

## North Los Angeles County Regional Center

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## Performance Report for the 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 28,370 consumers. The charts on page two tell you about the consumers we serve. You'll also see how well we are doing in meeting our goals and in fulfilling our contract with DDS.

At 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, we did well in the Regional Center Goals on page 2 and the DDS standards on page 3. But, we still need to improve in reducing disparities and improving equity for the individuals that we serve.

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

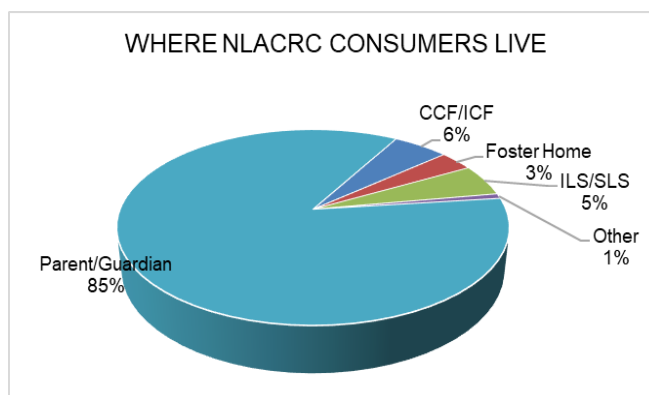
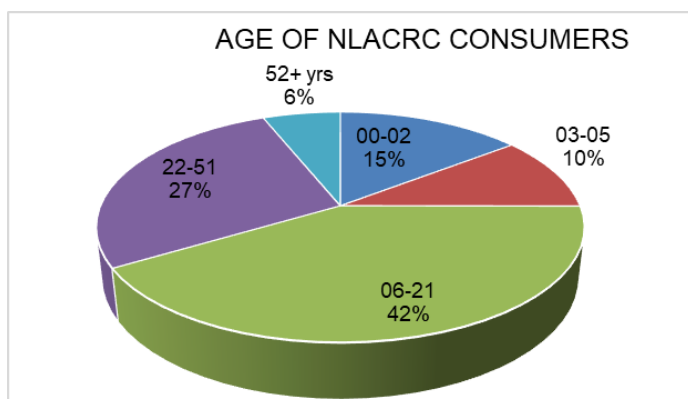
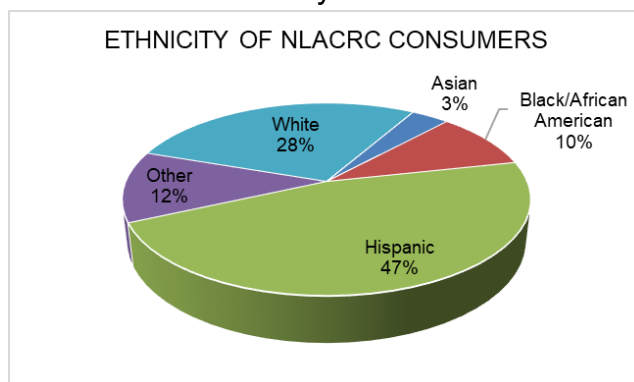
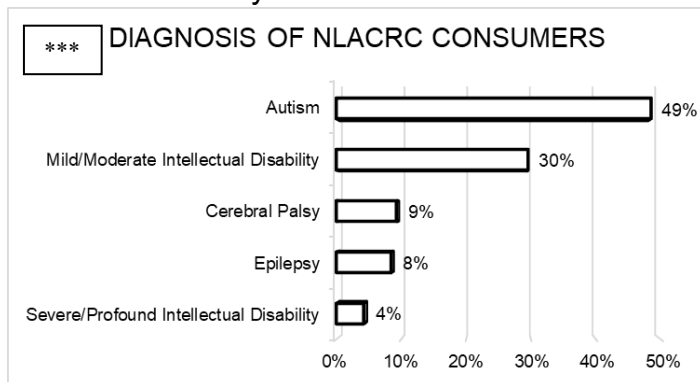
This report is a summary. For more information about the regional center, please go to: <https://www.nlacrc.org/> or contact Robert Dhondrup at (818) 756-6451.

A handwritten signature in black ink, appearing to read 'Ruth Janka', is written over a faint circular stamp.

