

## **Frank D. Lanterman Regional Center**

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*Spring 2018*

### **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 10,300 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 continue to reduce the number of people residing in state developmental centers and are well below the state average. We continue to help people move out of locked mental health facilities and move into smaller homes that serve less than 6 people or, in some instances, move into their own apartment. The graph on page 2 shows that we have had a setback on our efforts to have fewer children in large facilities; currently we have three children in various large facilities while last year we only had two; unfortunately the additional child was moved into a large facility by the legal entity responsible for the child. We are committed to partnering with other entities, in hopes that they see the value in small, homelike settings.

We continue our efforts to recruit staff which reflect the community we serve. Of the 10,300 people we serve, 45% of our families and 64% of our staff are Hispanic; 13% of our families and 9% of our staff are Asian and 32% of our families and 19% of our staff are Caucasian.

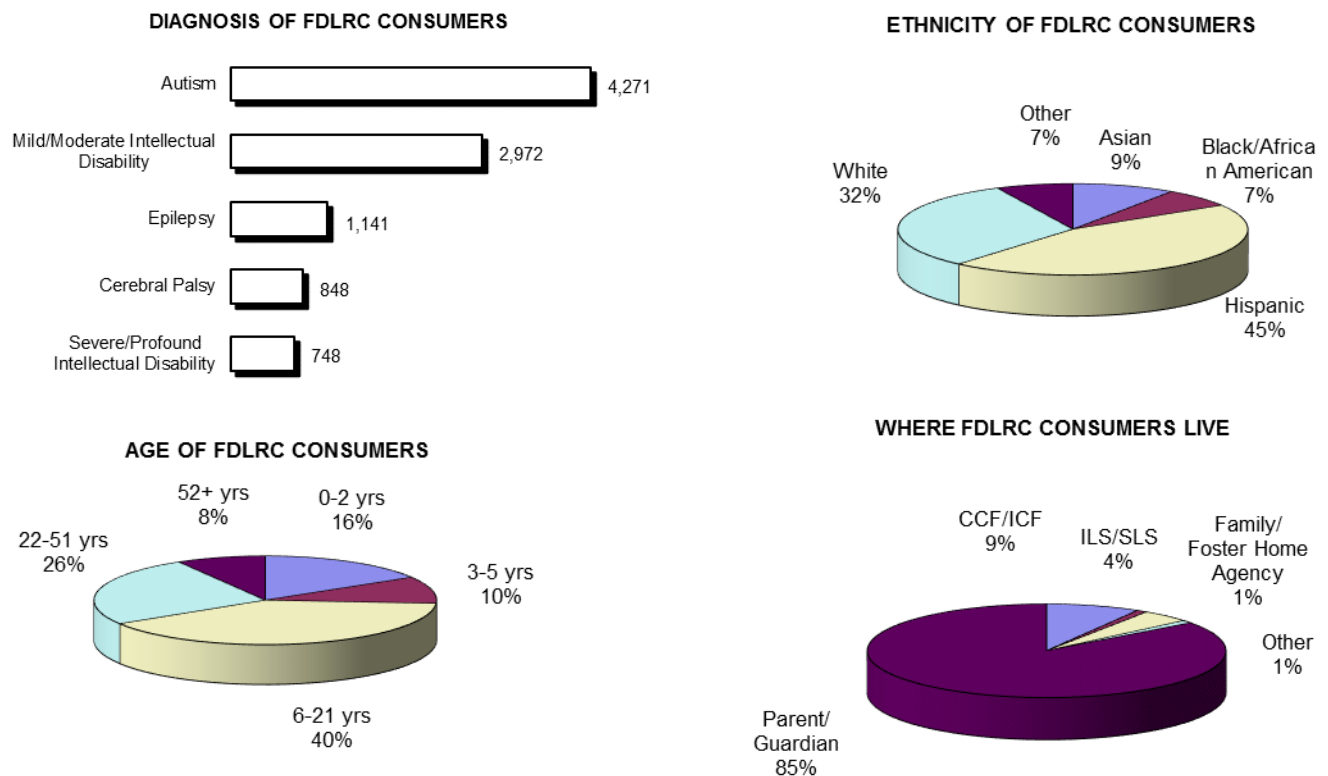
We hope this report helps you learn more about FDLRC. If you have any questions or comments, please contact us!

