

Frank D. Lanterman Regional Center

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Spring 2020

Performance Report for Frank D. Lanterman 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 Frank D. Lanterman Regional Center (FDLRC) we served about 10,680 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 FDLRC, 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 performed above the State average on nearly all Regional Center goals on page 3 and in meeting DDS compliance standards on page 4.

For the Employment standards on page 4, we have helped three work activity centers transition to Supported Employment and we are working diligently on improving our Paid Internship Program. We have conducted parent education opportunities and provided outreach and technical assistance to our service provider community.

We continue to partner with our specialized community-based organizations to provide parent education and support and to reduce disparity; our Promotora Program and our Korean Community Health Worker programs are two examples of such collaboration. We recruit staff who reflect the community we serve. Of the 10,680 people we serve, 46% of our clients and families and 72% of our staff are Hispanic; 14% of our clients and families and 10% of our staff are Asian; 6% of our clients and families and 9% of our staff are African-American and 31% of our clients and families and 8% of our staff are Caucasian.

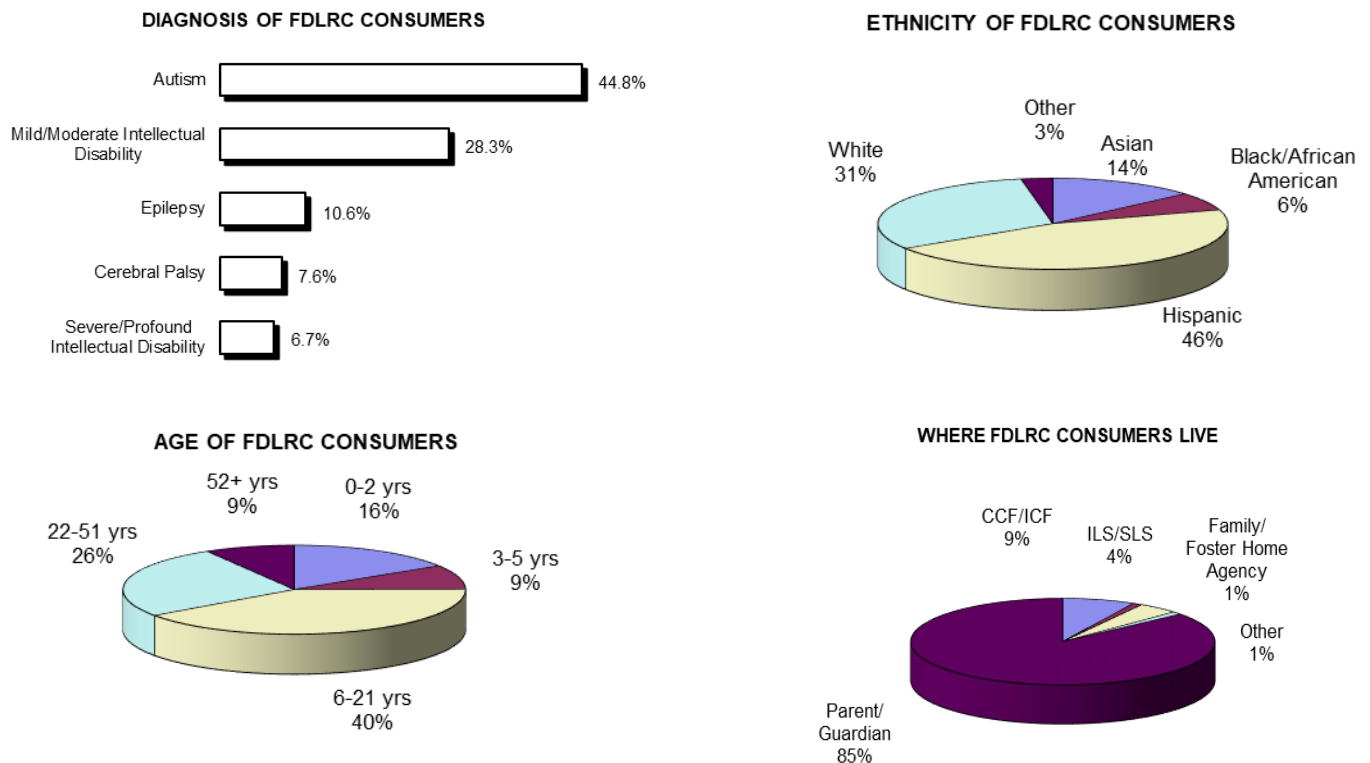
We hope this report helps you learn more about FDLRC. If you have any questions or comments, please contact us! This report is a summary. To see the complete report go to www.lanterman.org or contact Lanterman Regional Center at (213) 383-1300. I also invite you to sign up for our e-bulletin and to follow us on Facebook.

