



Performance Contract Plan 2020






Board Approved: October 2, 2019, rev approved November 18, 2019





North Bay Regional Center (NBRC) promotes opportunities and supports choices for people with developmental disabilities, or at risk of developmental disabilities, in Solano, Sonoma, and Napa Counties. This Plan for 2020 reflects targeted activities NBRC will engage in to continue to improve outcomes related to Public Policy Measures and Compliance Requirements as a result of both internal review and external feedback sessions. Data referenced is as of June 2019 unless otherwise noted.






NBRC's Performance Goals are achieved when NBRC data exceeds the statewide average (★) or has improved over the prior year (↑)

| Public Policy Performance Measures | Statewide Averages | NBRC Outcomes | Planned Activities for 2020 |
|---|--------------------|-----------------------|---|
| <i>Number and percent of regional center caseload in Developmental Center</i> | 0.26% 2017 | 86/1% 2017 | <ul style="list-style-type: none"> NBRC will continue to support those that have transitioned into the community from a developmental center NBRC will increase resource development to address individual's support needs |
| | 0.16% 2018 | 50/0.57% 2018 | |
| | 0.10% 2019 | ↑ 10/0.11% 2019 | |
| <i>Number and percent of minors residing with families – own home, foster home, with guardian</i> | 99.28% 2017 | 3492/99.20% 2017 | <ul style="list-style-type: none"> NBRC continues to monitor family and children's support needs around health, living arrangements, school, and community integration Service Coordinators will continue to assess for behavior, respite, and daycare supports, durable medical equipment, and other services and supports to maintain children in the family home |
| | 99.34% 2018 | 3561/99.39% 2018 | |
| | 99.42% 2019 | ↑ 3721/99.41% 2019 | |

| | | | |
|---|----------------|-----------------------|---|
| <i>Number and percent of adults residing in independent living arrangements, with or without services</i> | 10.89% 2017 | 594/11.75% 2017 | |
| | 10.60% 2018 | 625/12.08% 2018 | |
| | 10.36% 2019 | ★ 611/11.55% 2019 | |
| <i>Number and percent of adults residing independently, with Supported Living services</i> | 5.49% 2017 | 702/13.88% 2017 | <ul style="list-style-type: none"> • NBRC will continue identifying supported living options and advocating for affordable housing options • NBRC to monitor quality outcomes and ensure access to all generic services, e.g., IHSS • Service Coordinators will conduct quarterly monitoring visits to ensure quality services |
| | 5.45% 2018 | 649/12.54% 2018 | |
| | 5.33% 2019 | ★ 644/12.18% 2019 | |
| <i>Number and percent of adults residing in adult Family Home Agency (FHA) homes</i> | 0.98% 2017 | 75/1.42% 2017 | <ul style="list-style-type: none"> • NBRC will continue to identify FHAs as a living option, working with vendors to ensure quality services and supports meet individuals' needs • Service Coordinators will conduct quarterly monitoring visits, with a minimum of 2 unannounced visits a year |
| | 0.97% 2018 | 70/1.35% 2018 | |
| | 0.96% 2019 | ↑★ 81/1.53% 2019 | |
| <i>Number and percent of adults residing in family homes – home of parent/guardian</i> | 61.92% 2017 | 2602/51.45% 2017 | <ul style="list-style-type: none"> • NBRC will examine available data to anticipate future resource development needs |
| | 62.93% 2018 | 2752/53.19% 2018 | |
| | 63.89% 2019 | ↑ 2848/53.85% 2019 | |




| | | | |
|---|----------------|--|---|
| <i>Number and percent of adults residing in home settings – independent living, supported living, adult FHA, and family homes</i> | 79.27% 2017 | 3970/78.51% 2017 | <ul style="list-style-type: none"> NBRC continues advocating for individual to assert their rights to access the living arrangement of their choice |
| | 79.9% 2018 | 4088/79% 2018 | |
| | 80.54% 2019 |  4184/79.11% 2019 | |
| <i>Number and percent of minors living in facilities service more than 6</i> | 0.04% 2017 | 3/0.09% 2017 | <ul style="list-style-type: none"> NBRC will continue developing alternative living arrangements that meet children’s support needs in the least restrictive setting |
| | 0.05% 2018 | 3/0.08% 2018 | |
| | 0.04% 2019 |   1/0.03% 2019 | |
| <i>Number and percent of adults living in facilities serving more than 6</i> | 2.55% 2017 | 66/1.31% 2017 | <ul style="list-style-type: none"> NBRC develops homes that serve 4 adults or less while meeting health and behavioral needs and anticipated CMS settings rules NBRC will continue monitoring these settings and assessing for support needs on a quarterly basis |
| | 2.41% 2018 | 61/1.18% 2018 | |
| | 2.24% 2019 |   59/1.12% 2018 | |








| Public Policy Performance Measures - Employment | Statewide Averages | NBRC Outcomes | Planned Activities for 2020 |
|---|---|---|--|
| <i>Number and percent of individuals ages 16-64 with earned income (EDD data)</i> | 906/13.1% 2015 (per quarter) 23,265/14.50% 2017 (annual) | 689/14.15% 2015 (per quarter)   1218/24.2% 2017 (annual) | <ul style="list-style-type: none"> NBRC will continue working with the Dept. of Rehabilitation and local collaborative groups to promote Work First with the individual planning team and increase employment opportunities NBRC will increase business outreach and education and produce materials/media highlighting the benefits of employing individuals with disabilities |