This report is a summary. To see the complete report, go to: [www.lanterman.org](http://www.lanterman.org) or contact Lanterman Regional Center at (213) 383-1300.

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 2016, and the second column shows how FDLRC was doing at the end of 2017.

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 2016		December 2017	
	State Average	FDLRC	State Average	FDLRC
Fewer consumers live in developmental centers	0.30%	0.11%	0.21%	0.06%
More children live with families	99.24%	99.73%	99.32%	99.74%
More adults live in home settings	78.89%	77.30%	79.61%	78.17%
Fewer children live in large facilities (more than 6 people)	0.05%	0.04%	0.04%	0.05%
Fewer adults live in large facilities (more than 6 people)	2.60%	7.56%	2.47%	6.88%

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.)	94.50%	94.76%
Intake/Assessment timelines for consumers age 3 or older met	99.21%	93.01%
IPP ( <i>Individual Program Plan</i> ) requirements met	98.87%	N/A
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	84.4%	84.0%

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?

FDLRC has chosen to include consumer employment as a local measure in their performance contract. The chart below shows how well FDLRC is performing on increasing consumer employment performance compared to their prior performance and statewide average:

Area Measured	Time Period			
	State Average	FDLRC	State Average	FDLRC
Jan. through Dec. 2016		Jan. through Dec. 2017		
Of adults in day services, percentage that interact with people without disabilities:				
Data Source: Client Development Evaluation Report (CDER)				
No people without disabilities	9%	12%	10%	12%
Few	58%	48%	58%	46%
Mostly	18%	21%	18%	21%
Only	14%	19%	15%	21%
Percentage of adults who engage in paid work:				
Data Source: CDER				
Less than 10 hours/week	7%	3%	7%	3%
10-25 hours/week	9%	7%	8%	7%
26-39 hours/week	5%	6%	5%	6%
40+ hours/week	1%	1%	1%	2%
Percentage of adults earning:				
Data Source: CDER				
Below Minimum Wage	57%	57%	53%	52%
Minimum Wage	26%	25%	29%	28%
Above Minimum Wage	16%	16%	17%	18%
Salaried	1%	2%	1%	1%
Percentage of Adults who Reported:	July 2011-June 2012		July 2014-June 2015	
Data Source: National Core Indicator Adult Consumer Survey				
Having a paid job in a community-based setting	13%	8%	13%	10%
Having integrated employment as a goal in their IPP	27%	29%	27%	24%
Currently being unemployed, but wanting a job in the community	39%	27%	45%	55%
Earned Income (Adults age 16-64):	Jan. through Dec 2016		Jan. through June 2017	
Quarterly number of consumers with earned income	21,817	418	23,205	424
Percentage of consumers with earned income	14.2%	9.9%	14.6%	9.7%
Average annual wages	\$7,953	\$9,827	\$8,368	\$10,710
Annual earnings of all people with disabilities in California	2015		2016	
Data Source: Cornell University Disability Status Report	\$43,100		\$45,300	

## 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 Consumers with Case Management Services Only Fiscal Years 2015-16 and 2016-17									
Measure	Year	Asian	Black/ African American	Hispanic	Native American	Polynesian	White	Other Ethnicity or Race	Total
Number of Eligible Consumers Receiving Case Management Only	2016	249	111	1,022	3	3	493	152	2,033
	2017	265	114	1148	2	2	527	123	2,181
Percent of Eligible Consumers receiving case management only	2016	23.0%	16.5%	19.8%	33.3%	37.5%	15.1%	16.3%	17.8%
	2017	18.0%	15.7%	21.7%	25.0%	28.6%	15.0%	17.6%	18.6%

This table reflects the numbers of people not receiving Purchase of Service (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 individual health plans. We recently held three Community Meetings to discuss our POS data in detail and will be posting our final Performance Report by the end of April; you will find it on our website under Transparency labeled as Performance Report.