A handwritten signature in black ink that reads "Melinda Sullivan". The signature is fluid and cursive, with the first name "Melinda" and last name "Sullivan" clearly distinguishable.

Director, Frank D. Lanterman Regional Center

Who uses FDLRC?

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



How well is FDLRC performing?

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

The first column tells you how FDLRC was doing at the end of 2018, and the second column shows how FDLRC was doing at the end of 2019.

To see how FDLRC 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 2018 | | December 2019 | |
|--|---------------|--------|---------------|--------|
| | State Average | FDLRC | State Average | FDLRC |
| Fewer consumers live in developmental centers | 0.12% | 0.06% | 0.08% | 0.02% |
| More children live with families | 99.38% | 99.79% | 99.44% | 99.79% |
| More adults live in home settings | 80.20% | 79.18% | 80.84% | 79.95% |
| Fewer children live in large facilities (more than 6 people) | 0.04% | 0.05% | 0.04% | 0.05% |
| Fewer adults live in large facilities (more than 6 people) | 2.31% | 6.68% | 2.15% | 6.39% |

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 FDLRC meet DDS standards?

Read below to see how well FDLRC 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.) | 95.36% | 93.41% |
| Intake/Assessment timelines for consumers age 3 or older met | 90.70% | 98.73% |
| IPP (<i>Individual Program Plan</i>) requirements met | 96.11% | N/A |
| IFSP (<i>Individualized Family Service Plan</i>) requirements met | 86.6% | 86.6% |

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.

How well is FDLRC doing at getting consumers working?

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

| Areas Measured | Time Period | | | |
|--|-----------------------------|--------------|-----------------------------|--------------|
| | CA | FDLRC | CA | FDLRC |
| Consumer Earned Income (Ages 16 to 64): Data Source: Employment Development Department | Jan through Dec 2017 | | Jan through Dec 2018 | |
| Quarterly number of consumers with earned income | 27,182 | 521 | 27,526 | 553 |
| Percentage of consumers with earned income | 17% | 12% | 16% | 12% |
| Average annual wages | \$9,033 | \$11,732 | \$10,317 | \$13,545 |
| Annual earnings of consumers compared to people with all disabilities in California Data Source: Cornell University Disability Status Report | 2017 | | 2018 | |
| | \$47,500 | | Data not Available* | |
| National Core Indicator Adult Consumer Survey | July 2014-June 2015 | | July 2017-June 2018 | |
| Percentage of adults who reported having integrated employment as a goal in their IPP | 27% | 24% | 29% | 30% |
| Paid Internship Program Data Source: Paid Internship Program Survey | 2017-18 | | 2018-19 | |
| | CA Average | FDLRC | CA Average | FDLRC |
| Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program | 6 | 2 | 9 | 4 |
| Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program | 18% | 18% | 13% | 44% |
| Average hourly or salaried wages for adults who participated in a Paid Internship Program | \$11.64 | \$11.86 | \$12.45 | \$12.61 |
| Average hours worked per week for adults who participated in a Paid Internship Program | 18 | 27 | 17 | 24 |
| Competitive Integrated Employment | | | | |
| 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 | \$12.01 | \$12.76 | \$12.72 |
| Average hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made | 22 | 23 | 22 | 20 |
| Total number of Incentive payments made for the fiscal year for the following amounts: | \$1,500 | \$13 | 0 | 27 |
| | \$1,250 | 21 | 3 | 39 |
| | \$1,000 | 29 | 9 | 43 |
| | | | 4 | 8 |
| | | | 10 | |

To obtain these statistics, DDS provided the EDD with client data, and the EDD matched that information to their database and returned individual-specific wage data including employment locations, business name and type. DDS then analyzed the data for accuracy and only reported to regional centers the information deemed most accurate.

*The Cornell University 2018 Disability Status Report was not available at the time that this report was finalized.

How well is FDLRC 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.

