

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 9,150 consumers. The charts on page two 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:

- Fewer clients reside in state developmental centers;
- More children live with families (including own family, foster family, and/or guardian);
- More adults live in home settings (includes living with family, parent or conservator; adult family home agency-FHA; independent living; or supported living arrangements);
- More adults reside in Independent Living arrangements;
- More adults reside in Supported Living arrangements;
- More adults reside in family Home Agency (FHA) living arrangements;
- Fewer adults live in licensed homes serving more than 6;
- Number and percent of adults (aged 16-64) with earned income;
- Percent of adults reporting integrated employment as an IPP goal; and
- Intake and assessment is completed in a timely manner.

But, we still need to improve in:

Fewer children living in licensed homes serving more than 6.

We hope this report helps you learn more about NBRC. If you have any questions or comments, please contact us!

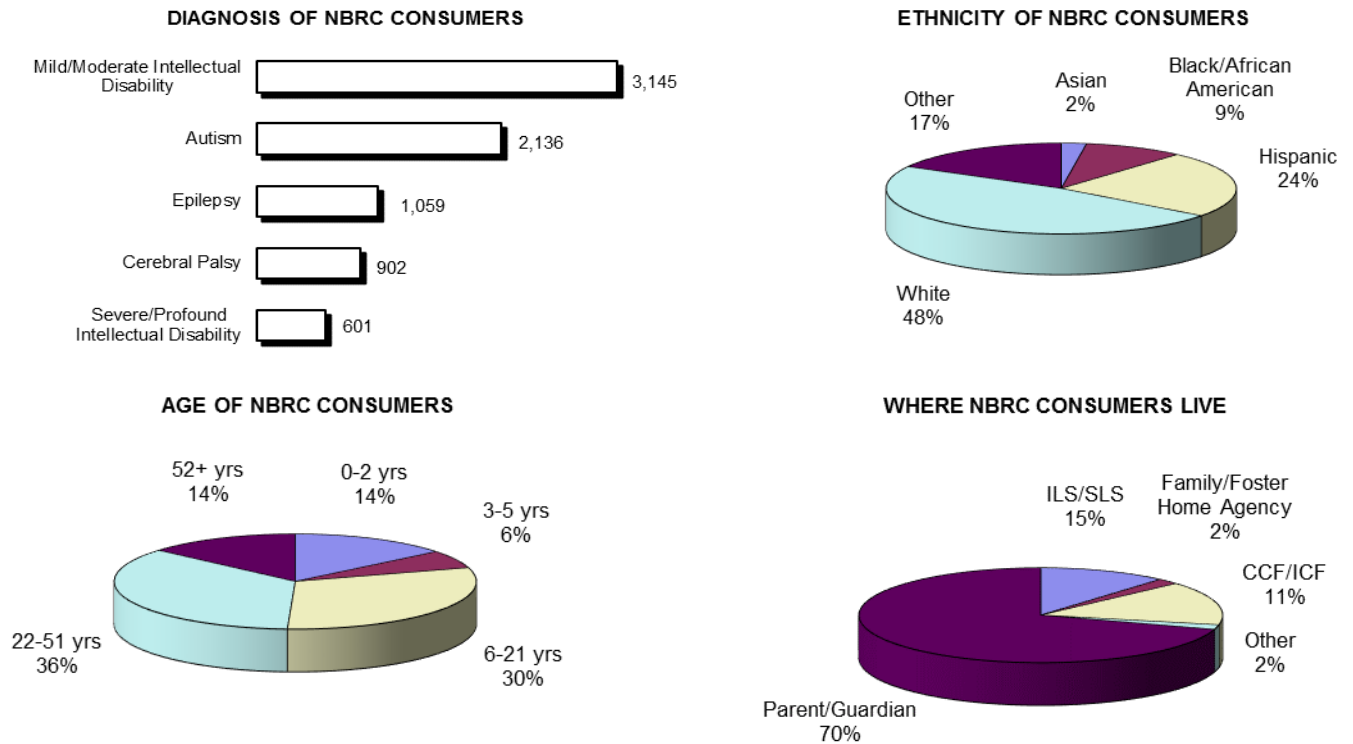
This report is a summary. To see the complete report, go to: www.nbrc.net

Or contact Gabriel Rogin at 707- 256-1224

Gabriel Rogin
Director, North Bay Regional Center

Who uses NBRC?

