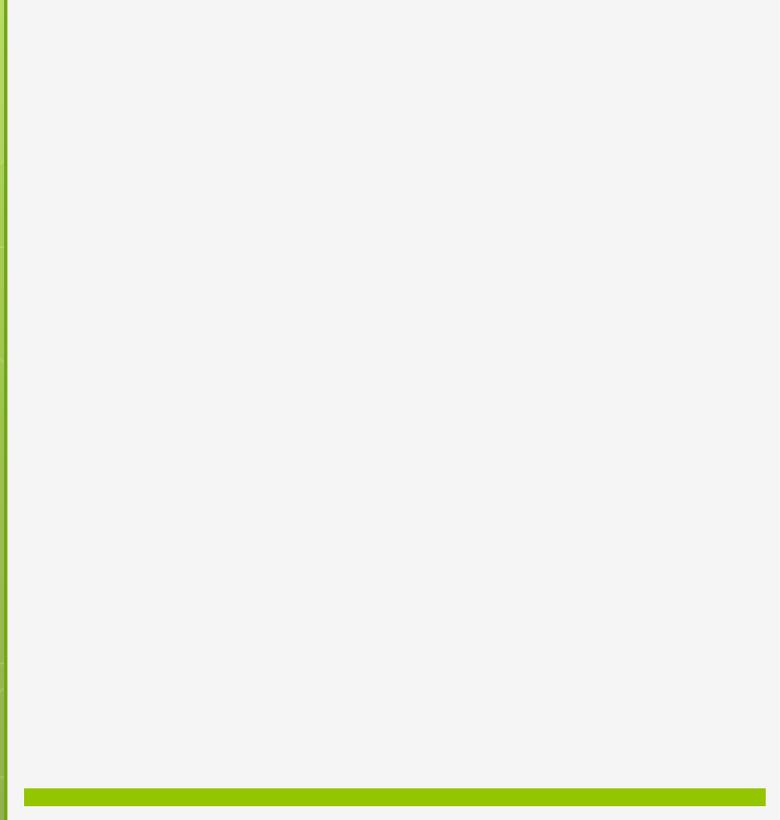


Welcome



Why are we having this meeting?

SCLARC's Service Data FY 15 -16

In FY 2012-13 a law was passed (WIC 4519.5) requiring the Department of Developmental Services (DDS) and all Regional Centers to annually compile data relating to Purchase of Service authorizations, utilization and expenditures by age groups, ethnicity, primary language and disability.

- This law was passed because legislators were concerned about differences (variances) in funding for the services provided to specific ethnic groups.
- Advocates believe by sharing and analyzing this data each year, we will better understand the differences (variances) in services so that we can better meet the needs of our stakeholders and more effectively deliver services to consumers who experience the greatest differences in funding.

Why Is There a Difference (or *Variance*)? SCLARC's Service Data FY 15 -16

By definition, a "**difference** is the degree or amount by which things vary."

Regional center services are tailor made to fit the specific needs of its consumers, so services will look very different from one consumer to the next; even if they have the same diagnosis.

SCLARC's concern is that many consumers/families may feel that this difference is "unequal" or "disparity" treatment. It's our belief that simple differences in services are not a disparity because the regional center guarantees that services are provided on a individual needs basis. Everyone is not guaranteed the same service.

Meeting Overview

Series of short presentations regarding

- The importance to understand how our intake & assessment & person centered planning process work
- Key highlights of our POS Data,
- Our explanation of Data highlights, and
- Our plans for addressing the issues identified by the Data, you and by the Regional Center

Meeting Rules

- Please Hold all questions until we complete our presentations
- We will invite you to share your comments, concerns and even critiques during Public Testimony period
- Please remember the Golden Rule
- Please be respectful and not make personal comments
- We don't have to be adversarial.
- SCLARC is committed to hearing all of your concerns and working together to develop solutions to the issues and challenges we face.

Intake and Assessment

All individuals who are active consumers of the regional center first participate in the intake process.

- Consumers and families will have an intake appointment to initiate the process.
- Consumers will receive a Psychological Evaluation to provide a diagnosis and determine eligibility for Regional Center Services.
- Assessments for ongoing services are conducted by licensed and trained professionals who are experts in their specific fields of study. (For example, Speech and Language Pathologists, Physical Therapists, Behaviorists, etc.)
- Services are based on the individual and unique needs of each consumer.

“ Assessments drive services”

Assessments & The Interdisciplinary Team

The Interdisciplinary Team is made up of Clinical Professionals, Subject Specialist and Consultants, Program Managers and other regional center staff.