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

| Measure | Year | Number of Consumers with 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 | 2017-18 | 0 | 1 | 1 | 0% | 50% | 20% |
| | 2018-19 | 0 | 1 | 1 | 0% | 50% | 17% |
| Asian | 2017-18 | 0 | 205 | 69 | 0% | 26% | 14% |
| | 2018-19 | 2 | 203 | 79 | 1% | 25% | 16% |
| Black/African American | 2017-18 | 0 | 96 | 38 | 0% | 27% | 12% |
| | 2018-19 | 0 | 95 | 29 | 0% | 29% | 9% |
| Hispanic | 2017-18 | 0 | 926 | 196 | 0% | 30% | 16% |
| | 2018-19 | 5 | 968 | 227 | 0% | 31% | 17% |
| Native Hawaiian or Other Pacific Islander | 2017-18 | 0 | 1 | 0 | 0% | 33% | 0% |
| | 2018-19 | 0 | 3 | 0 | 0% | 100% | 0% |
| White | 2017-18 | 2 | 409 | 133 | 0% | 25% | 10% |
| | 2018-19 | 2 | 398 | 155 | 0% | 24% | 11% |
| Other Ethnicity or Race | 2017-18 | 0 | 45 | 11 | 0% | 37% | 8% |
| | 2018-19 | 0 | 33 | 10 | 0% | 32% | 8% |
| Total | 2017-18 | 6 | 1,683 | 448 | 0% | 28% | 13% |
| | 2018-19 | 9 | 1,701 | 501 | 0% | 28% | 14% |

This table reflects the number of people not receiving Purchase of Services (POS) funding from the regional center; it does not take into consideration services that may be provided by generic agencies such as Medi-Cal, IHSS or the public school system, nor does it consider services covered by an individual's health plan.

Per capita purchase of service expenditures by individual's primary language
(for languages chosen by 30 or more consumers only)

| Language | Count of UCI | | Per Capita Purchase of Service Expenditures | |
|-------------------|--------------|---------|---|----------|
| | 2017-18 | 2018-19 | 2017-18 | 2018-19 |
| English | 7,602 | 7,875 | \$14,773 | \$15,781 |
| Spanish | 3,479 | 3,561 | \$8,850 | \$9,233 |
| Korean | 371 | 360 | \$13,906 | \$16,165 |
| Armenian | 384 | 414 | \$18,235 | \$18,697 |
| Tagalog | 68 | 66 | \$14,820 | \$18,119 |
| Cantonese Chinese | 41 | 41 | \$13,839 | \$15,874 |
| Russian | 40 | 37 | \$8,512 | \$9,710 |
| Arabic | 26 | 31 | \$19,734 | \$18,400 |

Translation of Individual Program Plans (IPPs): In 2019, Lanterman completed approximately 2309 IPPs and translated the IPP into the preferred language of the family **upon request. Translations were done as follows:**

1791 English – No translation (77%)

476 Spanish - 476 were translated (21%)

33 Korean - 33 were translated (2%)

3 Armenian - 3 were translated (less than 1%)

6 IPPs were conducted and translated into a variety of other languages (less than 1%)

The tables on the next page provide information on National Core Indicator survey results regarding services, satisfaction, and family outcomes, analyzed by race and ethnicity. The National Core Indicators program is nationally recognized as a valuable source of information about people with developmental disabilities receiving services across a large sample of states. In California, DDS coordinates the implementation of NCI surveys and the State Council on Developmental Disabilities (SCDD) conducts the surveys for DDS.

Lanterman Regional Center supports the value of NCI and is committed to using the survey results as one quality measure as to how we are providing services to the people we serve. In 2019 we decided to add some of the NCI survey results to our Performance Plan. There are three types of surveys: 1) Child Family Survey, in which a minor child lives in the family home, 2) Adult Family Survey, in which adult children live in the family home and 3) Family Guardian Survey, in which an adult child lives outside of the family home. 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 | FDLRC | | California | |
|----------------------------------|-----------------------------|----------------------------|-----------------------------|----------------------------|
| | Total Number of Respondents | Percent that Responded Yes | Total Number of Respondents | Percent that Responded Yes |
| Missing Race | 13 | 69.20% | 254 | 70.50% |
| American Indian/Alaska Native | 1 | 100.00% | 51 | 76.50% |
| Asian | 80 | 70.00% | 1,680 | 69.90% |
| Black/African-American | 16 | 56.30% | 658 | 70.10% |
| Native Hawaiian/Pacific Islander | 2 | 50.00% | 26 | 73.10% |
| White | 110 | 66.40% | 3,079 | 72.80% |
| Other/Unknown | 0 | N/A | 40 | 65.00% |
| Hispanic or Latino | 240 | 64.20% | 5,140 | 69.70% |
| Mixed Race | 62 | 72.60% | 1,768 | 71.70% |
| Overall | 524 | 66.40% | 12,696 | 70.80% |

