

## **North Los Angeles County Regional Center**

George Stevens, Director  
15400 Sherman Way, Suite 170, Van Nuys, CA 91406-4211  
Phone: (818) 778-1900 • Fax: (818) 756-6140  
E-mail: [director@nlacrc.org](mailto:director@nlacrc.org)  
[www.nlacrc.org](http://www.nlacrc.org)



*Spring 2014*

### **Performance Report for North Los Angeles County 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 Los Angeles County Regional Center (NLACRC) we served about 19,200 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 NLACRC, 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, as of December 2013, we exceeded the statewide average in all performance measures.

We invite you to attend our annual public meetings where you can learn more about the performance contract. The meetings are held at our Van Nuys and Lancaster offices, usually in late August or early September. Please visit our web site in early August for information about these meetings.

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

This report is a summary. To see the complete report, go to: [www.nlacrc.org](http://www.nlacrc.org).

Or contact Sara Iwahashi at (818) 756-6451.

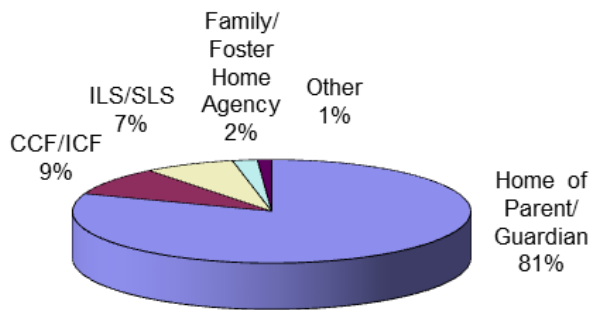
A handwritten signature in black ink, appearing to read "George Stevens", with a long, sweeping horizontal stroke extending to the right.

George Stevens  
Executive Director, North Los Angeles County Regional Center

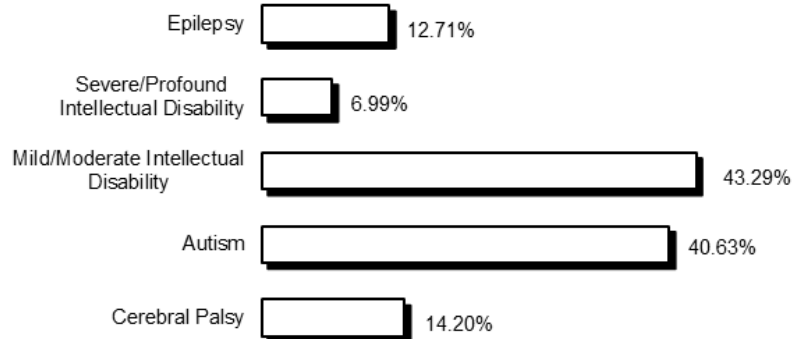
## Who uses NLACRC?

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

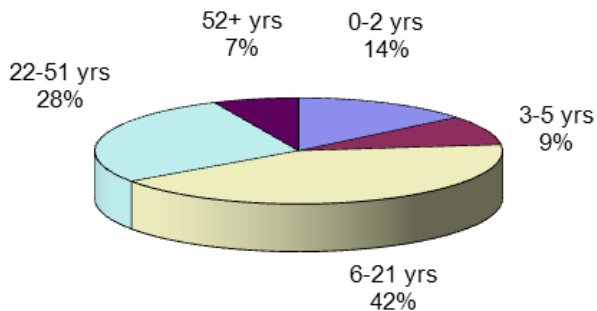
**WHERE NLACRC CONSUMERS LIVE**



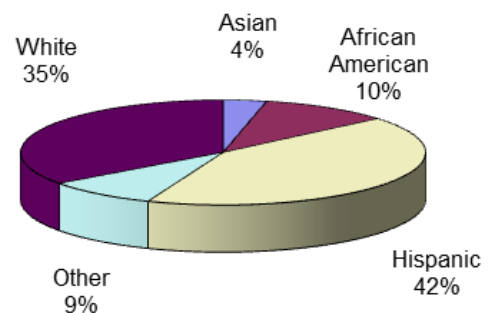
**PRIMARY DIAGNOSIS OF NLACRC CONSUMERS**



**AGE OF NLACRC CONSUMERS**



**ETHNICITY OF NLACRC CONSUMERS**



## How well is NLACRC performing?

This chart tells you about 5 areas where DDS wants each regional center to keep improving.

The first column tells you how NLACRC was doing at the beginning of 2013. And, the second column shows how NLACRC was doing at the end of 2013.

To see how NLACRC 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 2012		December 2013	
	State Average	NLACRC	State Average	NLACRC
Less consumers live in developmental centers	0.63%	0.52%	0.51%	0.34%
More children live with families	98.87%	99.18%	98.98%	99.22%
More adults live in home settings*	75.68%	77.75%	76.49%	78.62%
Less children live in large facilities (more than 6 people)	0.08%	0.05%	0.07%	0.02%
Less adults live in large facilities (more than 6 people)	3.31%	3.38%	3.12%	3.03%

\* Home settings include: independent living, supported living, Adult Family Home Agency homes, and consumers' family homes.

## Did NLACRC meet DDS standards?

Read below to see how well NLACRC 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 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.)	NA*	NA*
Intake/Assessment timelines for consumers age 3 or older met	100%	100%
IPP (Individual Program Plan) requirements met	99.34%	99.82%
IFSP (Individualized Family Service Plan) requirements met	NA**	NA**

*\*Measure temporarily suspended due to implementation of new Early Start Report.*

*\*\*Measurement methodology revised at the end of 2013.*

## 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.nlacrc.org](http://www.nlacrc.org)

Or contact Sara Iwahashi at (818) 756-6451.