Provide a translated Individual Program Plan to those who request it (by language)

In 2017, the Center completed approximately 2,262 IPPs. Of the 2,262 IPP's completed, translations of the IPP/IFSP were done as follows –

- 1466 English – No translation
- 674 Spanish - 570 requested translation (85%)
- 52 Korean – 31 requested translation (60%)
- 42 Armenian – 4 requested translation (9%)

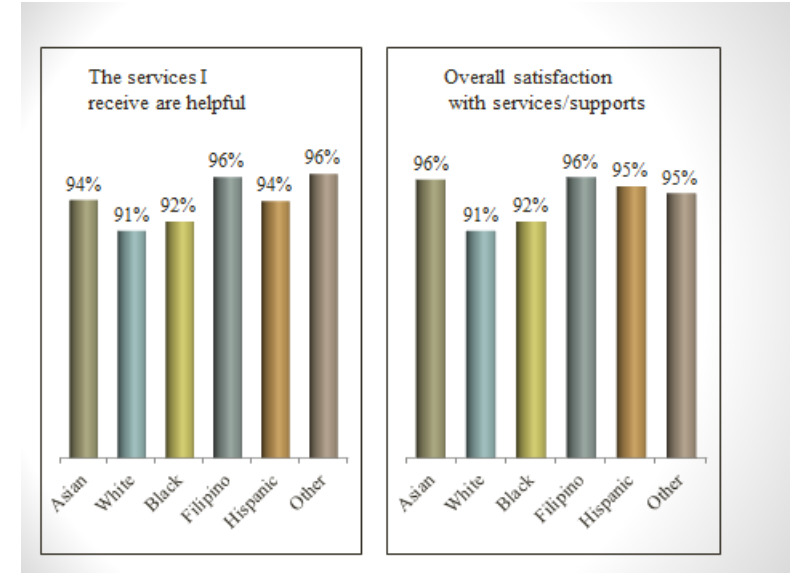
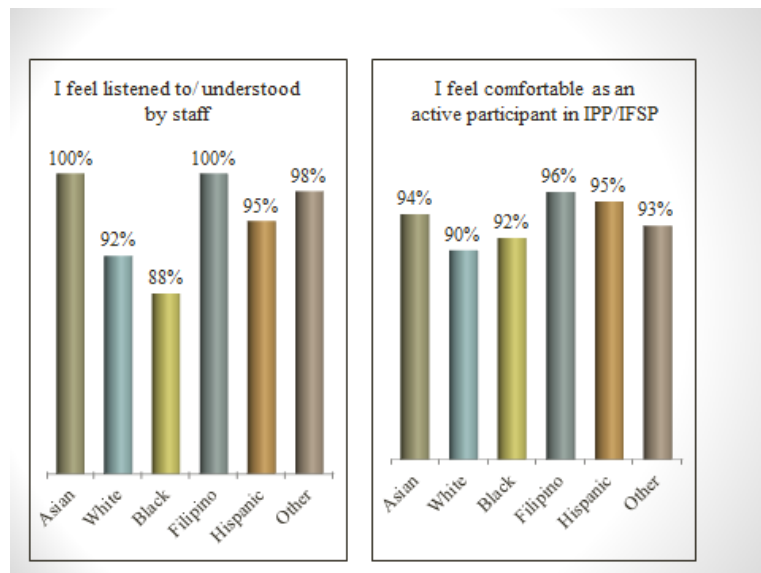
## Client Satisfaction Survey

In the Fall of 2017 we randomly selected a representative sample of one-quarter or about 2,500 of our 10,000 clients and families to participate in a mail-in survey. Survey recipients were further broken down into categories similar to those that are used by the Department of Developmental Services to report on disparity in services - language (English and Spanish), geographic region (Los Angeles, Pasadena and Foothill), age group (0-21 years and 22-plus years) and ethnic background.

We are happy to report that 23 percent of our surveys were completed and returned to us, which is considered a good response rate for mail-in surveys.

Almost one-quarter of the survey recipients responded with their feedback, and in seven out of the 10 areas, 90 percent or more were satisfied or extremely satisfied. Below are four sample charts; for the full report please click on the link.....

The takeaway is there is always room for improvement and your feedback will help us deliver a better regional center experience to our clients and families.



### Want more information?

To see the complete report, go to: [www.lanterman.org](http://www.lanterman.org)

Or contact Lanterman Regional Center at **(213) 383-1300**.