| <i>Average annual wages for individuals ages 16-64 (EDD data)</i> | \$7248 2015 \$8698 2017 | \$6684 2015  \$7758 2017 | *see above |
| <i>Annual earnings of individuals ages 16-64 compared to all people with disabilities in California (EDD data)</i> | \$6836 vs \$41,500 (CY 2013) | *statewide data collection under development | *see above |
| <i>Number and percent of adults who entered in competitive integrated employment following participation in a Paid Internship Program</i> | *statewide data collection under development | 0 2018  3/8.8% 2019 | <ul style="list-style-type: none"> NBRC will increase training opportunities on Competitive Integrated Employment(CIE) for clients, vendors, and Service Coordinators in order to increase employment, awareness, and utilization of supports and programs NBRC will create brochures and a guidebook on employment-related supports to be distributed to clients and stakeholders NBRC will collaborate with Dept. of Rehabilitation and local school districts, through the Local Partnership Agreement (LPA) process, to increase opportunities for informed choice and employment |

| | | | |
|---|---|--|--|
| <p><i>Average wages and hours worked for adults engaged in competitive integrate employment on behalf of whom incentive payments have been made</i> (FY 2018/19 NBRC data)</p> | <p>*statewide data collection under development</p> | <p>\$11.01/hr 18 hrs/wk 2017</p> <p>\$11.34/hr 20 hrs/wk 2018</p> <p> \$12.67/hr 22 hrs/wk 2019</p> | <p>*see above</p> |
| <p><i>Average hourly or salaried wages and hours worked per week for adults who participates in a Paid Internship Program during the prior fiscal year</i> (FY 2018/19 NBRC data)</p> | <p>*statewide data collection under development</p> | <p>\$10.88/hr 18 hrs/wk 2018</p> <p> \$12.03/hr 15 hrs/wk 2019</p> | <p>*see above</p> |
| <p><i>Total number of \$1000, \$1250, and \$1500 incentive payments made for the fiscal year</i> (FY 2018/19 NBRC data)</p> | <p>*statewide data collection under development</p> | <p>24 - 2017</p> <p> 43 - 2018</p> <p>51 - 2019</p> | <p>*see above</p> |
| <p><i>Percentage of adults who reported having competitive integrated employment as a goal in their IPP</i> (NCI data)</p> | <p>27% (FY 2011/12)</p> <p>27% (FY 2014/15)</p> | <p>25% (FY 2011/12)</p> <p>  39% (FY 2014/15)</p> | <ul style="list-style-type: none"> NBRC will promote Work First with the individual planning team and continue to provide training to Service Coordinators on advocating for integrated employment opportunities in the community |

| Public Policy Performance Measure – Reducing Disparities and Improving Equity in Purchase of Service Expenditures | FY 2017/18 NBRC data | Planned Activities for 2020 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----------------------------|---------------------------|----------------------------------|--------------------------------|---------------------------------------|-----------------|--|------------------|-----------------------|---------------------------|----------------------------------|--------------------------------|---------------------------------------|-----------------|----------------------------------|----|-------------|-------------|----------|----------|-------|-------|-----|-------------|--------------|----------|----------|-------|------------------------|-----|--------------|--------------|----------|----------|-------|----------|-------|--------------|--------------|---------|----------|-------|---|----|-----------|-----------|----------|----------|-------|--|-------|--------------|--------------|---------|----------|-------|-------|-------|---------------|---------------|----------|----------|-------|----------------|---------------|----------------------|----------------------|-----------------|-----------------|--------------|--|--|--|--|--|--|--|----------------------------------|---|----------|----------|---------|---------|-------|-------|----|-----------|-----------|---------|---------|-------|------------------------|----|-----------|-----------|---------|---------|-------|----------|-----|-------------|-------------|---------|---------|-------|---|---|----------|----------|---------|----------|-------|--|-----|-------------|-------------|---------|---------|-------|-------|-----|-------------|-------------|---------|---------|-------|----------------|--------------|--------------------|---------------------|----------------|----------------|--------------|---|--|--|--|--|--|--|----------------------------------|----|----------|-----------|---------|---------|-------|-------|-----|-----------|-------------|---------|---------|-------|------------------------|-----|-------------|-------------|---------|---------|-------|----------|-------|-------------|-------------|---------|---------|-------|---|---|----------|----------|---------|---------|-------|--|-----|-------------|-------------|---------|---------|-------|-------|-------|-------------|--------------|---------|---------|-------|----------------|--------------|---------------------|---------------------|----------------|----------------|--------------|-----------------------------------|--|--|--|--|--|--|----------------------------------|----|-------------|-------------|----------|----------|-------|-------|-----|-------------|-------------|----------|----------|-------|------------------------|-----|--------------|--------------|----------|----------|-------|----------|-----|--------------|--------------|----------|----------|-------|---|----|-----------|-----------|----------|----------|--------|--|-----|-------------|--------------|----------|----------|-------|-------|-------|---------------|---------------|----------|----------|-------|----------------|--------------|----------------------|----------------------|-----------------|-----------------|--------------|--|
