

## **Redwood Coast Regional Center**

Dr. Kimberly Smalley, Ph.D., BCBA-D Executive Director  
1116 Airport Park Boulevard Ukiah, CA 95482  
Phone: (707) 462-3832 • Fax: 707-444-2563  
E-mail: [ksmalley@redwoodcoastrc.org](mailto:ksmalley@redwoodcoastrc.org)  
[www.redwoodcoastrc.org](http://www.redwoodcoastrc.org)



*Spring 2022*

## **Performance Report for Redwood Coast Regional Center**

Every year, the Department of Developmental Services (DDS) contracts with regional centers in California to serve clients 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 Redwood Coast Regional Center (RCRC) we served about 4,115 clients. The charts on page two tell you about the clients we serve. You'll also see how well we are doing in meeting our goals and in fulfilling our contract with DDS.

At RCRC, 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 client living arrangements with fewer clients living in developmental centers, more adults living in home settings, and fewer adults living in large facilities.

The most recent National Core Indicator Child family survey data suggests that overall family members of children at RCRC are more satisfied with their services than the state average: Native American respondents (100%) Hispanic/Latinos (71%) and white families (74%) with an overall satisfaction of 72%.

The National Core Indicator adult family survey data suggests that overall family members of adults served by RCRC are satisfied with the supports received: Native American respondents (100%) Hispanic/Latinos measures of satisfaction (81%). White respondents (84%) and overall 82%.

The family guardian survey reflected 100% satisfaction from our Native American community but a significant dip in satisfaction amongst white guardians to 45%. We are working individually with any family guardians to improve their experience and satisfaction with our services.

In the area of reducing disparities and improving equity for RCRC clients, across age cohorts, Purchase of Service data suggests RCRC expenditures remained essentially the same for most underserved groups. We still need to improve in the area of RCRC clients who receive case management services only, across age cohorts and

ethnicity. Our highest number of clients receiving case management only being white clients between the ages of 3-21. We did not make the gains we had hoped for when compared to the previous year. We believe that our performance in this area, and others, reflects the challenges that individuals and families, and our service provider community have faced as a result of the ongoing COVID 19 pandemic.

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

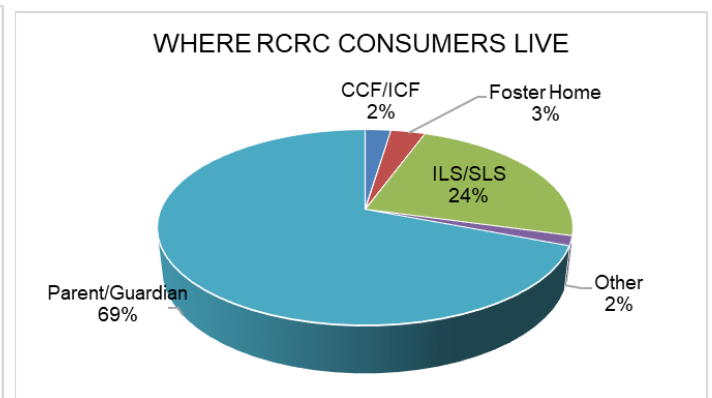
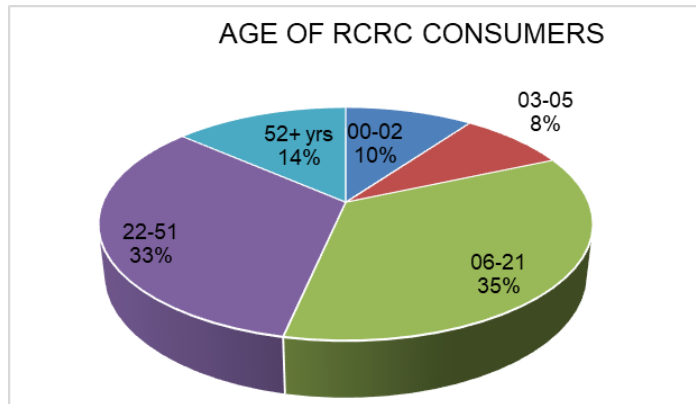
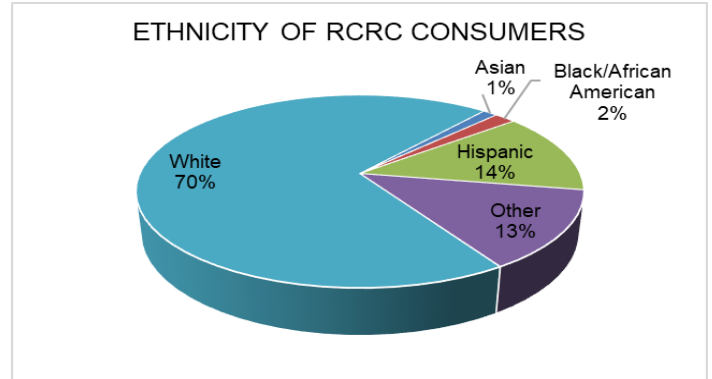
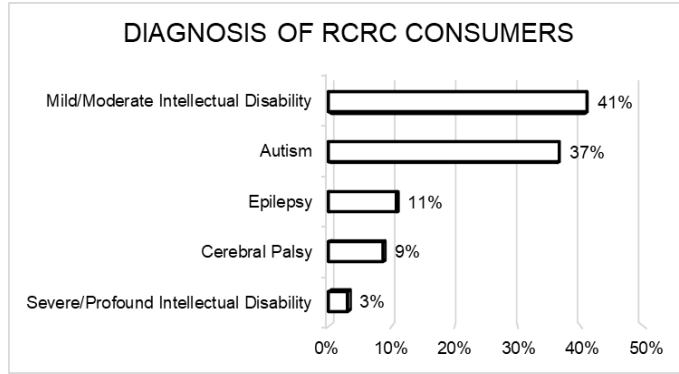
This report is a summary. To see the complete report, go to:  
<https://redwoodcoastrc.org/about-us/transparency-and-public-information/pos-expenditures/>

