

## Redwood Coast Regional Center

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## Performance Report for Redwood Coast 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 Redwood Coast Regional Center (RCRC) we served about 4,110 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 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 very well in the area of client living arrangements with fewer clients living in developmental centers, more children living with their families, more adults living in home settings, fewer children living in large facilities (0.0%), and fewer adults living in large facilities. National Core Indicator survey data suggests that we have done well overall in measures of family member satisfaction with services and support their family member receives.

There are important areas where we need to improve our performance. In the area of employment we were below state averages in most areas. We attribute this to the geography and characteristics of the large rural area we serve. We believe our employment initiatives will demonstrate progress in future years. We also need to improve our performance in reducing disparities and improving equity across race and ethnicity of the clients we serve. We are confident our robust activities in diversity outreach and the development of culturally responsive services will result in improvements in this area.

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

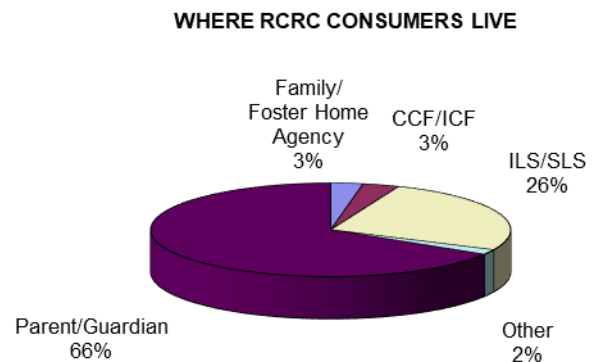
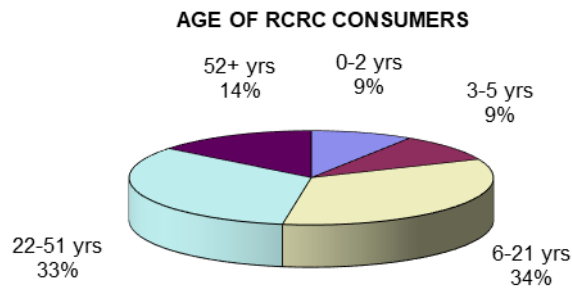
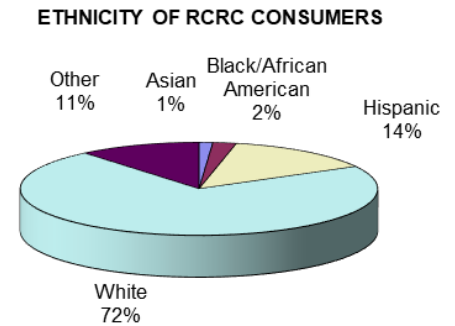
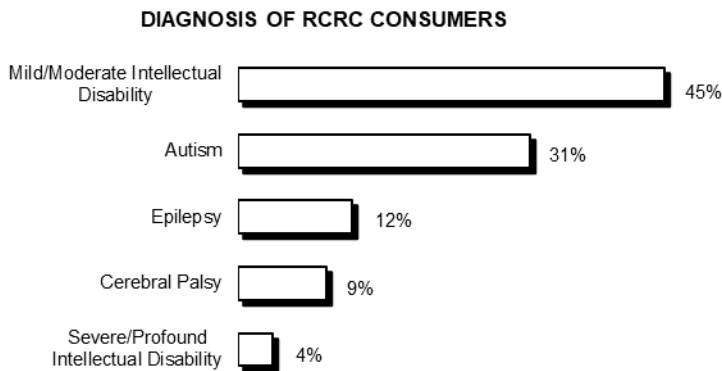
This report is a summary. To see the complete report, go to: [www.redwoodcoastrc.org](http://www.redwoodcoastrc.org)

Or contact Redwood Coast Regional Center at **(707) 462-3832**

Rick Blumberg, PhD  
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 2017. And, the second column shows how RCRC was doing at the end of 2018.

