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.
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 an 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

Service Coordinator

UCI #

Total All Services $65473
Total Units 657
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:

# SCLARC’s Service Data

## FY 15 - 16

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Consumer Count</th>
<th>SCLARC Average Expenditures</th>
<th>Change from Prior Year in $</th>
<th>Change from Prior Year in %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian</td>
<td>83</td>
<td>$25,900</td>
<td>-$36</td>
<td>0.1%</td>
</tr>
<tr>
<td>Black/African-American</td>
<td>4,195</td>
<td>$16,706</td>
<td>$1,056</td>
<td>6.7%</td>
</tr>
<tr>
<td>Filipino</td>
<td>54</td>
<td>$22,506</td>
<td>$2,832</td>
<td>14.3%</td>
</tr>
<tr>
<td>Hispanic/ Latino</td>
<td>10,751</td>
<td>$6,295</td>
<td>$148</td>
<td>2.4%</td>
</tr>
<tr>
<td>Native American</td>
<td>12</td>
<td>$12,876</td>
<td>$2,347</td>
<td>22%</td>
</tr>
<tr>
<td>Other Ethnicity or Race</td>
<td>804</td>
<td>$5,511</td>
<td>-$647</td>
<td>-10.5%</td>
</tr>
<tr>
<td>Polynesian</td>
<td>11</td>
<td>$36,514</td>
<td>$10,242</td>
<td>39%</td>
</tr>
<tr>
<td>White</td>
<td>551</td>
<td>$30,924</td>
<td>$2,227</td>
<td>7.7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>16,461</td>
<td><strong>$9,911</strong></td>
<td><strong>$332</strong></td>
<td><strong>3.4%</strong></td>
</tr>
</tbody>
</table>
### SCLARC’s Service Data
#### FY 15 -16

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

- Out of Home - $49,163,979
- Day Programs - $40,603,277
- Transportation - $18,603,244
- Respite - $11,943,966
- Other - $45,040,712

(Non-Medical Programs, Hospital Care, Medical Care Professional, etc.)
### SCLARC’s Service Data FY 15 -16

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

- **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