or contact Redwood Coast Regional Center at **(707) 445-0893, x315**

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Executive Director, Redwood Coast Regional Center

## Who uses RCRC?

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



## How well is RCRC performing?

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

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

To see how RCRC 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	RCRC	State Average	RCRC
Fewer consumers live in developmental centers	0.07%	0.07%	0.06%	0.05%
More children live with families	99.51%	99.65%	99.58%	99.34%
More adults live in home settings*	81.71%	92.70%	82.50%	92.88%
Fewer children live in large facilities (more than 6 people)	0.04%	0.06%	0.03%	0.11%
Fewer adults live in large facilities (more than 6 people)	1.92%	1.35%	1.78%	1.07%

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.

Summary Performance Report for Redwood Coast Regional Center, Spring 2022

## Did RCRC meet DDS standards?

Read below to see how well RCRC 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	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.)	95.38%	94.50%
Intake/Assessment timelines for consumers age 3 or older met	96.39%	74.19%
IPP ( <i>Individual Program Plan</i> ) requirements met	97.20%	N/A
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	88.6%	88.9%

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.

In most areas we met DDS standards. We passed our DDS and Independent audits, audited our vendors as required and participated in the Medicaid Waiver. We are almost the same keeping our CDERs and ESRs updated with just a slight drop by less than 1%. Unfortunately we did not meet DDS Compliance Standards for Intake/Assessment timelines for clients age 3 or older. We are actively recruiting for a licensed psychologist and additional assessors able to support intake. We have hired an additional intake worker and nine additional service coordinators. We intend to improve our performance in these areas by hiring more service coordinators once funded to do so.

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

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

Areas Measured	Time Period			
	CA	RCRC	CA	RCRC
<b>Consumer Earned Income ( Age 16 to 64 years)*:</b> Data Source: Employment Development Department (EDD)	Jan through Dec 2019		Jan through Dec 2020	
Quarterly number of consumers with earned income	25,710	435	22,772	403
Percentage of consumers with earned income	17.17%	22.24%	18.86%	24.18%
Average annual wages	\$8,772	\$6,108	\$9,733	\$7,132
<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%	29%	35%	N/A**
<b>Paid Internship Program</b> Data Source: Paid Internship Program Survey	2019-20		2020-21	
	CA Average	RCRC	CA Average	RCRC
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	8	4	6	4
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	9%	11%	14%	22%
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$13.31	\$13.04	\$14.25	\$13.93
Average hours worked per week for adults who participated in a Paid Internship Program	16	10	17	14
<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	\$13.09	\$14.81	\$14.26
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	21	16	23	22
Total number of Incentive payments made for the fiscal year for the following amounts:	\$1,500	22	13	17
	\$1,250	28	10	19
	\$1,000	34	9	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. \*\*Regional centers receive an 'N/A' designation if fewer than 20 people respond to the survey item.