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 2017		December 2018	
	State Average	RCRC	State Average	RCRC
Fewer consumers live in developmental centers	0.21%	0.16%	0.12%	0.05%
More children live with families	99.32%	99.50%	99.38%	99.46%
More adults live in home settings*	79.61%	91.82%	80.20%	92.31%
Fewer children live in large facilities (more than 6 people)	0.04%	0.06%	0.04%	0.00%
Fewer adults live in large facilities (more than 6 people)	2.47%	1.37%	2.31%	1.30%

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 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.)	91.04%	91.66%
Intake/Assessment timelines for consumers age 3 or older met	97.22%	95.33%
IPP ( <i>Individual Program Plan</i> ) requirements met	98.56%	97.68%
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	84.9%	85.9%

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) The IFSP calculation methodology was changed from composite to average in order to more accurately reflect the RC's performance by only including children reviewed during monitoring and not all Early Start consumers. 4) 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, participated in the Medicaid waiver, improved our updating of CDERS and ESR reports, and improved our performance in meeting requirements for Individual Family Service Plans. But, we still need to improve in the areas of meeting DDS Compliance Standards in meeting Intake/Assessment timelines for clients age 3 or older, and meeting Individual Program Plan Requirements. We intend to improve our performance in these areas by hiring more service coordinators and through improvements to staff training and monitoring.

## 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			
	State Average	RCRC	State Average	RCRC
<b>Consumer Earned Income (Ages 16-64):</b> Data Source: Employment Development Department	<i>Data Coming Soon</i>			
Quarterly number of consumers with earned income				
Percentage of consumers with earned income				
Average annual wages				
<b>Annual earnings of consumers compared to people with all disabilities in California</b> Data Source: Cornell University Disability Status Report	<b>2016</b>		<b>2017</b>	
	\$45,300		\$47,500	
<b>National Core Indicator Adult Consumer Survey</b>	<b>July 2011-June 2012</b>		<b>July 2014-June 2015</b>	
Percentage of adults who reported having integrated employment as a goal in their IPP	27%	33%	27%	33%
<b>Paid Internship Program</b> Data Source: Paid Internship Program Survey	<b>2017-18</b>			
	<b>State Average</b>		<b>RCRC</b>	
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	6		1	
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	18%		6%	
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$11.64		\$10.63	
Average hours worked per week for adults who participated in a Paid Internship Program	18		13	
<b>Incentive Payments</b> Data Source: Competitive Integrated Employment Incentive Program Survey				
Average wages for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made	\$11.93		\$10.90	
Average hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made	22		17	
Total number of Incentive payments made for the fiscal year for the following amounts:	\$1,500	13		5
	\$1,250	21		11
	\$1,000	29		13

## 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.

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	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Home	🟡 0.54	🟡 0.52	🟡 0.54	🟡 0.57	🟡 0.56	🟡 0.64	🔴 0.50	🟡 0.56	🟡 0.70	🟢 1.45	🟡 0.59	🟡 0.65	🟡 0.57	🟡 0.62
ILS/SLS	🟢 0.79	🟢 0.87	🟡 0.72	🟢 1.34	🟡 0.63	🟡 0.75	🟡 0.75	🟢 0.79	🟢 0.99	🟢 1.00	🟢 0.75	🟢 0.83	🟢 0.75	🟢 0.85
Institutions	N/A	N/A	N/A	N/A	🔴 0.29	N/A	🔴 0.42	N/A	N/A	N/A	🟡 0.65	🟢 0.85	N/A	N/A
Residential	🟢 0.80	🟢 1.25	🟢 0.97	🟢 2.04	N/A	N/A	🟡 0.69	🟢 0.76	N/A	N/A	🟢 0.81	🟢 1.20	🟢 0.75	🟢 1.34
Med/Rehab/Psych	🔴 0.01	🔴 0.00	N/A	N/A	N/A	N/A	🟡 0.65	🟡 0.65	N/A	N/A	🟡 0.61	🟢 1.23	🔴 0.47	🟡 0.63
Other	🔴 0.34	🔴 0.14	N/A	N/A	N/A	🔴 0.10	🟡 0.61	🟢 0.87	N/A	N/A	🟡 0.65	🟢 1.62	🟡 0.68	N/A