Following the assessment, the Service Coordinator will confer with the consumer, his/her Circle of Support and the Interdisciplinary Team who will all work together to determine the best plan to meet the individual needs of the consumer.

The Individual Program Plan (IPP)

- The Individual Program Plan (IPP) helps the family and consumer communicate and document the needs of each consumer at the regional center.
- Service Coordinators have been trained to conduct Person Centered Planning IPP's.
- A face to face in depth conversation between the consumer, his or her Circle of Support and the Service Coordinator is used to design an effective plan to ensure the progress of the consumer.

Person Centered Planning

During that conversation the Service Coordinator along with the Consumers and their Circle of Support will :

- Look at the consumer in a different way.
- Assist the consumer in gaining control over his/her own life.
- Find ways to increase opportunities for consumer participation in the community.
- Identify individual desires, interests, and dreams.
- Develop a plan to turn those dreams into reality.

Purchase of Services Statement

- **Welfare and Institutions Code § 4648 (h), effective July 28, 2009**
 - Regional Centers shall provide an annual statement of services to a consumer, his or her parents, legal guardian, conservator, or authorized representative.
 - The annual statement is provided for the purpose of ensuring services are delivered.
 - The statement shall include the type, unit, month, and cost of all services and supports purchased.
 - The statement is based on services and supports purchased by fiscal year, July 1st to June 30th.
 - Please direct any questions on your Purchase of Services Statement to your Service Coordinator.

POS/Cost Statement

Date: 10/17/2016 South Central Los Angeles Regional Center Purchase Of Services Statement Fiscal Year 15 - 16 Page No: 1

Service Coordinator

UCI #

Date: 10/17/2016 South Central Los Angeles Regional Center Purchase Of Services Statement Fiscal Year 15 - 16 Page No: 2

Service Coordinator

Total All Services Total Units \$55473 857

Service: 862	IN-HOME RESPITE SERV	Provider: HW0271	MAXIM HEALTHCARE-RESPITE	Rate: 17,140								
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Costs Per Month:												
Units Per Month:												
Year To Date Total:						Total Units:						

Service: 862	IN-HOME RESPITE SERV	Provider: HW0271	MAXIM HEALTHCARE-RESPITE	Rate: 22,010								
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Costs Per Month:												
Units Per Month:												
Year To Date Total:						Total Units:						

Service: 829	SOCIALIZATION TRAINING PROGRAM	Provider: HX0110	MILESTONES SOCIAL	Rate: 26,740								
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Costs Per Month:	401	862	862	1444	1284	1431	1616	1524	1765	1871	1211	1761
Units Per Month:	14	21	32	54	49	53	60	57	66	62	56	85
Year To Date Total:						Total Units: 990						

Service: 028	SOCIALIZATION TRAINING PROGRAM	Provider: HX0110	MILESTONES SOCIAL	Rate: 26,740								
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Costs Per Month:												
Units Per Month:												
Year To Date Total:						Total Units: 50						

Service: 875	TRANS COMPANIES	Provider: HX0294	WE ARE FAMILY TRANSPORT	Rate: 22,180								
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Costs Per Month:	44	355	244	465	355	377	377	399	465	465	421	465
Units Per Month:	2	18	11	21	16	17	17	18	21	21	18	21
Year To Date Total:						Total Units: 200						

Service: 780	PSYCHIATRIST	Provider: PH1048	EHAB YACOUB, MD INC	Rate: 175,000								
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Costs Per Month:	350											
Units Per Month:	2											
Year To Date Total:						Total Units: 2						

Service: 780	PSYCHIATRIST	Provider: PH1048	EHAB YACOUB, MD INC	Rate: 175,000								
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Costs Per Month:			481									
Units Per Month:			2									
Year To Date Total:						Total Units: 2						

Service: 780	PSYCHIATRIST	Provider: PH1048	EHAB YACOUB, MD INC	Rate: 175,000								
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Costs Per Month:												
Units Per Month:												
Year To Date Total:						Total Units: 1						

Service: 056	INTERDISCIPLINARY ASSESSMT SERVICE	Provider: PX0315	ARLENE M. MAYO	Rate: 40,570								
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Costs Per Month:							41					
Units Per Month:							1					
Year To Date Total:						Total Units: 1						

Service: 100	PROF.COPYING,REPORTING, PARALEGAL	Provider: PX0538	GLORIA E. MEDINA RODAS	Rate: 36,000								
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Costs Per Month:							9					
Units Per Month:							1					
Year To Date Total:						Total Units: 9						