Ruth Janka  
Executive Director, North Los Angeles County Regional Center

## Who uses NLACRC?

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



\*\*\* DDS only includes the diagnoses listed in the bar graph, which totals 100% based on their data. Of note, this bar graph does not include NLACRC consumers who have a diagnosis of Intellectual Disability, Severity Unspecified; approximately 7% of NLACRC consumers. It also does not include NLACRC consumers with conditions similar to intellectual disability; approximately 5% of NLACRC consumers. Lastly, DDS' data includes duplicated counts in their percentages. For example, an individual diagnosed with both autism and mild intellectual disability would be counted in both the autism category and mild/moderate intellectual disability category.

## How well is NLACRC performing?

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

The first column tells you how NLACRC was doing at the end of 2020. And, the second column shows how NLACRC was doing at the end of 2021.

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 2020		December 2021	
	State Average	NLACRC	State Average	NLACRC
Fewer consumers live in developmental centers	0.07%	0.06%	0.06%	0.04%
More children live with families	99.51%	99.64%	99.58%	99.71%
More adults live in home settings	81.71%	84.30%	82.50%	85.18%
Fewer children live in large facilities (more than 6 people)	0.04%	0.01%	0.03%	0.01%
Fewer adults live in large facilities (more than 6 people)	1.92%	2.36%	1.78%	2.18%

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

## Did NLACRC meet DDS standards?

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

Area Measured	Last Period	Current Period
Passes independent audit	Yes	Yes
Passes DDS audit	Yes	Yes
Audits vendors as required	See note 4	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.)	98.92%	98.92%
Intake/Assessment timelines for consumers age 3 or older met	100%	100%
IPP (Individual Program Plan) requirements met	97.90%	N/A
IFSP (Individualized Family Service Plan) requirements met	86.2%	86.1%

Notes: 1) The federal waiver refers to the Medicaid Home and Community-Based Services Waiver program that allows California to offer services not otherwise available through the Medi-Cal program to serve people (including individuals with developmental disabilities) in their own homes and communities. 2) The CDER and ESR currency percentages were weighted based on the RC's Status 1 and Status 2 caseloads to arrive at a composite score. 3) N/A indicates that the regional center was not reviewed for the measure during the current period. 4) Department Directive 01-041520 waived the requirements of Article III, Section 9, paragraph (c) of the Department's regional center contract.

## How well is NLACRC doing at getting consumers working?

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

Areas Measured	Time Period			
	CA	NLACRC	CA	NLACRC
<b>Consumer Earned Income (Ages 16 and above)*:</b> Data Source: Employment Development Department (EDD)	Jan through Dec 2019		Jan through Dec 2020	
Quarterly number of consumers with earned income	25,710	1,529	22,772	1,552
Percentage of consumers with earned income	17.17%	15.04%	18.86%	17.73%
Average annual wages	\$8,772	\$10,121	\$9,733	\$11,067
<b>Annual earnings of consumers compared to people with all disabilities in California</b> Data Source: American Community Survey, five-year estimate	2019		2020	
	\$25,990		\$26,794	
<b>National Core Indicator Adult Consumer Survey</b>	July 2017-June 2018		July 2020-June 2021	
Percentage of adults who reported having integrated employment as a goal in their IPP	29%	26%	35%	27%
<b>Paid Internship Program</b> Data Source: Paid Internship Program Survey	2019-20		2020-21	
	CA Average	NLACRC	CA Average	NLACRC
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	8	5	6	0
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	9%	11%	14%	0%
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$13.31	\$13.78	\$14.25	\$14.36
Average hours worked per week for adults who participated in a Paid Internship Program	16	15	17	16
<b>Incentive Payments</b> 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	\$13.52	\$14.08	\$14.81	\$15.41
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	21	20	23	20
Total number of Incentive payments made for the fiscal year for the following amounts:	\$1,500	22	27	17
	\$1,250	28	33	19
	\$1,000	34	36	33

\*Count of consumers included in the EDD data is determined by how precisely consumer's names match between the EDD data and the Department's data. New methodology, implemented in 2021 and applied to 2019 and 2020 data, requires consumers names to match more precisely than in previous years in order to be counted in the dataset.