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

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

| Ethnicity/Race | FDLRC | | California | |
|----------------------------------|-----------------------------|----------------------------|-----------------------------|----------------------------|
| | Total Number of Respondents | Percent that Responded Yes | Total Number of Respondents | Percent that Responded Yes |
| Missing Race | 5 | 60.00% | 127 | 73.20% |
| American Indian/Alaska Native | 1 | 100.00% | 30 | 76.70% |
| Asian | 37 | 75.70% | 501 | 79.40% |
| Black/African-American | 11 | 63.60% | 304 | 75.70% |
| Native Hawaiian/Pacific Islander | 0 | N/A | 8 | 87.50% |
| White | 71 | 66.20% | 71 | 80.90% |
| Other/Unknown | 2 | 60 | 18 | 61.10% |
| Hispanic or Latino | 93 | 69.90% | 1,457 | 77.60% |
| Mixed Race | 9 | 100.00% | 392 | 81.10% |
| Overall | 229 | 70.30% | 4,603 | 79.10% |

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

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

| Ethnicity/Race | FDLRC | | California | |
|----------------------------------|-----------------------------|----------------------------|-----------------------------|----------------------------|
| | Total Number of Respondents | Percent that Responded Yes | Total Number of Respondents | Percent that Responded Yes |
| Missing Race | 1 | 100.00% | 78 | 79.50% |
| American Indian/Alaska Native | 0 | N/A | 27 | 85.20% |
| Asian | 11 | 90.90% | 212 | 90.60% |
| Black/African-American | 6 | 100.00% | 178 | 83.10% |
| Native Hawaiian/Pacific Islander | 0 | N/A | 14 | 78.60% |
| White | 64 | 84.40% | 2,609 | 89.00% |
| Other/Unknown | 0 | N/A | 7 | 85.70% |
| Hispanic or Latino | 23 | 91.30% | 370 | 83.00% |
| Mixed Race | 14 | 85.70% | 273 | 82.80% |
| Overall | 119 | 87.40% | 3,768 | 87.50% |

Does your child have an Individual Program Plan (IPP) or Individual Family Service Plan (IFSP)?

(Response: **Yes, Child Family Survey: 2015-16**)

| Ethnicity/Race | FDLRC | | California | |
|----------------------------------|-----------------------------|----------------------------|-----------------------------|----------------------------|
| | Total Number of Respondents | Percent that Responded Yes | Total Number of Respondents | Percent that Responded Yes |
| Missing Race | 13 | 46.20% | 278 | 58.30% |
| American Indian/Alaska Native | 1 | 100.00% | 51 | 68.60% |
| Asian | 87 | 65.50% | 1,768 | 64.60% |
| Black/African-American | 16 | 50.00% | 692 | 69.80% |
| Native Hawaiian/Pacific Islander | 2 | 100.00% | 27 | 74.10% |
| White | 114 | 70.20% | 3,164 | 74.10% |
| Other/Unknown | 0 | 0.00% | 42 | 64.30% |
| Hispanic or Latino | 264 | 47.00% | 5,461 | 53.00% |
| Mixed Race | 64 | 60.90% | 1,817 | 71.70% |
| Overall | 561 | 56.50% | 13,300 | 63.20% |

Does the plan (IPP or IFSP) include all the services and supports your child needs?

(Response: **Yes, Child Family Survey: 2015-16**)

| Ethnicity/Race | FDLRC | | California | |
|----------------------------------|-----------------------------|----------------------------|-----------------------------|----------------------------|
| | Total Number of Respondents | Percent that Responded Yes | Total Number of Respondents | Percent that Responded Yes |
| Missing Race | 6 | 66.70% | 162 | 66.00% |
| American Indian/Alaska Native | 1 | 100.00% | 35 | 71.40% |
| Asian | 57 | 52.60% | 1,142 | 64.70% |
| Black/African-American | 8 | 62.50% | 483 | 68.50% |
| Native Hawaiian/Pacific Islander | 2 | 50.00% | 20 | 60.00% |
| White | 80 | 52.50% | 2,344 | 60.40% |
| Other/Unknown | 0 | 0.00% | 27 | 70.40% |
| Hispanic or Latino | 124 | 66.10% | 2,895 | 71.60% |
| Mixed Race | 39 | 59.00% | 1,303 | 63.10% |
| Overall | 317 | 59.30% | 8,411 | 65.90% |

Does your family member have an Individual Program Plan (IPP)?

