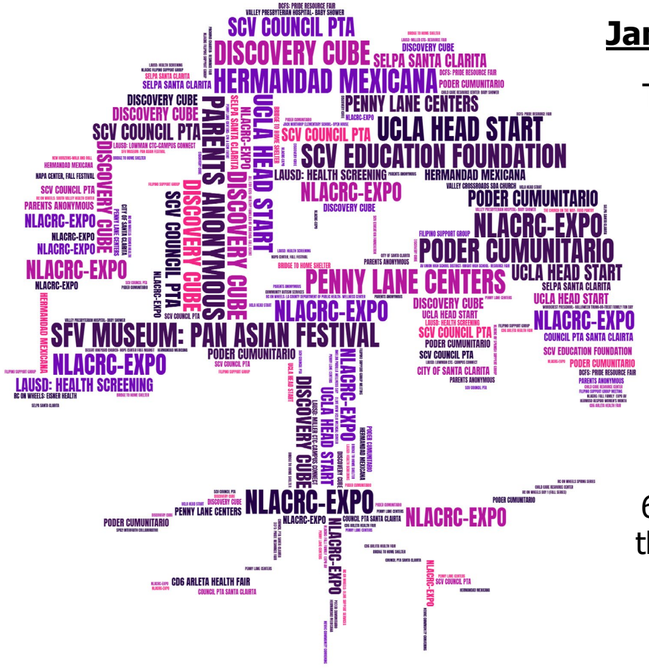
Top 10 Languages



Languages by Count (30-100)

34	38	41	58	74
0.08%	0.09%	0.10%	0.14%	0.17%
Hebrew	Vietnamese	Korean	Tagalog	ASL (Amer Sign Lang)

Outreach



January - November 7, 2026

Total Outreach Events: 219
Total Attendees: 9,607

# of Attendees 1-100
Events: 200
Attendees: 5,792

# of Attendees 101-400
Events: 19
Attendees: 3,815

6 more events are scheduled through the end of November

New Outreach Initiatives in 2027

- Spanish
- Armenian
- Farsi
- Russian

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Early Start

Celebrating Early Start's 100% Compliance Across Key DDS Audit Areas!

Following the recent DDS Early Start audit, NLACRC achieved 100% compliance in 7 out of 12 required areas, as well as 3 additional areas at compliance through pre-finding correction. Resulting in a total of 10 areas met.

Early Start scored 100% during the initial evaluation across the following critical standards:

- Parental Consent for Evaluation/Assessment
- Initial Evaluation
- Initial Assessment
- Written Notice of the IFSP Meeting
- IFSP Includes Frequency and Length
- Timely Transition Plan with Steps and Services
- Timely Transition Conferences

Additionally, Early Start successfully resolved all outstanding items through the pre-finding correction process, bringing the following areas up to 100% compliance with no required Plan of Correction:

- IFSP Conducted Within 45 Days
- Consent for Services
- Timely Notification to LEA

Regulatory bodies demand 100% compliance across the board, achieving these numbers demonstrates the huge strides NLACRC is making as an organization. *Every record reviewed represents a family receiving timely, high-quality support.*

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Performance Measures Outcomes

Recognition by Measure and Regional Center
Fiscal Year 2024-25

	EARLY START Child Find and Identification			EMPLOYMENT Competitive Integrated Employment (CIE)	EQUITY & CULTURAL COMPETENCY Linguistic Diversity	EQUITY & CULTURAL COMPETENCY SC Competency in Cultural & Ethnic Diversity	PERSON-CENTERED SERVICES PLANNING Service Coordinator Facilitation Skills
Regional Center	Child Find Plan Activities	Early Start Report Indicators 5 & 6		CIE 30-Day Placements	Bilingual Staff Survey	Training Survey	Training Survey
		Birth to 1	Birth to 3				
ACRC	★☼	◇	◇	◇	★★★★	★★★	★★★★
CVRC	★☼	★	★	◇	★★	★★★★	★★
ELARC	★	★	★	◇	★★★★	★★★★☼	★★★
FDLRC	★☼	★	★	★	★★★	★★★	★★
FNRC	★	★	★	★	★★★	★★★★	★★★★☼
GGRC		◇	◇	◇	★★★★	★★★	★★★
HRC	★	★	★	★	★★★★	★★★★	★★★★☼
IRC		★	★	◇	★★★★	★★★★☼	★★★★
KRC	★	◇	★	◇	★★★★	★★★★	★★★★☼
NBRC	★☼	◇	★	◇	★★★★	★★★	★★★
NLACRC	★	★	★	★	★★★★	★★★★	★★★★
RCEB	★	◇	◇	◇	★★★	★	★★★★
RCOC	★	◇	★	★	★★★★★	★★★	★★★★
RCRC	★	★	★	★	★	★★★★	★★★★
SARC	★	◇	★	◇	★★★★	★★★★	★★★
SCLARC	★☼	★	★	★	★	★★★★	★★★★
SDRC	★☼	★	★	★	★★★★	★★★★	★★★★
SG/PRC	★☼	★	★	★	★★★★	★★★★☼	★★★★
TCRC	★	★	★	◇	★★	★★★	★★★★
VMRC	★☼	★	★	◇	★★★★★	★★	★★★★☼
WRC	★	★	★	◇	★	★★★	★★★★

★ Successfully met measure *(some focus areas have additional incentives above the standard)*
☼ High performance (*met the maximum standard*)
◈ Partially met measure
◇ Participated but did not meet measure
(blank) Did not participate

NLACRC Successfully Met Performance Measures!

- **MET: Early Start Child Find & Identification** - Successfully completed all Child Find Plan requirements, ensuring prompt identification and timely access to crucial early intervention services
- **MET: Employment: Competitive Integrated Employment (CIE)** – Exceeded our goal of 30-day CIE placements for individuals served
- **MET: Equity & Cultural Competency: Linguistic Diversity** - Expanded our bilingual staff across NLACRC's core languages, strengthening our ability to connect, communicate, and support our multilingual community
- **MET: Equity & Cultural Competency: Service Coordinator Diversity Training** - Delivered comprehensive DEIB training to our staff, deepening cultural awareness and reinforcing inclusivity for the people we serve.
- **MET: Person-Centered Planning: Service Coordinator Facilitation Skills** - Achieved our high-performance goal by providing person-centered planning training to 100% of our Service Coordinators, equipping them with tools to keep the choices and goals of the individual served at the heart of everything we do

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Q & A

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