| <p style="text-align: center;"><i>Percent of total annual purchase of service expenditures by individual's ethnicity and age</i></p> | <table border="1"> <thead> <tr> <th colspan="7"><i>For All Ages</i></th> </tr> <tr> <th><i>Ethnicity</i></th> <th><i>Consumer Count</i></th> <th><i>Total Expenditures</i></th> <th><i>Total Authorized Services</i></th> <th><i>Per Capita Expenditures</i></th> <th><i>Per Capita Authorized Services</i></th> <th><i>Utilized</i></th> </tr> </thead> <tbody> <tr> <td>American Indian or Alaska Native</td> <td>41</td> <td>\$1,152,273</td> <td>\$1,358,965</td> <td>\$28,104</td> <td>\$33,145</td> <td>84.8%</td> </tr> <tr> <td>Asian</td> <td>596</td> <td>\$9,194,504</td> <td>\$10,161,130</td> <td>\$15,427</td> <td>\$17,049</td> <td>90.5%</td> </tr> <tr> <td>Black/African American</td> <td>907</td> <td>\$20,978,042</td> <td>\$23,851,821</td> <td>\$23,129</td> <td>\$26,297</td> <td>88.0%</td> </tr> <tr> <td>Hispanic</td> <td>2,664</td> <td>\$22,751,342</td> 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<td>\$8,319</td> <td>55.2%</td> </tr> <tr> <td>Black/African American</td> <td>91</td> <td>\$232,907</td> <td>\$453,932</td> <td>\$2,559</td> <td>\$4,988</td> <td>51.3%</td> </tr> <tr> <td>Hispanic</td> <td>832</td> <td>\$3,427,305</td> <td>\$5,824,188</td> <td>\$4,119</td> <td>\$7,000</td> <td>58.8%</td> </tr> <tr> <td>Native Hawaiian or Other Pacific Islander</td> <td>3</td> <td>\$21,786</td> <td>\$38,056</td> <td>\$7,262</td> <td>\$12,685</td> <td>57.2%</td> </tr> <tr> <td>Other Ethnicity or Race / Multi-Cultural</td> <td>240</td> <td>\$1,230,914</td> <td>\$2,133,781</td> <td>\$5,129</td> <td>\$8,891</td> <td>57.7%</td> </tr> <tr> <td>White</td> <td>708</td> <td>\$3,456,967</td> <td>\$5,672,557</td> <td>\$4,883</td> <td>\$8,012</td> <td>60.9%</td> </tr> <tr> <td>Totals:</td> <td>1,958</td> <td>\$8,767,130</td> <td>\$14,821,256</td> <td>\$4,478</td> <td>\$7,570</td> <td>59.2%</td> </tr> <tr> <th colspan="7"><i>For age 3 years to 21 years, inclusive</i></th> </tr> <tr> <td>American Indian or Alaska Native</td> <td>17</td> <td>\$73,746</td> <td>\$105,873</td> <td>\$4,338</td> <td>\$6,228</td> <td>69.7%</td> </tr> <tr> <td>Asian</td> <td>250</td> <td>\$973,766</td> <td>\$1,482,896</td> <td>\$3,895</td> <td>\$5,932</td> <td>65.7%</td> </tr> <tr> <td>Black/African American</td> <td>281</td> <td>\$1,497,981</td> <td>\$2,206,322</td> <td>\$5,331</td> <td>\$7,852</td> <td>67.9%</td> </tr> <tr> <td>Hispanic</td> <td>1,204</td> <td>\$4,572,514</td> <td>\$7,032,285</td> <td>\$3,798</td> <td>\$5,841</td> <td>65.0%</td> </tr> <tr> <td>Native Hawaiian or Other Pacific Islander</td> <td>7</td> <td>\$19,012</td> <td>\$52,720</td> <td>\$2,716</td> <td>\$7,531</td> <td>36.1%</td> </tr> <tr> <td>Other Ethnicity or Race / Multi-Cultural</td> <td>792</td> <td>\$2,549,887</td> <td>\$3,859,818</td> <td>\$3,220</td> <td>\$4,874</td> <td>66.1%</td> </tr> <tr> <td>White</td> <td>1,296</td> <td>\$7,037,261</td> <td>\$10,591,113</td> <td>\$5,430</td> <td>\$8,172</td> <td>66.4%</td> </tr> <tr> <td>Totals:</td> <td>3,847</td> <td>\$16,724,168</td> <td>\$25,331,027</td> <td>\$4,347</td> <td>\$6,585</td> <td>66.0%</td> </tr> <tr> <th colspan="7"><i>For age 22 years and older</i></th> </tr> <tr> <td>American Indian or Alaska Native</td> <td>15</td> <td>\$1,025,628</td> <td>\$1,178,265</td> <td>\$68,375</td> <td>\$78,551</td> <td>87.0%</td> </tr> <tr> <td>Asian</td> <td>271</td> <td>\$7,876,385</td> <td>\$8,054,318</td> <td>\$29,064</td> <td>\$29,721</td> <td>97.8%</td> </tr> <tr> <td>Black/African American</td> <td>535</td> <td>\$19,247,154</td> <td>\$21,191,568</td> <td>\$35,976</td> <td>\$39,610</td> <td>90.8%</td> </tr> <tr> <td>Hispanic</td> <td>628</td> <td>\$14,751,523</td> <td>\$16,173,242</td> <td>\$23,490</td> <td>\$25,754</td> <td>91.2%</td> </tr> <tr> <td>Native Hawaiian or Other Pacific Islander</td> <td>10</td> <td>\$314,711</td> <td>\$312,404</td> <td>\$31,471</td> <td>\$31,240</td> <td>100.7%</td> </tr> <tr> <td>Other Ethnicity or Race / Multi-Cultural</td> <td>346</td> <td>\$9,941,613</td> <td>\$11,239,703</td> <td>\$28,733</td> <td>\$32,485</td> <td>88.5%</td> </tr> <tr> <td>White</td> <td>2,783</td> <td>\$114,905,776</td> <td>\$124,417,418</td> <td>\$41,288</td> <td>\$44,706</td> <td>92.4%</td> </tr> <tr> <td>Totals:</td> <td>4,588</td> <td>\$168,062,789</td> <td>\$182,566,919</td> <td>\$36,631</td> <td>\$39,792</td> <td>92.1%</td> </tr> </tbody> </table> | <i>For All Ages</i> | | | | | | | <i>Ethnicity</i> | <i>Consumer Count</i> | <i>Total Expenditures</i> | <i>Total Authorized Services</i> | <i>Per Capita Expenditures</i> | <i>Per Capita Authorized Services</i> | <i>Utilized</i> | American Indian or Alaska Native | 41 | \$1,152,273 | \$1,358,965 | \$28,104 | \$33,145 | 84.8% | Asian | 596 | \$9,194,504 | \$10,161,130 | \$15,427 | \$17,049 | 90.5% | Black/African American | 907 | \$20,978,042 | \$23,851,821 | \$23,129 | \$26,297 | 88.0% | Hispanic | 2,664 | \$22,751,342 | \$29,029,716 | \$8,540 | \$10,897 | 78.4% | Native Hawaiian or Other Pacific Islander | 20 | \$355,510 | \$403,180 | \$17,775 | \$20,159 | 88.2% | Other Ethnicity or Race / Multi-Cultural | 1,378 | \$13,722,413 | \$17,233,302 | \$9,958 | \$12,506 | 79.6% | White | 4,787 | \$125,400,004 | \$140,681,088 | \$26,196 | \$29,388 | 89.1% | Totals: | 10,393 | \$193,554,088 | \$222,719,202 | \$18,624 | \$21,430 | 86.9% | <i>For Birth to age 2 years, inclusive</i> | | | | | | | American Indian or Alaska Native | 9 | \$52,899 | \$74,827 | \$5,878 | \$8,314 | 70.7% | Asian | 75 | \$344,353 | \$623,915 | \$4,591 | \$8,319 | 55.2% | Black/African American | 91 | \$232,907 | \$453,932 | \$2,559 | \$4,988 | 51.3% | Hispanic | 832 | \$3,427,305 | \$5,824,188 | \$4,119 | \$7,000 | 58.8% | Native Hawaiian or Other Pacific Islander | 3 | \$21,786 | \$38,056 | \$7,262 | \$12,685 | 57.2% | Other Ethnicity or Race / Multi-Cultural | 240 | \$1,230,914 | \$2,133,781 | \$5,129 | \$8,891 | 57.7% | White | 708 | \$3,456,967 | \$5,672,557 | \$4,883 | \$8,012 | 60.9% | Totals: | 1,958 | \$8,767,130 | \$14,821,256 | \$4,478 | \$7,570 | 59.2% | <i>For age 3 years to 21 years, inclusive</i> | | | | | | | American Indian or Alaska Native | 17 | \$73,746 | \$105,873 | \$4,338 | \$6,228 | 69.7% | Asian | 250 | \$973,766 | \$1,482,896 | \$3,895 | \$5,932 | 65.7% | Black/African American | 281 | \$1,497,981 | \$2,206,322 | \$5,331 | \$7,852 | 67.9% | Hispanic | 1,204 | \$4,572,514 | \$7,032,285 | \$3,798 | \$5,841 | 65.0% | Native Hawaiian or Other Pacific Islander | 7 | \$19,012 | \$52,720 | \$2,716 | \$7,531 | 36.1% | Other Ethnicity or Race / Multi-Cultural | 792 | \$2,549,887 | \$3,859,818 | \$3,220 | \$4,874 | 66.1% | White | 1,296 | \$7,037,261 | \$10,591,113 | \$5,430 | \$8,172 | 66.4% | Totals: | 3,847 | \$16,724,168 | \$25,331,027 | \$4,347 | \$6,585 | 66.0% | <i>For age 22 years and older</i> | | | | | | | American Indian or Alaska Native | 15 | \$1,025,628 | \$1,178,265 | \$68,375 | \$78,551 | 87.0% | Asian | 271 | \$7,876,385 | \$8,054,318 | \$29,064 | \$29,721 | 97.8% | Black/African American | 535 | \$19,247,154 | \$21,191,568 | \$35,976 | \$39,610 | 90.8% | Hispanic | 628 | \$14,751,523 | \$16,173,242 | \$23,490 | \$25,754 | 91.2% | Native Hawaiian or Other Pacific Islander | 10 | \$314,711 | \$312,404 | \$31,471 | \$31,240 | 100.7% | Other Ethnicity or Race / Multi-Cultural | 346 | \$9,941,613 | \$11,239,703 | \$28,733 | \$32,485 | 88.5% | White | 2,783 | \$114,905,776 | \$124,417,418 | \$41,288 | \$44,706 | 92.4% | Totals: | 4,588 | \$168,062,789 | \$182,566,919 | \$36,631 | \$39,792 | 92.1% | <p>Develop a FAQs page that addresses What To Do If: problems accessing services, etc.</p> <p>Create Intake Inquiry Packet to support more effective intake process</p> <p>Online referral form will be updated to include all referral questions</p> <p>Continue to schedule Orientations to NBRC in both English and Spanish</p> <p>Build relationships and work with community-based organizations to collaborate and organize parent workshops on topics chosen based on parent feedback (Example: Learn more About IPP, Autism, etc.)</p> <p>Hold Orientation to NBRC presentations with CBO support groups</p> |
| | <i>For All Ages</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <i>Ethnicity</i> | <i>Consumer Count</i> | <i>Total Expenditures</i> | <i>Total Authorized Services</i> | <i>Per Capita Expenditures</i> | <i>Per Capita Authorized Services</i> | <i>Utilized</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | American Indian or Alaska Native | 41 | \$1,152,273 | \$1,358,965 | \$28,104 | \$33,145 | 84.8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Asian | 596 | \$9,194,504 | \$10,161,130 | \$15,427 | \$17,049 | 90.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Black/African American | 907 | \$20,978,042 | \$23,851,821 | \$23,129 | \$26,297 | 88.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Hispanic | 2,664 | \$22,751,342 | \$29,029,716 | \$8,540 | \$10,897 | 78.4% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Native Hawaiian or Other Pacific Islander | 20 | \$355,510 | \$403,180 | \$17,775 | \$20,159 | 88.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Other Ethnicity or Race / Multi-Cultural | 1,378 | \$13,722,413 | \$17,233,302 | \$9,958 | \$12,506 | 79.6% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | White | 4,787 | \$125,400,004 | \$140,681,088 | \$26,196 | \$29,388 | 89.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Totals: | 10,393 | \$193,554,088 | \$222,719,202 | \$18,624 | \$21,430 | 86.9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <i>For Birth to age 2 years, inclusive</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | American Indian or Alaska Native | 9 | \$52,899 | \$74,827 | \$5,878 | \$8,314 | 70.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Asian | 75 | \$344,353 | \$623,915 | \$4,591 | \$8,319 | 55.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Black/African American | 91 | \$232,907 | \$453,932 | \$2,559 | \$4,988 | 51.3% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hispanic | 832 | \$3,427,305 | \$5,824,188 | \$4,119 | \$7,000 | 58.8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Native Hawaiian or Other Pacific Islander | 3 | \$21,786 | \$38,056 | \$7,262 | \$12,685 | 57.