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Summer 2024

Performance Report for North Bay Regional Center

Every year, the Department of Developmental Services (DDS) contracts with regional centers in California to serve individuals 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 10,750 individuals. The charts on page two tell you about the individuals 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 the following areas:

- Fewer adults living in large facilities with six (6) or more people,
- The number of individuals exiting paid internship programs into competitive integrated employment increased.
- Increased the number of Individual Family Service Plan (IFSP) requirements met

But, we still need to improve in the following areas:

- Per capita purchase of service expenditures by individual's primary language
- Intake/Assessments completed in a timely manner (240 days or less)

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

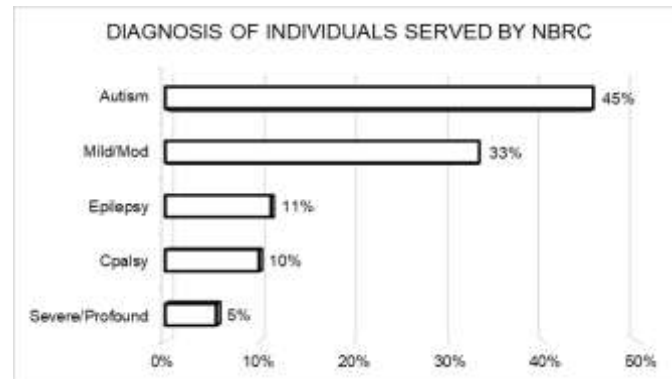
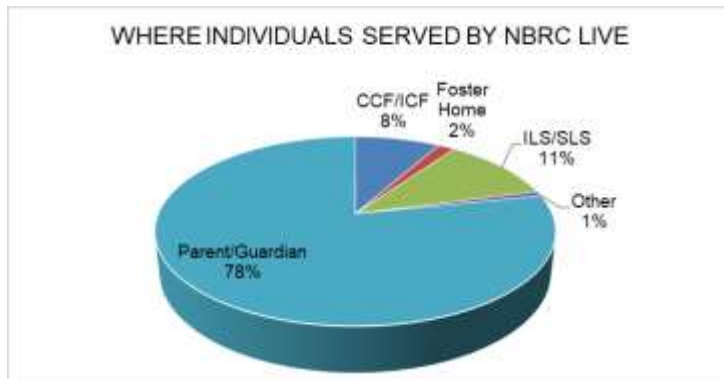
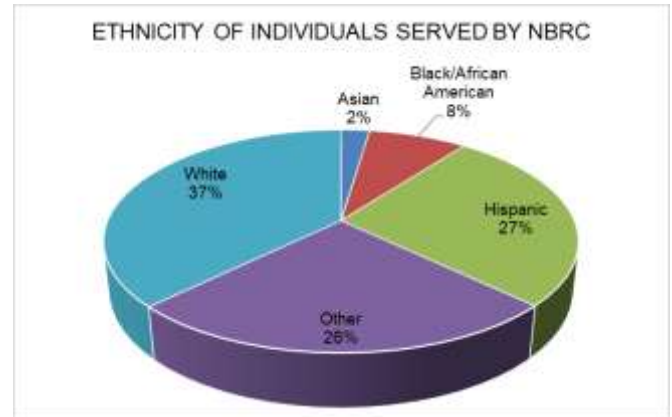
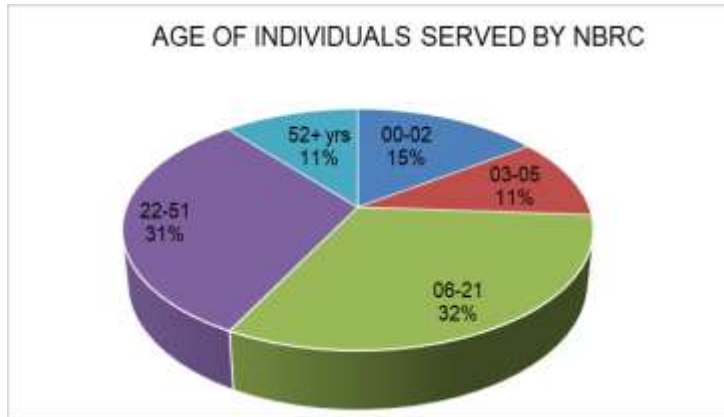
This report is a summary. To see the complete report, go to: www.nbrc.net

Or contact Courtney Singleton at **707-256-1227**

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Who uses NBRC?

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



How well is NBRC performing?

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

The first column tells you how NBRC was doing last reporting period, and the second column shows how NBRC was doing at the end of fiscal year 2024.