Service: 017	CRISIS TEAM-EVAL/BEHAV. INTERVEN.	Provider: PX0665	CRISIS RESPONSE PROJECT	Rate: 2,730,000								
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Costs Per Month:	2730	2730	2730	2730	2730	2730	2730	2730	2730	2730	2730	2730
Units Per Month:	1	1	1	1	1	1	1	1	1	1	1	1
Year To Date Total:						Total Units: 11						

Service:	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Costs Per Month:												
Units Per Month:												
Year To Date Total:						Total Units:						

Interpreting the Data

Type of Data Shared in This Presentation

- POS per Capita by Ethnicity
- Per Capita Expenditures by Residence Type
- POS Budgeted Expenditures
- Total Annual Expenditures and Authorized Services by Ethnicity or Race

For all of SCLARC's data reports, visit the SCLARC website under the Transparency Portal:

<https://sclarc.org/transparency-portal.php>

SCLARC's Service Data

FY 15 -16

POS Per Capita by Ethnicity				
Ethnicity	Consumer Count	SCLARC Average Expenditures	Change from Prior Year in \$	Change from Prior Year in %
Asian	83	\$25,900	-\$36	0.1%
Black/African-American	4,195	\$16,706	\$1,056	6.7%
Filipino	54	\$22,506	\$2,832	14.3%
Hispanic/ Latino	10,751	\$6,295	\$148	2.4%
Native American	12	\$12,876	\$2,347	22%
Other Ethnicity or Race	804	\$5,511	-\$647	-10.5%
Polynesian	11	\$36,514	\$10,242	39%
White	<u>551</u>	<u>\$30,924</u>	<u>\$2,227</u>	<u>7.7%</u>
Total	16,461	\$9,911	\$332	3.4%

SCLARC's Service Data

FY 15 -16

Per Capita Expenditures by Residence Type

<u>Residence Type</u>	<u>3 to 21</u>	<u>22 and older</u>	<u>All ages</u>
Out-of-State	\$0	\$12,206	\$6,257
Home of Parent or Guardian	\$2,290	\$11,506	\$4,958
Independent/ Supported Living	\$13,275	\$22,515	\$22,312
Developmental Center	\$1,688	\$3,960	\$3,836
Correctional Institution	\$10,218	\$12,120	\$11,633
Community Care Facility (CCF)	\$65,597	\$67,003	\$66,898
ICF Facility & Continuous Nursing	\$20,181	\$18,308	\$18,386
Skilled Nursing Facility (SNF)	\$0	\$6,536	\$6,461
Foster Home, Children	\$1,277	\$465	\$2,640
Family Home, Adults	\$17,847	\$62,952	\$59,232
Psychiatric Treatment Facility	\$2,510	\$118,862	\$70,382
Rehabilitation Center	\$0	\$36,547	\$18,273
Acute General Hospital	\$60,759	\$22,452	\$29,634
Sub-Acute	\$14	\$983	\$580
Community Treatment Facility	\$27	\$37	\$32
Hospice	\$0	\$2,742	\$2,742
Transient/Homeless	\$10,849	\$12,554	\$12,270
<u>Other</u>	<u>\$3,484</u>	<u>\$12,614</u>	<u>\$9,702</u>
Average	\$2,933	\$22,885	\$9,911