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other Ethnicity or Race / Multi-Cultural | 240 | \$1,230,914 | \$2,133,781 | \$5,129 | \$8,891 | 57.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| White | 708 | \$3,456,967 | \$5,672,557 | \$4,883 | \$8,012 | 60.9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Totals: | 1,958 | \$8,767,130 | \$14,821,256 | \$4,478 | \$7,570 | 59.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <i>For age 3 years to 21 years, inclusive</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| American Indian or Alaska Native | 17 | \$73,746 | \$105,873 | \$4,338 | \$6,228 | 69.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Asian | 250 | \$973,766 | \$1,482,896 | \$3,895 | \$5,932 | 65.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Black/African American | 281 | \$1,497,981 | \$2,206,322 | \$5,331 | \$7,852 | 67.9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hispanic | 1,204 | \$4,572,514 | \$7,032,285 | \$3,798 | \$5,841 | 65.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Native Hawaiian or Other Pacific Islander | 7 | \$19,012 | \$52,720 | \$2,716 | \$7,531 | 36.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other Ethnicity or Race / Multi-Cultural | 792 | \$2,549,887 | \$3,859,818 | \$3,220 | \$4,874 | 66.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| White | 1,296 | \$7,037,261 | \$10,591,113 | \$5,430 | \$8,172 | 66.4% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Totals: | 3,847 | \$16,724,168 | \$25,331,027 | \$4,347 | \$6,585 | 66.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <i>For age 22 years and older</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| American Indian or Alaska Native | 15 | \$1,025,628 | \$1,178,265 | \$68,375 | \$78,551 | 87.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Asian | 271 | \$7,876,385 | \$8,054,318 | \$29,064 | \$29,721 | 97.8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Black/African American | 535 | \$19,247,154 | \$21,191,568 | \$35,976 | \$39,610 | 90.8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hispanic | 628 | \$14,751,523 | \$16,173,242 | \$23,490 | \$25,754 | 91.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Native Hawaiian or Other Pacific Islander | 10 | \$314,711 | \$312,404 | \$31,471 | \$31,240 | 100.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other Ethnicity or Race / Multi-Cultural | 346 | \$9,941,613 | \$11,239,703 | \$28,733 | \$32,485 | 88.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| White | 2,783 | \$114,905,776 | \$124,417,418 | \$41,288 | \$44,706 | 92.4% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Totals: | 4,588 | \$168,062,789 | \$182,566,919 | \$36,631 | \$39,792 | 92.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| <p><i>Number and Percent of individuals receiving only case management services by age and ethnicity</i></p> | <table border="1"> <thead> <tr> <th><i>For All Ages</i></th> <th>Total Eligible Consumers</th> <th>Consumers Receiving Purchased Services</th> <th>Consumers With No Purchased Services</th> <th>Percent With No Purchased Services</th> </tr> </thead> <tbody> <tr> <td><i>Ethnicity</i></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>American Indian or Alaska Native</td> <td>41</td> <td>33</td> <td>8</td> <td>19.5%</td> </tr> <tr> <td>Asian</td> <td>596</td> <td>448</td> <td>148</td> <td>24.8%</td> </tr> <tr> <td>Black/African American</td> <td>907</td> <td>718</td> <td>189</td> <td>20.8%</td> </tr> <tr> <td>Hispanic</td> <td>2,664</td> <td>2,170</td> <td>494</td> <td>18.5%</td> </tr> <tr> <td>Native Hawaiian or Other Pacific Islander</td> <td>20</td> <td>14</td> <td>6</td> <td>30.0%</td> </tr> <tr> <td>Other Ethnicity or Race / Multi-Cultural</td> <td>1,378</td> <td>1,045</td> <td>333</td> <td>24.2%</td> </tr> <tr> <td>White</td> <td>4,787</td> <td>4,021</td> <td>766</td> <td>16.0%</td> </tr> <tr> <td>Totals:</td> <td>10,393</td> <td>8,449</td> <td>1,944</td> <td>18.7%</td> </tr> <tr> <td><i>For Birth to age 2 years, inclusive</i></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>American Indian or Alaska Native</td> <td>9</td> <td>9</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Asian</td> <td>75</td> <td>73</td> <td>2</td> <td>2.7%</td> </tr> <tr> <td>Black/African American</td> <td>91</td> <td>80</td> <td>11</td> <td>12.1%</td> </tr> <tr> <td>Hispanic</td> <td>832</td> <td>802</td> <td>30</td> <td>3.6%</td> </tr> <tr> <td>Native Hawaiian or Other Pacific Islander</td> <td>3</td> <td>3</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Other Ethnicity or Race / Multi-Cultural</td> <td>240</td> <td>233</td> <td>7</td> <td>2.9%</td> </tr> <tr> <td>White</td> <td>708</td> <td>698</td> <td>10</td> <td>1.4%</td> </tr> <tr> <td>Totals:</td> <td>1,958</td> <td>1,898</td> <td>60</td> <td>3.1%</td> </tr> <tr> <td><i>For age 3 years to 21 years, inclusive</i></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>American Indian or Alaska Native</td> <td>17</td> <td>10</td> <td>7</td> <td>41.2%</td> </tr> <tr> <td>Asian</td> <td>250</td> <td>153</td> <td>97</td> <td>38.8%</td> </tr> <tr> <td>Black/African