

## **Regional Center of the East Bay**

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*Spring 2023*

## **Performance Report for Regional Center of the East Bay**

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 Regional Center of the East Bay (RCEB) we served about 23,600 consumers. The charts on page two tell you about the consumers we serve. You will also see how well we are doing in meeting our goals and in fulfilling our contract with DDS.

In the year 2022, RCEB continued to experience impacts due to the COVID-19 pandemic and the State of Emergency issued by the Governor of California. Although pivoting in the early days of the pandemic was challenging, our service system could not just hit a switch and go back to how it was before March 2020. Many services were not available due to lack of staffing at provider agencies; a situation that has occurred in many industries. Similarly, our regional center has also faced recruitment challenges as we return to in person services. This year also saw a rise in applications for eligibility for both Early Start and Lanterman services likely related to children reconnecting with education and health care services. We welcome these new applicants and are glad that they are reaching out to our regional center.

At RCEB, we want to improve every year, do better than the state average, and meet or exceed the DDS standards. As you can see in this report, we did well in meeting most DDS Compliance Standards for audits, maintaining expenditure within our budget and participation in the federal Medicaid waiver. Progress was made in supporting children and adults to live in home-like settings. Our intake and assessment timelines for consumers age 3 or older lengthened with the larger volume of referrals and lack of qualified psychologists in the community. Supporting positive employment outcomes continues to be a priority, which is evidenced by the higher than annual average income for our catchment area.

In reviewing our data on reducing disparities and increasing equity, we found few changes in expenditures for any groups compared to their percentage in the regional center population by age from year to year. In this data, we are especially interested in the data on children served either under Early Start or Lanterman. Expenditures in these groups are not significantly impacted by different residence types and these comparisons are more valid. In reviewing the

data on family satisfaction, we find that many groups had declines in satisfaction throughout the state. We will be reviewing this data to identify where we need to improve people's experiences. We look forward to new investments in our system especially the initiatives for lower caseloads for those with low or no expenditures.

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

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

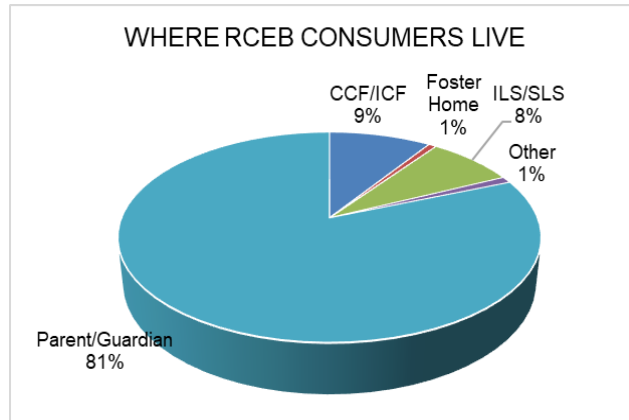
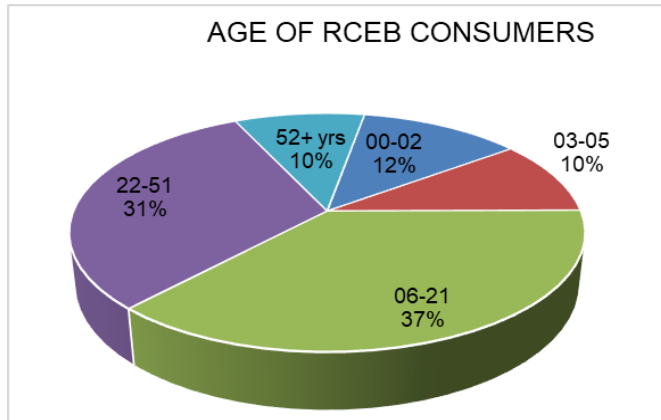
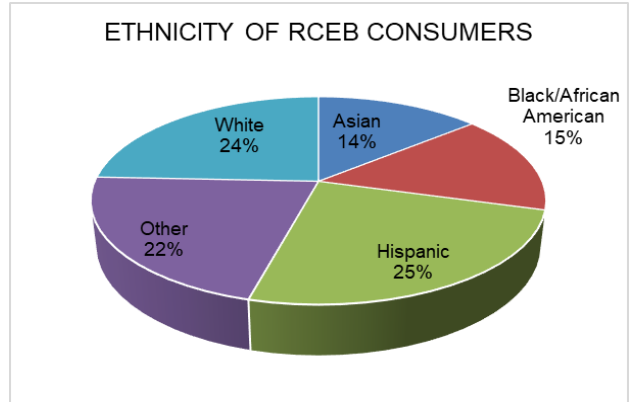
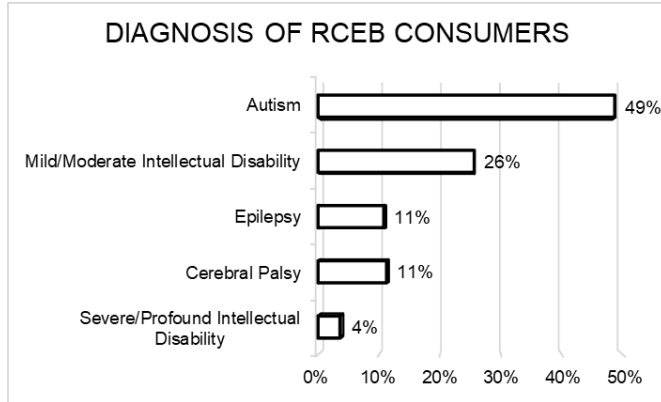
Or contact Ronke Sodipo at **(510) 618-7708**.