SCLARC's Service Data

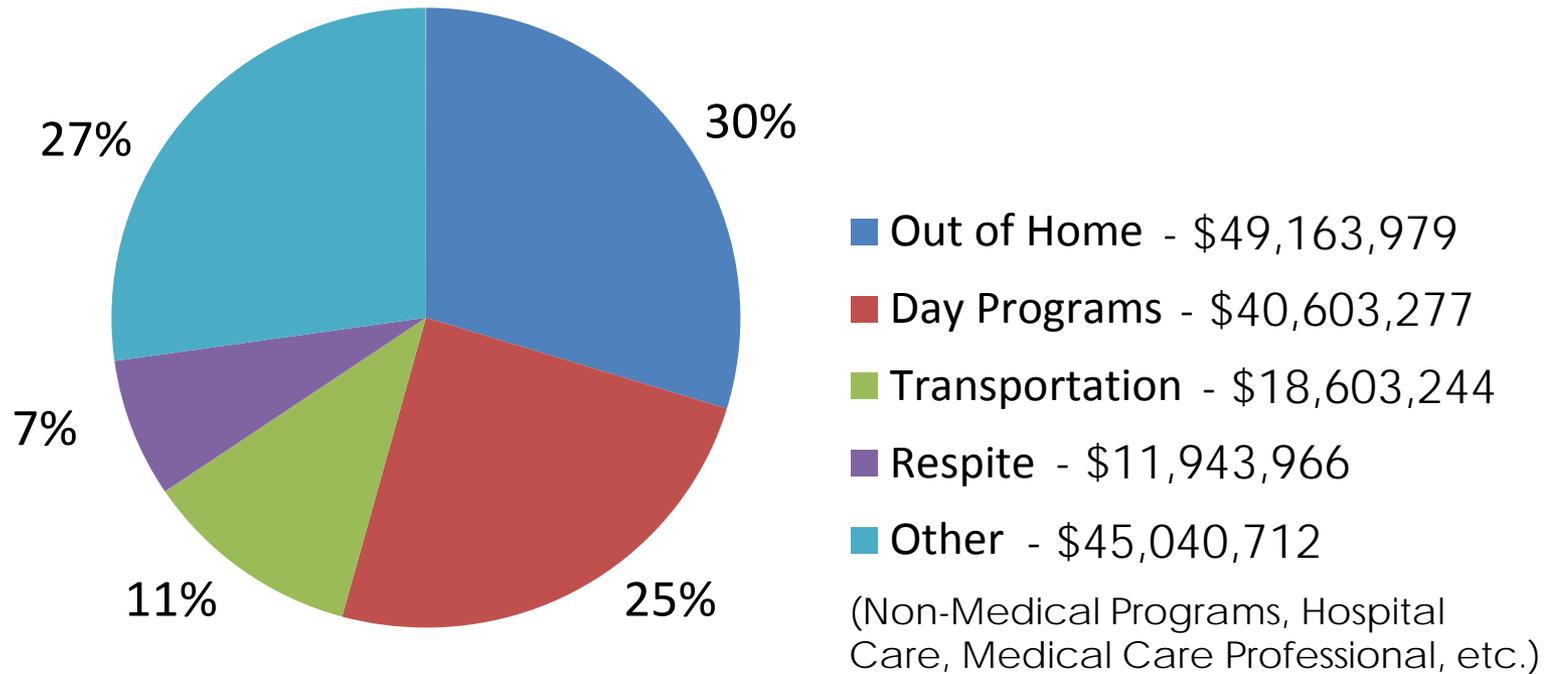
FY 15 -16

- Consumers living in residential placement have more costly services than those living at home, across all ethnicities and all ages.
 - The average adult consumer living in a residential placement uses \$67,003 in services, compared to \$11,506 for a consumer living at home.
 - Of African American consumers, 18% live in residential placement, compared to 4% of Latinos.
- 55% of Hispanic consumers are school aged, compared to 34% of African-Americans consumers
 - These students, ages 3 to 21, mostly live at home and receive services from generic agencies such as school district, IHSS, Medi-Cal, etc.

SCLARC's Service Data

FY 15 -16

Purchase of Services Budgeted Expenditures Fiscal Year 2015-16



SCLARC's Service Data

FY 15 -16

Total Annual Expenditures and Authorized Services by Ethnicity or Race

Ethnicity	Consumer Count	Total Expenses	Total Authorized Services	Percent of Services Utilized
Asian	83	\$2,149,733	\$2,462,943	87.3%
Black/African-American	4,195	\$70,081,193	\$87,229,440	80.3%
Filipino	54	\$1,215,302	\$1,466,274	82.9%
Hispanic	10,751	\$67,677,363	\$92,130,120	73.5%
Native American	12	\$154,511	\$187,607	82.4%
Other Ethnicity or Race	804	\$4,430,463	\$5,724,579	77.4%
Polynesian	11	\$401,650	\$442,121	90.9%
White	551	\$17,039,129	\$24,035,331	70.9%
Totals	16,461	\$163,149,344	\$213,678,416	76.4%

- **Of services authorized for Latinos, 73.5% of services were used.**
 - Of Latinos consumers, \$92,130,120 in services were authorized in 2015-16, however only \$67,677,363 were used, leaving \$24,452,757 unused.
- **Of services authorized for African-Americans, 80.3% of services were used.**
 - Of African-American consumers, \$87,229,440 in services were authorized in 2015-16, however only \$70,081,193 were actually used, leaving \$17,148,247 unused.

Conclusions

Consumers/Families Without Services

- 2505 Consumers Without Services Identified (active cases only)

- 800 Consumers Sampled (from 2505 active cases)
 - 400 Attempted Contacts
 - 268 Actual Contacts

- 86 New Services Authorized
 - In Home Respite
 - Behavior Management Programs
 - Independent Living Skills (ILS)
 - Supported Living Services (SLS)
 - Adaptive Skills Training
 - Social Skills Training
 - Crisis Response Services

Our Goal is Better Service Delivery

SCLARC's goal is to meet our consumers' and families' needs. With all that we are doing, we know that we are not a perfect regional center, and that there is room for improvement and areas where we need our consumers' and parents' help for better service delivery.