American</td> <td>281</td> <td>177</td> <td>104</td> <td>37.0%</td> </tr> <tr> <td>Hispanic</td> <td>1,204</td> <td>842</td> <td>362</td> <td>30.1%</td> </tr> <tr> <td>Native Hawaiian or Other Pacific Islander</td> <td>7</td> <td>3</td> <td>4</td> <td>57.1%</td> </tr> <tr> <td>Other Ethnicity or Race / Multi-Cultural</td> <td>792</td> <td>538</td> <td>254</td> <td>32.1%</td> </tr> <tr> <td>White</td> <td>1,296</td> <td>821</td> <td>475</td> <td>36.7%</td> </tr> <tr> <td>Totals:</td> <td>3,847</td> <td>2,544</td> <td>1,303</td> <td>33.9%</td> </tr> <tr> <td><i>For age 22 years and older</i></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>American Indian or Alaska Native</td> <td>15</td> <td>14</td> <td>1</td> <td>6.7%</td> </tr> <tr> <td>Asian</td> <td>271</td> <td>222</td> <td>49</td> <td>18.1%</td> </tr> <tr> <td>Black/African American</td> <td>535</td> <td>461</td> <td>74</td> <td>13.8%</td> </tr> <tr> <td>Hispanic</td> <td>628</td> <td>526</td> <td>102</td> <td>16.2%</td> </tr> <tr> <td>Native Hawaiian or Other Pacific Islander</td> <td>10</td> <td>8</td> <td>2</td> <td>20.0%</td> </tr> <tr> <td>Other Ethnicity or Race / Multi-Cultural</td> <td>346</td> <td>274</td> <td>72</td> <td>20.8%</td> </tr> <tr> <td>White</td> <td>2,783</td> <td>2,502</td> <td>281</td> <td>10.1%</td> </tr> <tr> <td>Totals:</td> <td>4,588</td> <td>4,007</td> <td>581</td> <td>12.7%</td> </tr> </tbody> </table> | <i>For All Ages</i> | Total Eligible Consumers | Consumers Receiving Purchased Services | Consumers With No Purchased Services | Percent With No Purchased Services | <i>Ethnicity</i> | | | | | American Indian or Alaska Native | 41 | 33 | 8 | 19.5% | Asian | 596 | 448 | 148 | 24.8% | Black/African American | 907 | 718 | 189 | 20.8% | Hispanic | 2,664 | 2,170 | 494 | 18.5% | Native Hawaiian or Other Pacific Islander | 20 | 14 | 6 | 30.0% | Other Ethnicity or Race / Multi-Cultural | 1,378 | 1,045 | 333 | 24.2% | White | 4,787 | 4,021 | 766 | 16.0% | Totals: | 10,393 | 8,449 | 1,944 | 18.7% | <i>For Birth to age 2 years, inclusive</i> | | | | | American Indian or Alaska Native | 9 | 9 | 0 | 0.0% | Asian | 75 | 73 | 2 | 2.7% | Black/African American | 91 | 80 | 11 | 12.1% | Hispanic | 832 | 802 | 30 | 3.6% | Native Hawaiian or Other Pacific Islander | 3 | 3 | 0 | 0.0% | Other Ethnicity or Race / Multi-Cultural | 240 | 233 | 7 | 2.9% | White | 708 | 698 | 10 | 1.4% | Totals: | 1,958 | 1,898 | 60 | 3.1% | <i>For age 3 years to 21 years, inclusive</i> | | | | | American Indian or Alaska Native | 17 | 10 | 7 | 41.2% | Asian | 250 | 153 | 97 | 38.8% | Black/African American | 281 | 177 | 104 | 37.0% | Hispanic | 1,204 | 842 | 362 | 30.1% | Native Hawaiian or Other Pacific Islander | 7 | 3 | 4 | 57.1% | Other Ethnicity or Race / Multi-Cultural | 792 | 538 | 254 | 32.1% | White | 1,296 | 821 | 475 | 36.7% | Totals: | 3,847 | 2,544 | 1,303 | 33.9% | <i>For age 22 years and older</i> | | | | | American Indian or Alaska Native | 15 | 14 | 1 | 6.7% | Asian | 271 | 222 | 49 | 18.1% | Black/African American | 535 | 461 | 74 | 13.8% | Hispanic | 628 | 526 | 102 | 16.2% | Native Hawaiian or Other Pacific Islander | 10 | 8 | 2 | 20.0% | Other Ethnicity or Race / Multi-Cultural | 346 | 274 | 72 | 20.8% | White | 2,783 | 2,502 | 281 | 10.1% | Totals: | 4,588 | 4,007 | 581 | 12.7% | <p>Work with Family Resource Centers to schedule an Advocacy workshop</p> <p>Continue to schedule Orientations to NBRC in both English and Spanish</p> <p>Continue to schedule Legal Training for NBRC staff regarding client's rights, Notice of Action process, and Fair Hearings</p> <p>Work with Disability Rights-CA and State Council on DD to coordinate advocacy workshops and opportunities</p> |
|--|---|--|--------------------------------------|--|--------------------------------------|------------------------------------|------------------|----------|----------|---------|------|----------------------------------|--------|---------|----|----------|----------|--|-----|-----|-------|------------------------|-----|-----|-----|-------|----------|-------|-------|-----|-------|---|----|----|---|-------|--|-------|-------|-----|-------|-------|-------|-------|-----|-------|----------------|---------------|--------------|--------------|--------------|--|--|--|--|--|----------------------------------|---|---|---|------|-------|----|----|---|------|------------------------|----|----|----|-------|----------|-----|-----|----|------|---|---|---|---|------|--|-----|-----|---|------|-------|-----|-----|----|------|----------------|--------------|--------------|-----------|-------------|---|--|--|--|--|----------------------------------|----|----|---|-------|-------|-----|-----|----|-------|------------------------|-----|-----|-----|-------|----------|-------|-----|-----|-------|---|---|---|---|-------|--|-----|-----|-----|-------|-------|-------|-----|-----|-------|----------------|--------------|--------------|--------------|--------------|-----------------------------------|--|--|--|--|----------------------------------|----|----|---|------|-------|-----|-----|----|-------|------------------------|-----|-----|----|-------|----------|-----|-----|-----|-------|---|----|---|---|-------|--|-----|-----|----|-------|-------|-------|-------|-----|-------|----------------|--------------|--------------|------------|--------------|--|
