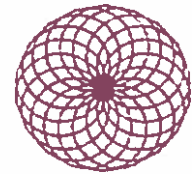


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Spring 2013

Performance Report for North Bay 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 Bay Regional Center (NBRC) we served about 7,700 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 NBRC, 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 did well in improving in all areas as compared to last year, especially where the number of children and adults living in large facilities is concerned, where we both improved over last year and exceeded the statewide average. But, we still need to make improvements in aligning other performance measures with the statewide average.

NBRC's catchment area includes Sonoma County, where Sonoma County Development Center is located. As a result, NBRC provides service coordination for clients residing at Sonoma Developmental Center (SDC) and those transferring from other regional centers to SDC. These factors contribute to NBRC's higher percentage of clients residing in developmental centers as compared to statewide averages.

NBRC has one of the highest percentages (15%) of clients living independently in community with Independent (ILS) and Supported Living Services (SLS). This data is contributes to the total number of clients living in home settings, where we continue to see improvements over the past years.

We hope this report helps you learn more about NBRC. If you have any questions or comments, please contact us! This report is a summary. To see the complete report, go to: www.nbrc.net Or contact NBRC at 707-256-1100.

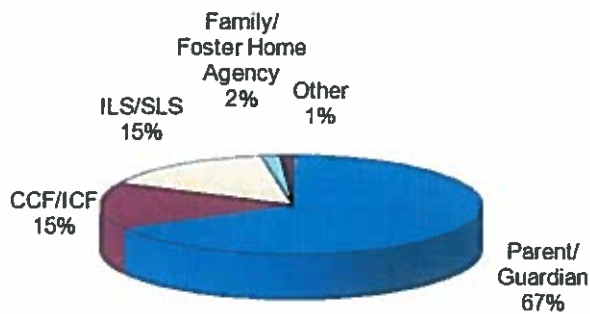
Bob Hamilton

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North Bay Regional Center

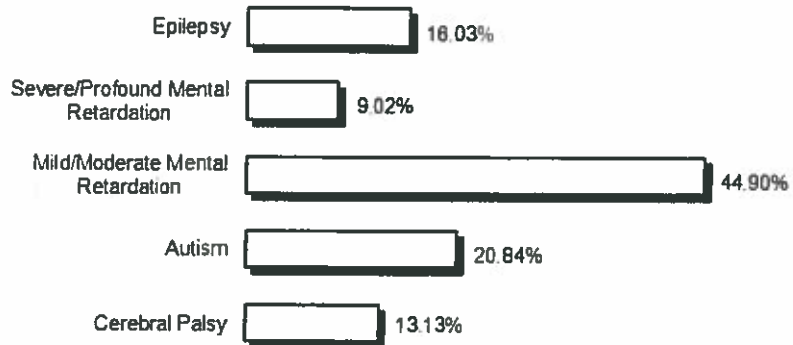
Who uses NBRC?

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

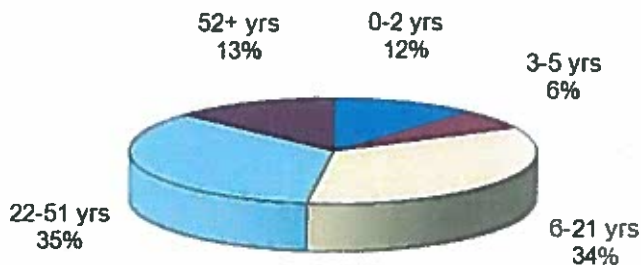
WHERE NBRC CONSUMERS LIVE



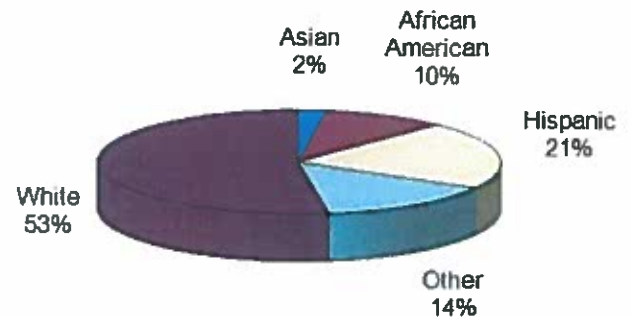
PRIMARY DIAGNOSIS OF NBRC CONSUMERS



AGE OF NBRC CONSUMERS



ETHNICITY OF NBRC CONSUMERS



How well is NBRC performing?

This chart tells you about 5 areas where DDS wants each regional center to keep improving.

The first column tells you how NBRC was doing at the beginning of 2012. And, the second column shows how NBRC was doing at the end of 2012.

To see how NBRC 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 2011		December 2012	
	State Average	NBRC	State Average	NBRC
Less consumers live in developmental centers	0.73%	1.64%	0.63%	1.49%
More children live with families	98.71%	98.16%	98.87%	98.53%
More adults live in home settings*	74.81%	71.19%	75.68%	73.34%
Less children live in large facilities (more than 6 people)	0.09%	0.10%	0.08%	0.03%
Less adults live in large facilities (more than 6 people)	3.50%	2.01%	3.31%	1.73%

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

Did NBRC meet DDS standards?

Read below to see how well NBRC 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>)	97.60%	NA*
Intake/Assessment timelines for consumers age 3 or older met	98.62%	93.98%
IPP (<i>Individual Program Plan</i>) requirements met	98.14%	98.14%
IFSP (<i>Individualized Family Service Plan</i>) requirements met	86.69%	NA**

*Measure temporarily suspended due to implementation of new Early Start Report.

**Measure temporarily suspended pending revision to measurement methodology and availability of associated data.

NBRC has also experienced technical errors this past year in terms of NBRC intake data not aligning with DDS data. These discrepancies have resulted in the appearance that fewer intakes/assessments were completed in a timely manner than last year. NBRC continues to work with DDS and our statewide database coordinators to fix these errors to ensure accurate data alignment.

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?

To see the complete report, go to: www.nbrc.net

Or contact North Bay Regional Center at 707-256-1294.