- SCLARC has increased the monitoring of consumer satisfaction through monthly phone surveys facilitated by Program Managers. Consumers are selected at random and provided an opportunity to give feedback on their experience: 1) during the IPP/IFSP process, 2) when making service requests, 3) in communication with Service Coordinator, and 4) overall satisfaction with Regional Center Services. Results from those surveys are used to improve service delivery to consumers and families.
- We continue to hold language-focused consumer and family orientations for stakeholders new to the regional center system; thereby educating and empowering them to use regional center services and generic resources earlier.
- We continue to partner with UCLA and on the Mind the Gap Research study to better identify gaps in and barriers to services within our agency
- We continue to work with Parent Advisory Committee to build stronger relationships with our stakeholders.
- We continue to engage with and support language focused support groups that provide training and information to monolingual families.

- We continue to encourage our consumers and families to request to be part of the Self-Determination Program.
- We continue to encourage our consumers and families to participate in the National Core Indicator Survey in order to make sure their voices are being heard regarding SCLARC's service delivery efforts.
- We continue to develop services and supports designed to meet the changing needs of the consumer.

- Additionally, SCLARC held two hiring events in FY 2015-16 which resulted in 25 new service coordinators who have helped lower caseloads and improve service delivery.
- We have also created a Saturday Services Pilot Program which will give our consumers and families more opportunities and flexibility to meet with SCLARC staff. SCLARC will be open the 2nd Saturday of each month.
- At the end of the pilot, SCLARC will determine the future of the program.

SCLARC Is Addressing the Differences

- We have hired a Full Time Training & Diversity Specialist
- We are increasing training of our staff
 - Motivational Interviewing
 - Cultural Competency
 - Professionalism in the Workplace
 - Soft Skills Training (i.e. Communications, Conflict Resolutions, Relationship building)
 - Menu of Services (Please make sure you take the handout with you)
 - Customer Service
 - New changes to regulations and services

SCLARC Is Addressing the Differences New Navigator Program

Navigator Program will:

- Supplement the work of the Service Coordinators, improve family and staff knowledge of generic resources, and provide personal assistance to families in requesting services.
- Offer families and consumers intensive support and follow up from intake and throughout their regional center experience.
- Provide families with support to apply for and/or access additional needed services from generic and community resources.
- Coordinate with Service Coordinators, families and consumers to explore appropriate regional center services.
- Develop and facilitate ongoing trainings for families, and professionals and in-service trainings for regional center staff.

Navigator Referral Process

- Service Coordinators will refer families.
 - Referrals will be forwarded to Navigator Specialist to receive referral.
 - Case review and intake will be conducted and an action plan will be developed.
- Family/Consumer Self-Referral
 - Family or consumer will contact the Family Resource Center to self-refer.
 - Navigator Specialist will conduct a case review and referral will be received.
 - Intake will be conducted and action plan generated.
- Targeted Family Outreach
 - Families identified via disparity data will be assigned to Navigators on a monthly basis. Families will be contacted and a needs assessment/questionnaire will be conducted.
 - Referral/intake will be conducted based on questionnaire results.

Focus Groups and Resource Development

- SCLARC is also holding focus groups with established Parent Groups in our community in order to understand what resources are the priority from our consumers and families perspectives.
- With \$200,000 in additional funding that SCLARC received from DDS to address the barriers to service, we will release Request for Funding Proposals in order to provide startup funding for vendors to address an existing need or create a resource that is not readily available in our community. Services such as behavior day programs, occupational and speech therapy programs, and others, which we know are sorely needed in SCLARC's southeast service area.

Connecting with Your Regional Center

- ❖ If you have a question regarding your services, call your Service Coordinator at their direct number.
 - ❖ If you do not know your Service Coordinator's phone number, dial SCLARC's main number at 213-744-7000. Ask the receptionist for their phone number first, then have them connect you.
 - ❖ If you call your service coordinator and they do not answer, please leave a message with a number where you may be reached. He/she will return your phone call within 24-48 hours.
 - ❖ If you are not able to leave a message, ask to speak with the Officer of the Day for your Service Coordinator's Unit.
 - ❖ If you do not hear from your Service Coordinator within 24-48 hours, call their Program Manager. They will return your phone call within 24-48 hours.
 - ❖ If you do not hear from the Program Manager within that time, contact Kimberly Bernardez, Jenice Turner, Jesse Rocha or Reuben Lee (Management for Consumer Supports). They will return your phone call within 24-48 hours.
- For a full list of SCLARC's Management, please visit our website at www.sclarc.org

Any further questions?

Public Comment