| <i>For All Ages</i> | Total Eligible Consumers | Consumers Receiving Purchased Services | Consumers With No Purchased Services | Percent With No Purchased Services | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <i>Ethnicity</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| American Indian or Alaska Native | 41 | 33 | 8 | 19.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Asian | 596 | 448 | 148 | 24.8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Black/African American | 907 | 718 | 189 | 20.8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hispanic | 2,664 | 2,170 | 494 | 18.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Native Hawaiian or Other Pacific Islander | 20 | 14 | 6 | 30.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other Ethnicity or Race / Multi-Cultural | 1,378 | 1,045 | 333 | 24.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| White | 4,787 | 4,021 | 766 | 16.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Totals: | 10,393 | 8,449 | 1,944 | 18.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <i>For Birth to age 2 years, inclusive</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| American Indian or Alaska Native | 9 | 9 | 0 | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Asian | 75 | 73 | 2 | 2.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Black/African American | 91 | 80 | 11 | 12.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hispanic | 832 | 802 | 30 | 3.6% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Native Hawaiian or Other Pacific Islander | 3 | 3 | 0 | 0.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other Ethnicity or Race / Multi-Cultural | 240 | 233 | 7 | 2.9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| White | 708 | 698 | 10 | 1.4% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Totals: | 1,958 | 1,898 | 60 | 3.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <i>For age 3 years to 21 years, inclusive</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| American Indian or Alaska Native | 17 | 10 | 7 | 41.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Asian | 250 | 153 | 97 | 38.8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Black/African American | 281 | 177 | 104 | 37.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hispanic | 1,204 | 842 | 362 | 30.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Native Hawaiian or Other Pacific Islander | 7 | 3 | 4 | 57.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other Ethnicity or Race / Multi-Cultural | 792 | 538 | 254 | 32.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| White | 1,296 | 821 | 475 | 36.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Totals: | 3,847 | 2,544 | 1,303 | 33.9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <i>For age 22 years and older</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| American Indian or Alaska Native | 15 | 14 | 1 | 6.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Asian | 271 | 222 | 49 | 18.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Black/African American | 535 | 461 | 74 | 13.8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hispanic | 628 | 526 | 102 | 16.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Native Hawaiian or Other Pacific Islander | 10 | 8 | 2 | 20.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other Ethnicity or Race / Multi-Cultural | 346 | 274 | 72 | 20.8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| White | 2,783 | 2,502 | 281 | 10.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Totals: | 4,588 | 4,007 | 581 | 12.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p><i>Per capita purchase of service expenditures by individual's primary language (for primary languages chosen by 30 or more clients) FY 2018/19</i></p> | <table border="1"> <thead> <tr> <th>Language</th> <th>Consumer Count</th> <th>Per Capita Expenses</th> <th>Statewide Avg</th> </tr> </thead> <tbody> <tr> <td>English</td> <td>8420</td> <td>\$21,058</td> <td>\$15,119</td> </tr> <tr> <td>Spanish</td> <td>1796</td> <td>\$6911</td> <td>\$8282</td> </tr> <tr> <td>Tagalog</td> <td>57</td> <td>\$17,453</td> <td>\$15,947</td> </tr> </tbody> </table> | Language | Consumer Count | Per Capita Expenses | Statewide Avg | English | 8420 | \$21,058 | \$15,119 | Spanish | 1796 | \$6911 | \$8282 | Tagalog | 57 | \$17,453 | \$15,947 | <p>Planned Activities 2020</p> <p>Work with Georgetown/SCDD to identify how to grow in cultural and linguistic competence of NBRC and partners addressing disparities re: availability, access, acceptability, quality and utilization of services</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Language | Consumer Count | Per Capita Expenses | Statewide Avg | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| English | 8420 | \$21,058 | \$15,119 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Spanish | 1796 | \$6911 | \$8282 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tagalog | 57 | \$17,453 | \$15,947 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| Compliance Measure – Public Policy and Compliance | 2018 | 2019 | Planned Activities for 2020 |
|---|--|---|--|
| Unqualified independent audit with no material findings | NO* <i>*NBRC received the FY 16-17 draft independent audit within 30 days of this reporting period</i> |  YES | NBRC will continue to utilize sound business practices in compliance with audits |
