



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 7,600 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 transitioning individuals to receive Supported Living Services when residing in the community. We also assisted more individuals in securing a Family Home Agency living arrangement as well as reducing the number of adults living in facilities with 7 or more beds. But, NBRC still needs to improve in the areas of transitioning individuals out of developmental centers which, with our close proximity to Sonoma Development Center, we place a strong emphasis on; and reducing the number of children who reside in facilities with 7 or more beds.

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.

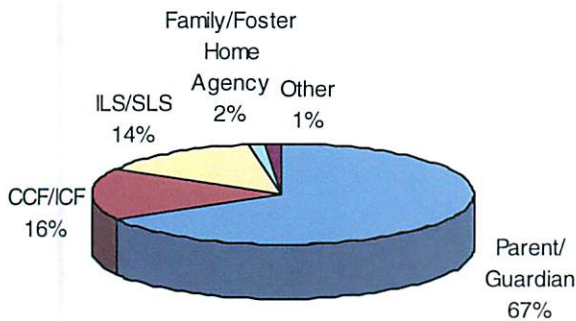
Or contact North Bay Regional Center at **707-256-1100**.

Bob Hamilton
Director, North Bay Regional Center

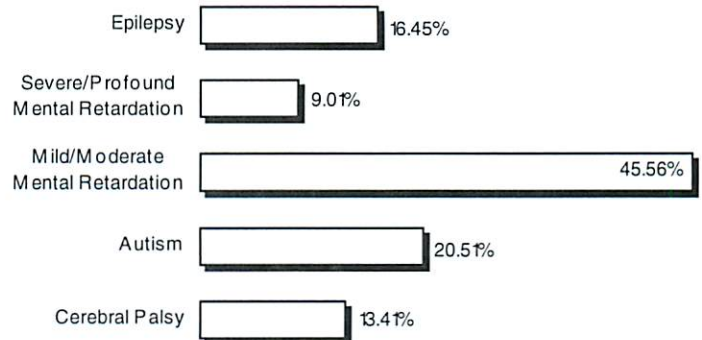
Who uses NBRC?

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

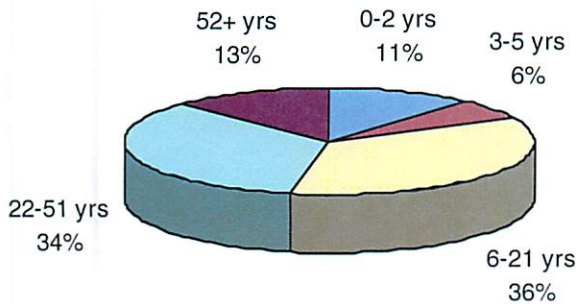
WHERE NBRC CONSUMERS LIVE



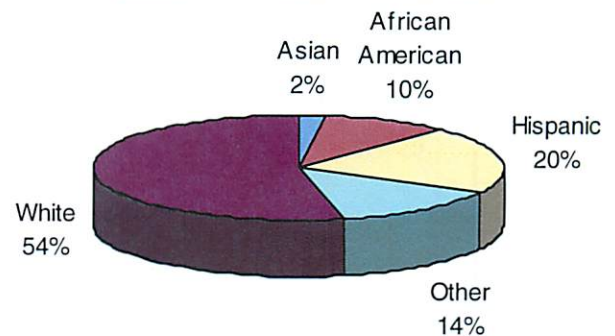
PRIMARY DIAGNOSIS OF NBRC CONSUMERS



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 2011. And, the second column shows how NBRC was doing at the end of 2011.

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 2010		December 2011	
	State Average	NBRC	State Average	NBRC
Less consumers live in developmental centers	0.83%	1.87%	0.73%	1.64%
More children live with families	98.60%	98.12%	98.71%	98.16%
More adults live in home settings*	73.99%	69.54%	74.81%	71.19%
Less children live in large facilities (more than 6 people)	0.13%	0.20%	0.09%	0.10%
Less adults live in large facilities (more than 6 people)	3.80%	1.99%	3.50%	2.01%

* 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	98.96%	98.62%
IPP (<i>Individual Program Plan</i>) requirements met	99.51%	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.*

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 **707-256-1100**