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



How well is NBRC performing?

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

The first column tells you how NBRC was doing at the end of 2016, and the second column shows how NBRC was doing at the end of 2017.

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 2016		December 2017	
	State Average	NBRC	State Average	NBRC
Fewer consumers live in developmental centers	0.30%	1.21%	0.21%	0.89%
More children live with families	99.24%	99.08%	99.32%	99.24%
More adults live in home settings*	78.89%	78.14%	79.61%	78.64%
Fewer children live in large facilities (more than 6 people)	0.05%	0.09%	0.04%	0.09%
Fewer adults live in large facilities (more than 6 people)	2.60%	1.27%	2.47%	1.26%

Notes: 1) Consumers can be included in more than one diagnosis category. 2) Residence Types: CCF/ICF is Community Care Facility/Intermediate Care Facility; ILS/SLS is Independent Living Services/Supported Living Services. * 3) Home settings include independent living, supported living, Adult Family Home Agency homes, and consumers' family homes. 4) Green text indicates the RC remained the same or improved from the previous year, red indicates the RC did not improve.

Did NBRC meet DDS standards?

Read below to see how well NBRC did in meeting DDS compliance standards:

Area Measured	Last Period	Current Period
Passes independent audit	Yes	Pending
Passes DDS audit	Yes	Yes
Audits vendors as required	Partially Met	Pending
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.)*	96.17%	97.13%
Intake/Assessment timelines for consumers age 3 or older met	95.83%	99.45%
IPP (<i>Individual Program Plan</i>) requirements met	99.47%	99.33%
IFSP (<i>Individualized Family Service Plan</i>) requirements met	83.1%	84.5%

Notes: 1) The federal waiver refers to the Medicaid Home and Community-Based Services Waiver program that allows California to offer services not otherwise available through the Medi-Cal program to serve people (including individuals with developmental disabilities) in their own homes and communities. * 2) The CDER and ESR currency percentages were weighted based on the RC's Status 1 and Status 2 caseloads to arrive at a composite score. 3) The IFSP calculation methodology was changed from composite to average in order to more accurately reflect the RC's performance by only including children reviewed during monitoring and not all Early Start consumers.

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:

Area Measured	State Average	NBRC	State Average	NBRC
	Jan through Dec 2016		Jan through Dec 2017	
Of adults in day services, percentage that interact with people without disabilities:				
Data Source: Client Development Evaluation Report (CDER)				
No people without disabilities	9%	3%	10%	3%
Few	58%	64%	58%	64%
Mostly	18%	19%	18%	18%
Only	14%	14%	15%	15%
Percentage of adults who engage in paid work:				
Data Source: CDER				
Less than 10 hours/week	7%	12%	7%	12%
10-25 hours/week	9%	13%	8%	12%
26-39 hours/week	5%	6%	5%	6%
40+ hours/week	1%	2%	1%	2%
Percentage of adults earning:				
Data Source: CDER				
Below Minimum Wage	57%	58%	53%	54%
Minimum Wage	26%	25%	29%	28%
Above Minimum Wage	16%	15%	17%	16%
Salaried	1%	1%	1%	1%
Percentage of Adults who Reported:				
Data Source: National Core Indicator Adult Consumer Survey		July 2011-June 2012		July 2014-June 2015
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%	26%
Currently being unemployed, but wanting a job in the community	39%	20%	45%	39%
Earned Income (Adults age 16-64):				
Data Source: Employment Development Department		Jan through Dec 2016		Jan through June 2017
Quarterly number of consumers with earned income	21,817	1,212	23,205	1,227
Percentage of consumers with earned income	14.2%	24.4%	14.6%	24.5%
Average annual wages	\$7,953	\$6,491	\$8,368	\$7,422
Annual earnings of all people with disabilities in California				
Data Source: Cornell University Disability Status Report		2015		2016
		\$43,100		\$45,300