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	
		2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Birth to 2	Consumers	6%	7%	1%	2%	1%	3%	25%	24%	0%	0%	60%	56%	7%	7%
	Expenditures	3%	3%	0%	2%	1%	3%	22%	22%	2%	0%	64%	62%	7%	9%
3 to 21	Consumers	7%	7%	2%	2%	3%	2%	18%	18%	0%	0%	64%	64%	6%	7%
	Expenditures	4%	4%	2%	1%	2%	1%	13%	13%	0%	0%	76%	77%	3%	4%
22 and older	Consumers	5%	5%	1%	1%	2%	2%	6%	7%	0%	0%	82%	82%	3%	4%
	Expenditures	4%	4%	1%	1%	1%	1%	5%	5%	0%	0%	85%	85%	3%	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	2017	1	42	4	3%	35%	4%
	2018	3	47	8	8%	39%	8%
Asian	2017	0	7	0	0%	23%	0%
	2018	1	13	2	10%	41%	10%
Black/African American	2017	0	11	2	0%	24%	6%
	2018	0	12	4	0%	29%	10%
Hispanic	2017	8	58	14	6%	19%	11%
	2018	6	79	9	5%	24%	7%
Native Hawaiian or Other Pacific Islander	2017	0	2	0	0%	67%	0%
	2018	0	1	1	0%	25%	50%
White	2017	23	310	102	7%	28%	6%
	2018	19	370	120	6%	32%	7%
Other Ethnicity or Race	2017	0	34	8	0%	31%	12%
	2018	1	47	10	3%	39%	14%
Total	2017	32	464	130	6%	27%	7%
	2018	30	569	154	6%	31%	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: 2015-16)

Ethnicity/Race	RCRC	All California Regional Centers
Total Respondents	153	12,696
Missing Race	33.3%	70.5%
American Indian/Alaska Native	100.0%	76.5%
Asian	80.0%	69.9%
Black/African-American	75.0%	70.1%
Native Hawaiian/Pacific Islander	N/A	73.1%
White	73.7%	72.8%
Other/Unknown	100.0%	65.0%
Hispanic or Latino	71.0%	69.7%
Mixed Race	65.5%	71.7%
Overall	71.9%	70.8%

Overall, are you satisfied with the services and supports your family member currently receives?  
(Response: Always/Usually, Adult Family Survey: 2016-17)

Ethnicity/Race	RCRC	All California Regional Centers
Total Respondents	159	4,603
Missing Race	66.7%	81.1%
American Indian/Alaska Native	100.0%	76.7%
Asian	83.3%	79.4%
Black/African-American	100.0%	75.7%
Native Hawaiian/Pacific Islander	N/A	87.5%
White	87.7%	80.9%
Other/Unknown	N/A	61.1%
Hispanic or Latino	75.0%	77.6%
Mixed Race	85.0%	81.1%
Overall	85.5%	79.1%

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

(Response: Always/Usually, Family Guardian Survey: 2016-17)

Ethnicity/Race	RCRC	All California Regional Centers
Total Respondents	70	3,768
Missing Race	N/A	79.5%
American Indian/Alaska Native	100.0%	85.2%
Asian	N/A	90.6%
Black/African-American	N/A	83.1%
Native Hawaiian/Pacific Islander	N/A	78.6%
White	83.9%	89.0%
Other/Unknown	N/A	85.7%
Hispanic or Latino	100.0%	83.0%
Mixed Race	60.0%	82.8%
Overall	82.9%	87.5%

**Want more information?**

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