| Substantial compliance with the Department fiscal audit | YES | YES | NBRC will continue to fulfill internal auditing requirements |
| Operates within operations budget | YES | YES | NBRC will continue to monitor and provide monthly reporting |
| Certified to participate in the Home and Community-Based Waiver | YES | YES | NBRC Internal Quality Monitor conducts monthly audits, as well as ongoing training on all Federal Programs |
| Compliance with Vendor Audit Requirements per contract | NO* <i>*NBRC achieved compliance with the number of audits performed. Submission of the audit summary was delayed</i> |  YES | NBRC will continue to perform audits with our vendors on a regular basis |
| IPP Development per W&I Code requirements | 98% (2015) |  99.33% (2017) | NBRC will continue to regularly monitor IPP reports; draft 2019 audit results not available as of September 2019 |
| IFSP Development per Title 17 requirements per ESR | 88% | 79% | NBRC will continue to submit RFPs for speech, OT, and PT for additional assistance in timely assessments |

| Compliance Measure | Statewide Averages | NBRC Outcomes | Planned Activities for 2020 |
|---|---|--|--|
| CDER/ESR Currency | 98.34% - 2017 98.5% - 2018 98.3% - 2019 | 98.72% - 2017 98.86% - 2018   98.9% - 2019 | <ul style="list-style-type: none"> NBRC will continue monitoring monthly reports to ensure CDERS and ESRs are current Internal quality monitoring and monthly auditing will identify reporting errors and missed dates to increase reporting compliance Federal Revenue staff will continue to send monthly reminders to Service Coordinators |
| Intake/Assessment and IFSP timelines (ages 0-2) | *statewide data collection under development | 88% - 2018 79% - 2019 | <ul style="list-style-type: none"> NBRC will continue monitoring IFSP input data internally to ensure IFSP's are completed in a timely manner NBRC will continue to submit RFPs for speech, OT, and PT for additional assistance in timely assessments |
| Intake/Assessment timelines for individuals ages 3 or older | | | <ul style="list-style-type: none"> NBRC will continue providing timely completion of intake/assessment for children 3 years old and above |
| <i>142 days or less</i> | 97.91% - 2017 99.12% - 2018 89.84% - 2019 |   99.31% - 2017 96.92% - 2018 100% - 2019 | |
| <i>143-240 days</i> | 1.85% - 2017 .76% - 2018 6.05% - 2019 |   .69% - 2017 3.08% - 2018 0% - 2019 | |
| <i>Over 240 days</i> | .24% - 2017 .12% - 2018 4.11% - 2019 | 0% - 2017 0% - 2018  0% - 2019 | |

| Measures Related to Reducing Disparities and Improving Equity in Purchase of Service Expenditures | | National Core Indicator (NCI) Data Current NCI data identifies per survey type and year | | | |
|--|-----------------------------------|---|--|--|--|
| Overall Number and Percent of individuals, by ethnicity , who are satisfied (always/usually) with the services and supports received by the family and family member | Child Family Survey (FY 15/16) | <p>NBRC</p> <p>White: 52.5% (FY 12/13: 53.85%)</p> <p>Hispanic or Latino: 65.4% (FY 12/13: 62.26%)</p> <p>Total Overall: 299/58.2% (FY 12/13: 362/58.29%)</p> | <p>FNRC</p> <p>White: 78.2%</p> <p>Hispanic or Latino: 68.6%</p> <p>Total Overall: 226/76.1%</p> | <p>RCRC</p> <p>White: 73.7%</p> <p>Hispanic or Latino: 71%</p> <p>Total Overall: 153/71.9%</p> | <p>Statewide</p> <p>White: 72.8% (FY 12/13: 63.88%)</p> <p>Hispanic or Latino: 69.7% (FY 12/13: 59.94%)</p> <p>Overall: 12,696/70.8% (FY 12/13: 7995/62.53%)</p> |
| | Family Guardian Survey (FY 16/17) | <p>White: 82.5% (FY 13/14: 84.75%)</p> <p>Hispanic or Latino: 80% (FY 13/14: 75%)</p> <p>Total Overall: 159/82.4% (FY 13/14: 150/82%)</p> | <p>White: 86.6% (FY 13/14:)</p> <p>Hispanic or Latino: 100%</p> <p>Total Overall: 195/85.1%</p> | <p>White: 83.9%</p> <p>Hispanic or Latino: 100%</p> <p>Total Overall: 70/82.9%</p> | <p>White: 89% (FY 13/14: 83.74%)</p> <p>Hispanic or Latino: 83% (FY 13/14: 72.76%)</p> <p>Overall: 3768/87.5% (FY 13/14: 3210/81.06%)</p> |
| | Adult Family Survey (FY 16/17) | <p>White: 77.3% (FY 13/14: 67.39%)</p> <p>Hispanic or Latino: 71.1% (FY 13/14: 55.88%)</p> <p>Total Overall: 238/75.2% (FY 13/14: 67.17%)</p> | <p>White: 81.1%</p> <p>Hispanic or Latino: 84%</p> <p>Total Overall: 245/76.1%</p> | <p>White: 87.7%</p> <p>Hispanic or Latino: 75%</p> <p>Total Overall: 159/85.5%</p> | <p>White: 80.9%</p> <p>Hispanic or Latino: 77.6%</p> <p>Overall: 4603/79.1%</p> |

| Measures Related to Reducing Disparities and Improving Equity in Purchase of Service Expenditures | | National Core Indicator (NCI) Data Current NCI data identifies per survey type and year | | | |
|---|--------------------------------|---|--|--|---|
| Number and Percent of families, by ethnicity, who report that services have made a positive difference in helping to keep their family member at home | Adult Family Survey (FY 16/17) | <p>NBRC</p> <p> White: 69% (FY 10/11: 55.56%)</p> <p> Hispanic or Latino: 68.6% (FY 10/11: 60%)</p> <p> Overall: 259/67.2% (FY 10/11: 207/59.42%)</p> | <p>FNRC N/A</p> <p>*data not available by ethnicity</p> | <p>RCRC N/A</p> <p>*data not available by ethnicity</p> | <p>Statewide</p> <p>White: 68.3% (FY 10/11: 61.26%)</p> <p>Hispanic or Latino: 64.1% (FY 10/11: 61.26%)</p> <p>Overall: 4918/65.1% (FY 10/11: 60.61%)</p> |