## How well is NLACRC doing at reducing disparities and improving equity?

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

Indicator showing the relationship between annual authorized services and expenditures by individual's residence type and ethnicity

Residence Type	American Indian or Alaska Native		Asian		Black/African American		Hispanic		Native Hawaiian or Other Pacific Islander		White		Other Ethnicity or Race	
	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21
Home	✗ 0.40	⚠ 0.50	⚠ 0.65	⚠ 0.60	⚠ 0.72	⚠ 0.67	⚠ 0.70	⚠ 0.69	⚠ 0.70	✔ 0.76	⚠ 0.67	⚠ 0.64	⚠ 0.67	⚠ 0.62
ILS/SLS	✔ 0.95	✔ 0.87	✔ 0.80	✔ 0.81	✔ 0.81	✔ 0.80	✔ 0.82	✔ 0.82	N/A	N/A	✔ 0.84	✔ 0.78	✔ 0.77	✔ 0.78
Institutions	N/A	N/A	N/A	N/A	⚠ 0.58	⚠ 0.51	✗ 0.23	✗ 0.41	N/A	N/A	✗ 0.05	✔ 0.81	✗ 0.00	N/A
Residential	N/A	N/A	✔ 0.87	✔ 0.79	✔ 0.88	✔ 0.78	✔ 0.89	✔ 0.81	✔ 0.94	✔ 0.88	✔ 0.83	⚠ 0.74	✔ 0.87	✔ 0.76
Med/Rehab/Psych	N/A	N/A	✗ 0.18	✗ 0.20	✔ 1.13	✔ 0.95	⚠ 0.50	⚠ 0.53	N/A	N/A	✔ 0.75	⚠ 0.57	✔ 0.99	✔ 0.84
Other	✗ 0.00	N/A	✗ 0.34	✔ 0.90	✔ 0.96	✔ 0.94	⚠ 0.64	⚠ 0.66	N/A	N/A	✔ 0.81	⚠ 0.68	✗ 0.00	N/A

Notes: 1) Institutions include developmental centers, state hospitals, and correctional facilities. 2) Residential includes care facilities intermediate care facilities, and continuous nursing facilities. 3) Med/Rehab/Psych include skilled nursing facilities, psychiatric treatment and rehabilitation centers, acute general hospitals, sub-acute care services, and community treatment facilities. 4) Other includes consumers who are out-of-state, in hospice, transient/homeless, or not listed elsewhere. 5) Green check marks are indicated by values less than 1.25 and greater than or equal to 0.75. Yellow warning signs are indicated by values less than 1.5 and greater than or equal to 1.25 and less than .75 and greater than 0.5. Red x's are indicated by values less than or equal to 0.5 and greater than or equal to 1.5. A perfect ratio is indicated as 1.0.

Percent of total annual purchase of service expenditures by individual's ethnicity and age

Age Group	Measure	American Indian or Alaska Native		Asian		Black/African American		Hispanic		Native Hawaiian or Other Pacific Islander		White		Other Ethnicity or Race	
		19-20	20-21	19-20	20-21	19-20	20-21	19-20	20-21	19-20	20-21	19-20	20-21	19-20	20-21
Birth to 2	Consumers	0%	0%	5%	5%	5%	5%	55%	49%	0%	0%	19%	19%	17%	22%
	Expenditures	0%	0%	5%	5%	5%	5%	55%	52%	0%	0%	21%	20%	14%	18%
3 to 21	Consumers	0%	0%	6%	6%	9%	9%	53%	53%	0%	0%	23%	23%	8%	8%
	Expenditures	0%	0%	7%	6%	11%	11%	43%	46%	0%	0%	31%	30%	7%	7%
22 and older	Consumers	0%	0%	6%	6%	12%	12%	35%	36%	0%	0%	43%	42%	4%	4%
	Expenditures	0%	0%	6%	6%	10%	10%	25%	26%	0%	0%	55%	54%	4%	4%

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

Measure	Year	Number of Eligible Consumers Receiving Case Management Only			Percent of Eligible Consumers 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	2020-21	0	7	1	0%	37%	25%
Asian	2020-21	27	404	111	9%	39%	19%
Black/African American	2020-21	25	510	259	8%	34%	21%
Hispanic	2020-21	179	3,008	859	6%	35%	24%
Native Hawaiian or Other Pacific Islander	2020-21	0	4	0	0%	57%	0%
White	2020-21	102	1,303	624	9%	34%	15%
Other Ethnicity or Race	2020-21	104	473	85	8%	34%	23%
Total	2020-21	437	5,709	1,939	7%	35%	20%

**Want more information?**

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