*Lisa Kleinbub*

Executive Director, Regional Center of the East Bay

## Who uses RCEB?

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



## How well is RCEB performing?

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

The first column tells you how RCEB was doing at the end of 2021. And, the second column shows how RCEB was doing at the end of 2022.

To see how RCEB 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 2021		December 2022	
	State Average	RCEB	State Average	RCEB
Fewer consumers live in developmental centers	0.06%	0.08%	0.06%	0.07%
More children live with families	99.58%	99.40%	99.61%	99.40%
More adults live in home settings*	82.50%	78.55%	83.01%	79.39%
Fewer children live in large facilities (more than 6 people)	0.03%	0.00%	0.03%	0.00%
Fewer adults live in large facilities (more than 6 people)	1.78%	1.80%	1.67%	1.75%

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 RCEB meet DDS standards?

Read below to see how well RCEB 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.)*	96.82%	92.26%
Intake/Assessment timelines for consumers age 3 or older met	92.92%	77.67%
IPP ( <i>Individual Program Plan</i> ) requirements met	98.55%	N/A
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	88.0%	87.7%

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.

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

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

Areas Measured	Time Period				
	CA	RCEB	CA	RCEB	
<b>Consumer Earned Income ( Age 16 to 64 years):</b> Data Source: Employment Development Department	Jan through Dec 2020		Jan through Dec 2021		
Quarterly number of consumers with earned income	28,989	2,059	27,180	2,052	
Percentage of consumers with earned income	15.22%	16.90%	13.88%	16.44%	
Average annual wages	\$8,949	\$11,550	\$11,888	\$13,943	
<b>Annual earnings of consumers compared to people with all disabilities in California</b> Data Source: American Community Survey, five-year estimate	2020		2021		
	\$26,794		\$30,783		
<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%	20%	35%	N/A	
<b>Paid Internship Program</b> Data Source: Paid Internship Program Survey	2020-21		2021-22		
	CA Average	RCEB	CA Average	RCEB	
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	6	2	1,527	60	
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	14%	8%	12%	5%	
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$14.25	\$16.24	\$15.08	\$16.12	
Average hours worked per week for adults who participated in a Paid Internship Program	17	19	15	19.11	
<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	\$14.81	\$15.60	\$15.63	\$16.04	
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	23	23.3796296	22	24	
Total number of Incentive payments made for the fiscal year for the following amounts:**	\$1,500/\$3,000	17	32	25	68
	\$1,250/\$2,500	19	49	42	90
	\$1,000/\$2,000	33	80	55	87

\*Regional centers receive an 'N/A' designation within the table if fewer than 20 people responded to the survey item.