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

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

Percentage always/usually satisfied with the services and supports family member currently receives.
(Family Guardian Survey: 2013-14)

Ethnicity/Race	NBRC	All California Regional Centers
Total Respondents	150	3,210
American Indian/Alaska Native	50.00%	73.68%
Asian	100.00%	83.94%
Black/African-American	66.67%	72.61%
Hispanic or Latino	75.00%	72.76%
Mixed Race	63.64%	74.58%
Native Hawaiian/Pacific Islander	N/A	83.33%
Other/Unknown	N/A	90.00%
White	84.75%	83.74%
Overall	82.00%	81.06%

Percentage always/usually satisfied with the services and supports family currently receives.
(Adult Family Survey: 2013-14)

Ethnicity/Race	NBRC	All California Regional Centers
Total Respondents	198	3,920
American Indian/Alaska Native	100.00%	58.33%
Asian	64.71%	69.39%
Black/African-American	68.42%	64.38%
Hispanic or Latino	55.88%	66.97%
Mixed Race	74.07%	72.07%
Native Hawaiian/Pacific Islander	100.00%	68.97%
Other/Unknown	50.00%	50.00%
White	67.39%	74.74%
Overall	67.17%	70.10%

Percentage always/usually satisfied with the services and supports family member currently receives.

(Child Family Survey: 2015-16)

Ethnicity/Race	NBRC	All California Regional Centers
Total Respondents	299	12,696
American Indian/Alaska Native	50.00%	76.50%
Asian	58.80%	69.90%
Black/African-American	47.1	70.10%
Hispanic or Latino	64.40%	69.70%
Missing Race	66.70%	70.50%
Mixed Race	63.50%	71.70%
Native Hawaiian/Pacific Islander	100.00%	73.10%
Other/Unknown	N/A	65.00%
White	52.50%	72.80%
Overall	58.20%	70.80%

Percentage whose services made a difference in helping keep family member at home.

(Adult Family Survey: 2010-11)

Ethnicity/Race	NBRC	All California Regional Centers
Total Respondents	207	4,014
Missing Race	25.00%	47.97%
American Indian/Alaska Native	100.00%	70.97%
Asian	66.67%	62.27%
Black/African-American	58.33%	57.28%
Hispanic or Latino	60.00%	61.26%
Mixed Race	60.00%	60.11%
Native Hawaiian/Pacific Islander	100.00%	65.38%
Other/Unknown	50.00%	57.14%
White	58.56%	61.26%
Overall	59.42%	60.61%

Percentage whose services made a difference in helping keep family member at home
(Child Family Survey: 2015-16)

Ethnicity/Race	NBRC	All California Regional Centers
Total Respondents	311	13,300
American Indian/Alaska Native	25.00%	60.80%
Asian	61.10%	58.50%
Black/African-American	68.40%	57.80%
Hispanic or Latino	59.80%	56.20%
Missing Race	75.00%	55.40%
Mixed Race	63.00%	59.50%
Native Hawaiian/Pacific Islander	100.00%	66.70%
Other/Unknown	N/A	52.40%
White	51.30%	59.20%
Overall	57.60%	57.80%

Notes
Asian category includes: Asian Indian, Cambodian, Chinese, Filipino, Hmong, Japanese, Korean, Laotian, Other Asian, Thai, and Vietnamese
Native Hawaiian/Polynesian category includes Guamanian, Native Hawaiian, Other Pacific Islander, and Samoan
White category includes Russian and White
N/A means that there were no respondents for the category
National Core Indicator survey responses reflect only the opinion of the regional center consumers that responded to the survey. For more details on the National Core Indicator survey, contact the regional center.

Want more information?

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

Or contact Gabriel Rogin at (707) 256-1224