

**NORTH BAY REGIONAL CENTER**  
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## **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 8,300 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 less adults living in large facilities and are virtually at the state average for more children living in the family home and more adults living in home settings. But, we still need to improve in less children living in large facilities and less consumers living at developmental centers (although there have not been additional placements at a developmental center, as clients have chosen to remain in the NBRC catchment area, they then become clients of NBRC, explaining the "increase" in NBRC consumers residing at developmental centers).

NBRC is also proud to report that we have improved in the following areas: CDERs and ESRs are updated as required and IPP requirements are met.

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: <http://nbrc.net/about-us/transparencyaccountability/>

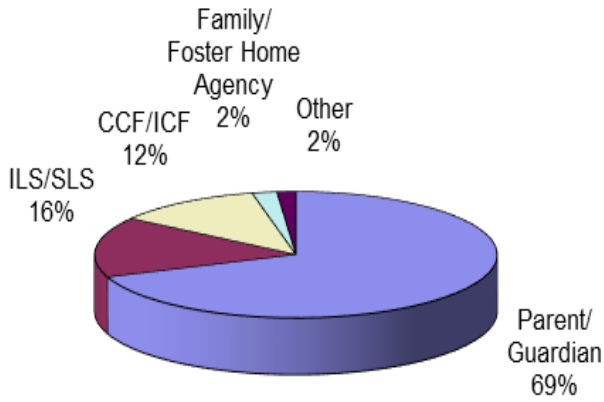
Or contact North Bay Regional Center at 707-256-1100.

Bob Hamilton,  
Executive Director, North Bay Regional Center

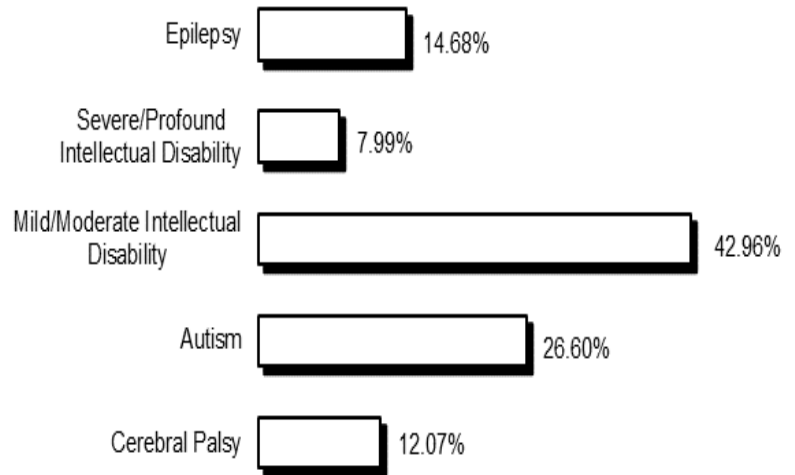
## Who uses NBRC?

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

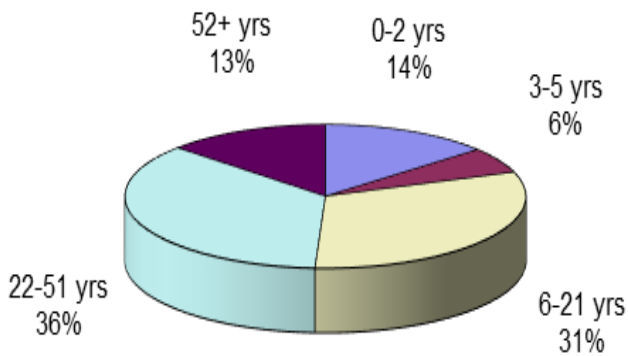
### WHERE NBRC CONSUMERS LIVE



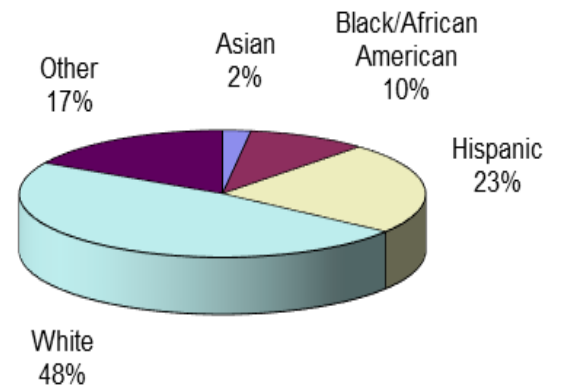
### DIAGNOSIS OF NBRC CONSUMERS



### 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 end of 2015. And, the second column shows how NBRC was doing at the end of 2016.

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 2015		December 2016	
	State Average	NBRC	State Average	NBRC
Less consumers live in developmental centers	0.36%	1.27%	0.30%	1.21%
More children live with families	99.15%	99.21%	99.24%	99.08%
More adults live in home settings*	78.04%	76.66%	78.89%	78.14%
Less children live in large facilities (more than 6 people)	0.06%	0.06%	0.05%	0.09%
Less adults live in large facilities (more than 6 people)	2.78%	1.57%	2.60%	1.27%

\* 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	Partially Met	Partially 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.)*	95.25%	96.17%
Intake/Assessment timelines for consumers age 3 or older met	98.28%	95.83%
IPP (Individual Program Plan) requirements met	98.54%	99.47%
IFSP (Individualized Family Service Plan) requirements met	95.01%	92.42%

\*CDER and ESR currency percentages were weighted based on the regional center's Status 1 and Status 2 caseloads, to arrive at a composite score.