\*\* Competitive integrated employment incentive milestone payments increased effective July 1, 2021 until June 30, 2025.

## How well is RCEB 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	
		20-21	21-22	20-21	21-22	20-21	21-22	20-21	21-22	20-21	21-22	20-21	21-22	20-21	21-22
Birth to 2	Consumers	0%	0%	21%	18%	8%	9%	33%	34%	0%	0%	14%	13%	24%	26%
	Expenditures	0%	0%	20%	18%	9%	8%	32%	32%	0%	1%	15%	14%	24%	28%
3 to 21	Consumers	0%	0%	22%	21%	13%	12%	28%	29%	0%	0%	19%	18%	18%	19%
	Expenditures	0%	0%	20%	20%	18%	16%	21%	21%	0%	0%	24%	24%	16%	17%
22 and older	Consumers	0%	0%	15%	15%	21%	21%	16%	16%	0%	0%	38%	37%	10%	10%
	Expenditures	0%	0%	12%	12%	20%	20%	10%	11%	0%	0%	49%	48%	9%	8%

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

Language	Count of UCI		Per Capita Purchase of Service Expenditures	
	2020-21	2021-22	2020-21	2021-22
English	17,703	18,816	\$24,102	\$24,656
Spanish	3,890	4,253	\$8,314	\$8,400
All Other Languages	447	473	\$6,727	\$7,365
Cantonese Chinese	465	458	\$19,132	\$21,863
Mandarin Chinese	278	299	\$15,622	\$16,288
Vietnamese	293	291	\$9,663	\$11,164
Tagalog	283	274	\$19,889	\$21,234
Arabic	152	151	\$5,772	\$5,664
American Sign Language	145	149	\$54,017	\$47,511
Hindi (Northern India)	102	115	\$8,329	\$7,915
Farsi (Persian)	109	109	\$29,645	\$24,114
Other Asian	95	91	\$9,770	\$10,233
Korean	90	84	\$17,634	\$20,872
Cambodian	51	50	\$13,042	\$15,453
Portuguese	43	43	\$4,801	\$5,236
Urdu (Pakistan India)	51	49	\$14,634	\$16,216
Other Indo-Iranian Language	49	43	\$7,614	\$11,140
Mien	41	41	\$7,697	\$9,717
Russian	35	32	\$12,530	\$8,516

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: 2021-22**)

Ethnicity/Race	RCEB	All California Regional Centers
Total Respondents	275	5,589
Race Unknown	71%	62%
American Indian/Alaska Native	N/A	80%
Asian	63%	64%
Black/African-American	50%	67%
Native Hawaiian/Pacific Islander	N/A	87%
White	56%	62%
Other	38%	58%
Hispanic or Latino	55%	65%
Mixed Race	55%	67%
Overall	56%	65%

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

(Response: **Always/Usually, Adult Family Survey: 2021-22**)

Ethnicity/Race	RCEB	All California Regional Centers
Total Respondents	497	8,302
Race Unknown	65%	64%
American Indian/Alaska Native	100%	79%
Asian	69%	73%
Black/African-American	64%	76%
Native Hawaiian/Pacific Islander	50%	66%
White	61%	74%
Other	0%	62%
Hispanic or Latino	74%	76%
Mixed Race	43%	73%
Overall	64%	74%



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

(Response: **Always/Usually, Family Guardian Survey: 2021-22**)

Ethnicity/Race	RCEB	All California Regional Centers
Total Respondents	481	4,670
Race Unknown	34%	48%
American Indian/Alaska Native	50%	67%
Asian	79%	81%
Black/African-American	70%	72%
Native Hawaiian/Pacific Islander	N/A	100%
White	85%	82%
Other	50%	79%
Hispanic or Latino	71%	73%
Mixed Race	77%	78%
Overall	78%	78%

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.rceb.org](http://www.rceb.org)

Or contact Ronke Sodipo at **(510) 618-7708**