



### **Harbor Regional Center**

Patricia Del Monico, Director  
Del Amo Business Plaza  
21231 Hawthorne Boulevard, Torrance, CA 90503  
Phone: (310) 540-1711 • Fax: (310) 540-9538  
E-mail: Patricia.DelMonico@harborrc.org  
www.harborrc.org

*Spring 2015*

## **Harbor Regional Center Performance Plan 2014 Year End Summary Report**

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. The Department of Developmental Services (DDS) has established goals for all Regional Centers in California, to continuously improve outcomes for people with developmental disabilities. These goals are listed as Public Policy Outcomes in our annual Performance Plan. Harbor Regional Center wants to improve every year, and meet or exceed the statewide standard. The charts that follow show some of these key areas in which Harbor Regional Center has continued to improve outcomes for the people we serve.

Last year, at Harbor Regional Center (HRC) we served about 11,500 clients. As you can see in this report, HRC did well in helping to ensure the following outcomes:

Fewer clients live in developmental centers: Over the years we have continued to assist clients to move into the community from institutions, and significantly decreased the number of HRC clients living in State Developmental Centers to 42 individuals by the close of 2014 (0.36%).

HRC helped to ensure that a greater number of children (99.88%) and adults (80.07%) live with their families or in their own homes. The remainder of our clients who do not live with their family or own home/apartment live with licensed caregivers in typical homes, in typical communities.

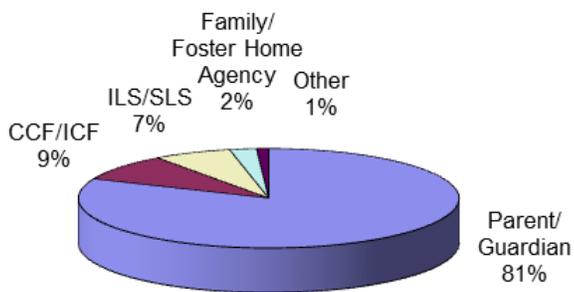
No children live in large licensed homes, and the small number of adults who live in licensed homes for more than six, (such as nursing homes), continued to decrease this year, to 1.74%. We have continued to identify and develop new resources that can meet their needs in smaller, more individualized and home-like settings.

HRC also continues to work with its partners in the community, including local school districts, Project SEARCH, community colleges, employers such as Kaiser Permanente South Bay and the Los Angeles County Superior Court, and service providers, to increase opportunities for adults to participate in post-secondary education and employment preparation. The College2Career Program completed its third year supporting students at Long Beach Community College and in student housing, and honored its first graduate with an AA degree. We also continue to develop adult day activity opportunities, such as therapeutic, partial work, and inclusion centers, for adults who do not wish to, or are not able to work.

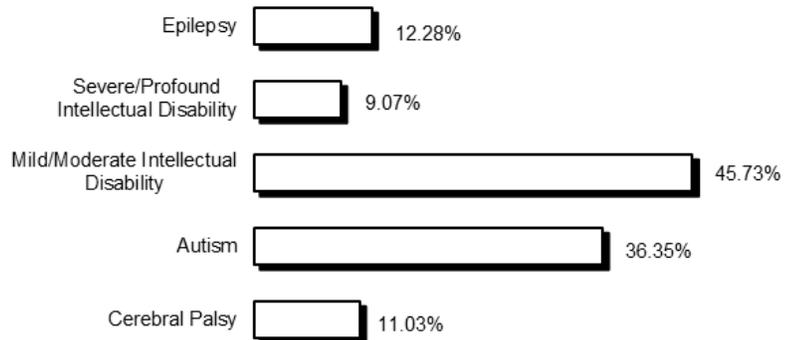
## Who uses HRC?

These charts tell you about who HRC clients are and where they live.

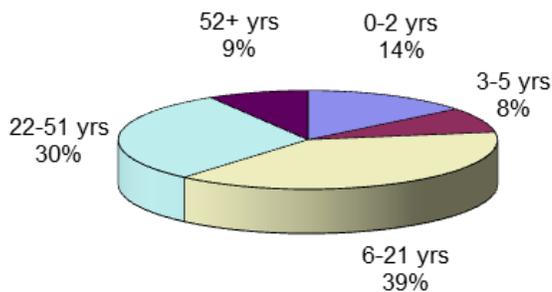
**WHERE HRC CLIENTS LIVE**



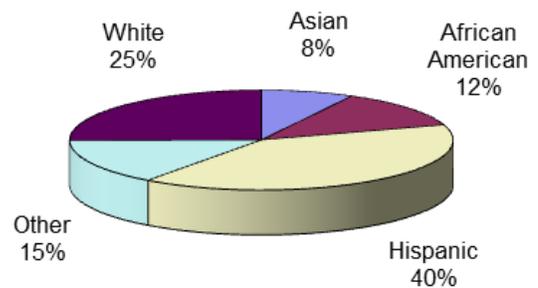
**PRIMARY DIAGNOSIS OF HRC CLIENTS**



**AGE OF HRC CLIENTS**



**ETHNICITY OF HRC CLIENTS**



## How well is HRC performing?

This chart tells you about 5 areas where DDS wants each regional center to keep improving.

The first column tells you how HRC was doing at the beginning of 2014. And, the second column shows how HRC was doing at the end of 2014.

To see how HRC 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 2013		December 2014	
	State Average	HRC	State Average	HRC
Fewer Clients live in developmental centers	0.51%	0.50%	0.42%	0.36%
More children live with families	98.98%	99.78%	99.04%	99.88%
More adults live in home settings*	76.49	79.05%	77.30%	80.07%
Fewer children live in large facilities (more than 6 people)	0.07%	0%	0.07%	0%
Fewer adults live in large facilities (more than 6 people)	3.12%	1.84%	2.96%	1.74%

\* Home settings include: independent living, supported living, Adult Family Home Agency homes, and clients' family homes.

## Did HRC meet DDS standards?

Read below to see how well HRC 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.)	NA**	93.81%***
Intake/Assessment timelines for clients age 3 or older met	100%	100%
IPP ( <i>Individual Program Plan</i> ) requirements met	99.58%	99.75%
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	NA****	95.94%

\*Vendor Audits completed as required. Report of audits submitted to DDS after the due date in 2013.

\*\*Measure was temporarily suspended due to implementation of new Early Start Report.

\*\*\*CDER and ESR currency percentages were weighted based on the regional center's Status 1 and Status 2 caseloads, to arrive at a composite score.

\*\*\*\*Measurement methodology revised at the end of 2013.

Harbor Regional Center continued to meet compliance measures, such as passing audits by DDS and independent auditors, completing required audits of HRC service providers, and managing within our allotted Operations budget. 100% of HRC intakes were completed in a timely manner, within required timelines or sooner. Requirements for Individual Program Planning (at HRC, called Individual/Family Service Plans or IFSPs) were met 99.75% for clients 3 and over, and 95.94% for Early Start.

## What about other performance areas?

In the future, DDS will develop statewide measures for other areas, including:

- Increasing the number of clients who work,
- Getting better pay for clients who work,
- Making sure clients get medical and dental services, and
- Meeting Intake/Assessment and IFSP timelines for children 0–3.

## Want more information?

We hope this report helps you learn more about HRC.

To see the complete Performance Plan, go to: [www.harborrc.org/about/performance](http://www.harborrc.org/about/performance), or contact Nancy Spiegel at (310) 543-0658. If you have any questions or comments, please contact us.