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

NBRC has chosen to include consumer employment as a local measure in their performance contract. The chart below shows how well NBRC is performing on increasing consumer employment performance compared to their prior performance and statewide average:

Areas Measured	State Average	NBRC	State Average	NBRC
	Jan through Dec 2015		Jan through Dec 2016	
Percentage of adults in day services, that interact with people without disabilities: (Data Source: Client Development Evaluation Report (CDER))				
None	9%	3%	9%	3%
Few	59%	65%	58%	64%
Most	18%	18%	18%	19%
All	14%	14%	14%	14%
Percentage of adults who engage in paid work: (Data Source: California Employment Development Department (EDD))				
Less than 10 hours/week	8%	13%	7%	12%
10-25 hours/week	9%	13%	9%	13%
26-39 hours/week	6%	6%	5%	6%
40+ hours/week	1%	2%	1%	2%
Percentage of adults earning: Data Source: CDER)				
Below minimum wage	60%	61%	57%	58%
Minimum wage	23%	23%	26%	25%
Above minimum wage	16%	15%	16%	15%
Salaried	1%	1%	1%	1%
Earned Income (Adults age 16-64): (Data Source: EDD)		<b>Jan through Dec 2015</b>		<b>Jan through June 2016</b>
Quarterly number of consumers with earned income	20,157	957	21,691	1,191
Percentage of consumers with earned income	13.6%	19.7%	14.2%	24.1%
Average annual wages	\$7,236	\$6,643	\$7,631*	\$6,356
Percentage of Adults who reported: (Data Source: National Core Indicator Survey)		<b>July 2011 - June 2012</b>		<b>July 2014 - June 2015</b>
Having a paid job in a community-based setting	13%	16%	13%	12%
Having integrated employment as a goal in their IPP	27%	25%	27%	39%
Currently unemployed, but wanting a job in the community	39%	20%	45%	26%

\*Average wages for January through June 2016 are estimates based on the first two quarters of 2016.

## How well is NBRC doing at reducing disparities and improving equity?

The tables below provide information on National Core Indicator survey results from the regional center regarding services, satisfaction, and family outcomes, analyzed by race and ethnicity.

Overall, are you satisfied with the services and supports your family currently receives?  
(Adult Family Survey: 2013-14)

Ethnicity/Race	NBRC	Number of Respondents	All California Regional Centers	Number of Respondents
American Indian/Alaska Native <sup>1</sup>	100.00%	2	58.33%	36
Asian <sup>1</sup>	64.71%	17	69.39%	428
Black/African-American <sup>1</sup>	68.42%	19	64.38%	292
Native Hawaiian/Pacific Islander <sup>1</sup>	100.00%	2	68.97%	29
White <sup>1</sup>	67.39%	92	74.74%	1,461
Other/Unknown <sup>1</sup>	50.00%	2	50.00%	26
Hispanic or Latino <sup>1</sup>	55.88%	34	66.97%	1,193
Mixed Race <sup>2</sup>	74.07%	27	72.07%	376
Overall	67.17%	198	70.10%	3,920

Overall, are you satisfied with the services and supports your family currently receives?  
(Child Family Survey: 2012-2013)

Ethnicity/Race	NBRC	Number of Respondents	All California Regional Centers	Number of Respondents
American Indian/Alaska Native <sup>1</sup>	0.00%	1	58.70%	46
Asian <sup>1</sup>	73.68%	19	64.19%	863
Black/African-American <sup>1</sup>	58.82%	17	66.09%	407
Native Hawaiian/Pacific Islander <sup>1</sup>	100.00%	1	65.79%	38
White <sup>1</sup>	53.85%	143	63.88%	2,215
Other/Unknown <sup>1</sup>	0.00%	2	62.86%	70
Hispanic or Latino <sup>1</sup>	62.26%	106	59.94%	2,846
Mixed Race <sup>2</sup>	56.90%	58	63.85%	1,184
Overall	58.29%	362	62.53%	7,995

Overall are you satisfied with the services and supports your family member currently?  
(Family Guardian Survey: 2013-14)

Ethnicity/Race	NBRC	Number of Respondents	All California Regional Centers	Number of Respondents
American Indian/Alaska Native <sup>1</sup>	50.00%	4	73.68%	38
Asian <sup>1</sup>	100.00%	6	83.94%	137
Black/African-American <sup>1</sup>	66.67%	6	72.61%	157
Native Hawaiian/Pacific Islander <sup>1</sup>	n/a	0	83.33%	6
White <sup>1</sup>	84.75%	118	83.74%	2,281
Other/Unknown <sup>1</sup>	n/a	0	90.00%	20
Hispanic or Latino <sup>1</sup>	75.00%	4	72.76%	290
Mixed Race <sup>2</sup>	63.64%	11	74.58%	236
NBRC Overall	82.00%	150	81.06%	3,210

Notes on the National Core Indicator Survey Results Data

Legend	
1	Chose this race only.
2	Chose 2 or more races (not including 'mixed' race) OR chose 'mixed' race exclusively
3	This data is a follow up question to "Do you have a service plan?" and has been filtered to exclude "No," "Don't Know," or is missing answers to that question.
4	Asian category includes: Asian Indian, Cambodian, Chinese, Filipino, Hmong, Japanese, Korean, Laotian, Other Asian, Thai, and Vietnamese
5	Native Hawaiian/Polynesian category includes: Guamanian, Native Hawaiian, Other Pacific Isle, and Samoan
6	White category includes: Russian and White

Notes
The percentages in the tables above were calculated by dividing the number of respondents that answered Yes to the question, by the total number of respondents.
Many different percentages can be derived from this data. The best available denominator based on this year's survey sample methodology and its limitations was chosen.
Each regional center should take care to pay attention to how well the sampling race/ethnicity breakouts compare to each RC's total population served race/ethnicity composition
For more details on the National Core Indicator survey, contact the regional center.

Want more information?

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