## How well is RCRC 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.

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	20-21	20-21
Birth to 2	Consumers	5%	4%	1%	1%	1%	1%	22%	16%	0%	0%	54%	23%
	Expenditures	5%	5%	3%	1%	1%	0%	23%	13%	0%	0%	53%	28%
3 to 21	Consumers	6%	6%	2%	2%	2%	2%	18%	18%	0%	0%	63%	8%
	Expenditures	7%	7%	1%	1%	1%	1%	15%	16%	0%	1%	66%	8%
22 and older	Consumers	4%	4%	1%	1%	2%	2%	8%	8%	0%	0%	81%	3%
	Expenditures	4%	4%	1%	1%	1%	1%	5%	5%	0%	0%	86%	3%

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	19-20	4	37	6	14%	31%	7%
	20-21	6	49	8	23%	41%	9%
Asian	19-20	0	12	2	0%	31%	9%
	20-21	0	13	2	0%	34%	9%
Black/African American	19-20	1	12	5	20%	26%	12%
	20-21	2	13	3	40%	33%	8%
Hispanic	19-20	1	54	13	1%	15%	8%
	20-21	12	71	15	12%	19%	9%
Native Hawaiian or Other Pacific Islander	19-20	0	3	0	0%	60%	0%
	20-21	0	2	1	N/A	29%	33%
White	19-20	15	357	121	6%	29%	7%
	20-21	24	435	128	7%	34%	8%
Other Ethnicity or Race	19-20	4	56	8	3%	37%	11%
	20-21	9	70	9	7%	43%	13%
Total	19-20	25	531	155	4%	27%	8%
	20-21	53	653	166	9%	32%	8%

The tables below provide information on National Core Indicator survey results regarding services, satisfaction, and family outcomes, analyzed by race and ethnicity.

Overall, are you satisfied with the services and supports your family member currently receives?

(Response: **Always/Usually, Child Family Survey: 2019-20**)

Ethnicity/Race	RCRC	All California Regional Centers
Total Respondents	153	12,696
Missing Race	33%	71%
American Indian/Alaska Native	100%	77%
Asian	80%	70%
Black/African-American	75%	70%
Native Hawaiian/Pacific Islander	N/A	73%
White	74%	73%
Other/Unknown	100%	65%
Hispanic or Latino	71%	70%
Mixed Race	66%	72%
Overall	72%	71%

Overall, are you satisfied with the services and supports your family member currently receives?

(Response: **Always/Usually, Family Guardian Survey: 2019-20**)

Ethnicity/Race	RCRC	All California Regional Centers
Total Respondents	128	4,994
Missing Race	100%	87%
American Indian/Alaska Native	100%	81%
Asian	N/A	87%
Black/African-American	N/A	80%
Native Hawaiian/Pacific Islander	N/A	78%
White	83%	88%
Other/Unknown	N/A	79%
Hispanic or Latino	N/A	82%
Mixed Race	80%	83%
Overall	83%	87%



Overall, are you satisfied with the services and supports your family member currently receives?

(Response: **Always/Usually, Adult Family Survey: 2019-20**)

Ethnicity/Race	RCRC	All California Regional Centers
Total Respondents	134	13,780
Missing Race	100%	85%
American Indian/Alaska Native	100%	85%
Asian	N/A	89%
Black/African-American	67%	82%
Native Hawaiian/Pacific Islander	100%	88%
White	84%	82%
Other/Unknown	N/A	93%
Hispanic or Latino	81%	87%
Mixed Race	82%	84%
Overall	82%	85%

**Want more information?**

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