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)	Last Reporting Period (December 2022)		Current Reporting Period (June 2024)	
	State Average	NBRC	State Average	NBRC
Fewer individuals live in developmental centers	0.06%	0.08%	0.05%	0.07%
More children live with families	99.61%	99.60%	99.69%	99.57%
More adults live in home settings	83.01%	81.60%	83.86%	82.20%
Fewer children live in large facilities (more than 6 people)	0.03%	0.00%	0.02%	0.00%
Fewer adults live in large facilities (more than 6 people)	1.67%	0.40%	1.46%	0.32%

Notes: 1) Individuals 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 individuals' 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:

Areas Measured	Last Reporting Period	Current Reporting Period
Passes independent audit	Yes	Yes
Passes DDS audit	Yes	Yes
Audits vendors as required	Yes	Partially Met (see note one)
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 individuals, including diagnosis.)	96.65%	99.94%
Intake/Assessment timelines for individuals age 3 or older met	75.45%	66.61%
IPP (<i>Individual Program Plan</i>) requirements met	97.90%	97.80%
IFSP (<i>Individualized Family Service Plan</i>) requirements met	86.1%	87.3%

Notes: 1)Regional center did not complete the minimum number of billing audits required for FY 2022-23 and did not submit vendor audit summary by deadline. 2)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. 3) 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. 4) N/A indicates that the regional center was not reviewed for the measure during the current period.

NBRC is continuously challenged by the announcement of licensed vendors discontinuing and/or reducing their services with NBRC, due to the more competitive rates from insurance and private pay sectors/contracts. This has drastically impeded our ability to meet our required timelines for the client intake process, delaying eligibility determinations and subsequently access to needed services and supports for which they would otherwise be entitled.

NBRC anticipates an improvement in the timeliness of intake/assessments for individuals over the age of 3 in 2024 due to a change in the rate structure for psychologists.

How well is NBRC doing at getting individuals working?

The chart below shows how well NBRC is performing on increasing individual employment performance compared to their prior performance and statewide averages:

Areas Measured	Time Period				
	CA	NBRC	CA	NBRC	
Individual Earned Income (Age 16 to 64 years): Data Source: Employment Development Department	Jan through Dec 2022		Jan through Dec 2023		
Quarterly number of individuals with earned income	31,413	1,325	32,132	1,268	
Percentage of individuals with earned income	15.40%	23.56%	15.20%	22.20%	
Average annual wages	\$13,198	\$12,070	\$14,251	\$13,142	
Annual earnings of individuals compared to people with all disabilities in California Data Source: American Community Survey, 2022 five-year estimate	2021		2022		
	\$30,783		\$29,382		
National Core Indicator Adult In-Person Survey*	July 2017-June 2018		July 2020-June 2021		
Percentage of adults who reported having integrated employment as a goal in their IPP	29%	36%	35%	N/A	
Paid Internship Program Data Source: Paid Internship Program Survey	2021-22		2022-23		
	CA Average	NBRC	CA Average	NBRC	
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	1,527	34	2,650	57	
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	12%	3%	10%	2%	
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$15.08	\$15.10	\$15.96	\$15.76	
Average hours worked per week for adults who participated in a Paid Internship Program	15	13	14	12	
Competitive Integrated Employment Data Source: Competitive Integrated Employment Incentive Program Survey					
Average wages for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	\$15.63	\$15.61	\$16.51	\$16.53	
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	22	18	21	15	
Total number of Incentive payments made for the fiscal year for the following amounts:**	\$3,000	25	12	804	11
	\$2,500	42	28	849	10
	\$2,000	55	42	1,031	15

*Regional centers receive an 'N/A' designation within the table if fewer than 20 people responded to the survey item.

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

These tables show you how well the regional center is doing at providing services equally for all individuals.

Number and percent of individuals receiving only case management services by age and ethnicity

Measure	Fiscal Year	Number of Eligible Individuals Receiving Case Management Only			Percent of Eligible Individuals Receiving Case Management Only		
		Birth to 2	3 to 21	22 and Older	Birth to 2	3 to 21	22 and Older
American Indian or Alaska Native	21-22	0	8	3	0%	36%	13%
	22-23	0	8	2	0%	33%	9%
Asian	21-22	1	89	55	1%	34%	18%
	22-23	7	95	56	7%	35%	18%
Black/African American	21-22	12	113	51	13%	38%	10%
	22-23	10	104	52	10%	32%	10%
Hispanic	21-22	58	388	91	6%	27%	12%
	22-23	63	348	81	6%	22%	11%
Native Hawaiian or Other Pacific Islander	21-22	2	6	2	29%	50%	18%
	22-23	1	5	2	33%	31%	18%
White	21-22	43	494	294	5%	39%	11%
	22-23	40	473	272	5%	35%	10%
Other Ethnicity or Race	21-22	32	393	80	8%	42%	19%
	22-23	54	383	76	9%	35%	17%
Total	21-22	148	1,491	576	6%	35%	12%
	22-23	175	1,416	541	7%	30%	11%

Per capita purchase of service expenditures by individual's primary language
(only languages chosen by 30 or more individuals included)

Language	Count of UCI		Per Capita Purchase of Service Expenditures	
	21-22	22-23	21-22	22-23
English	9,419	10,103	\$32,142	\$34,312
Spanish	1,878	2,077	\$10,851	\$10,827
Tagalog	54	56	\$23,579	\$26,680

Want more information?

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

Or contact Courtney Singleton at 707-256-1227