(Response: **Yes, Family Guardian Survey: 2016-17**)

| Ethnicity/Race | FDLRC | | California | |
|----------------------------------|-----------------------------|----------------------------|-----------------------------|----------------------------|
| | Total Number of Respondents | Percent that Responded Yes | Total Number of Respondents | Percent that Responded Yes |
| Missing Race | 3 | 33.30% | 92 | 64.10% |
| American Indian/Alaska Native | 0 | N/A | 31 | 74.20% |
| Asian | 11 | 81.80% | 231 | 62.80% |
| Black/African-American | 6 | 83.30% | 196 | 58.70% |
| Native Hawaiian/Pacific Islander | 0 | N/A | 16 | 68.80% |
| White | 71 | 50.70% | 2,791 | 73.00% |
| Other/Unknown | 0 | N/A | 9 | 44.40% |
| Hispanic or Latino | 28 | 42.90% | 404 | 53.70% |
| Mixed Race | 16 | 68.80% | 292 | 67.50% |
| Overall | 135 | 54.80% | 4,062 | 69.20% |

Does the plan (IPP or IFSP) include all the services and supports your family member needs?

(Response: **Yes, Family Guardian Survey: 2016-17**)

| Ethnicity/Race | FDLRC | | California | |
|----------------------------------|-----------------------------|----------------------------|-----------------------------|----------------------------|
| | Total Number of Respondents | Percent that Responded Yes | Total Number of Respondents | Percent that Responded Yes |
| Missing Race | 1 | 100.00% | 59 | 72.90% |
| American Indian/Alaska Native | 0 | N/A | 23 | 87.00% |
| Asian | 9 | 100.00% | 145 | 77.20% |
| Black/African-American | 5 | 80.00% | 115 | 74.80% |
| Native Hawaiian/Pacific Islander | 0 | N/A | 11 | 72.70% |
| White | 36 | 66.70% | 2,038 | 75.30% |
| Other/Unknown | 0 | N/A | 4 | 100.00% |
| Hispanic or Latino | 12 | 75.00% | 217 | 75.60% |
| Mixed Race | 11 | 63.60% | 197 | 69.00% |
| Overall | 74 | 73.00% | 2,809 | 75.00% |

Have services made a difference in helping keep your family member at home?

(Response: **Yes, Adult Family Survey: 2016-17**)

| Ethnicity/Race | FDLRC | | California | |
|----------------------------------|-----------------------------|----------------------------|-----------------------------|----------------------------|
| | Total Number of Respondents | Percent that Responded Yes | Total Number of Respondents | Percent that Responded Yes |
| Missing Race | 5 | 40.00% | 142 | 55.60% |
| American Indian/Alaska Native | 1 | 100.00% | 33 | 60.60% |
| Asian | 43 | 65.10% | 557 | 60.70% |
| Black/African-American | 14 | 57.10% | 338 | 63.90% |
| Native Hawaiian/Pacific Islander | 0 | 0.00% | 10 | 80.00% |
| White | 77 | 59.70% | 1,834 | 68.30% |
| Other/Unknown | 2 | 100.00% | 19 | 65.50% |
| Hispanic or Latino | 104 | 62.50% | 1,576 | 64.10% |
| Mixed Race | 10 | 60.00% | 409 | 65.50% |
| Overall | 256 | 61.70% | 4,918 | 65.10% |

Notes

Asian category includes: Asian Indian, Cambodian, Chinese, Filipino, Hmong, Japanese, Korean, Laotian, Other Asian, Thai, and Vietnamese

Native Hawaiian/Polynesian category includes Guamanian, Native Hawaiian, Other Pacific Islander, and Samoan

White category includes Russian and White

N/A means that there were no respondents for the category

National Core Indicator survey responses reflect only the opinion of the regional center consumers that responded to the survey. For more details on the National Core Indicator survey, contact the regional center.

Want more information?

To see the complete report, go to: www.lanterman.org Or contact <Lanterman Regional Center > at **(213) 383-1300**