

## ***SCLARC's 2018 POS DATA PRESENTATION SUMMARY***

In 2018, South Central Los Angeles Regional Center held two public meetings, one in the North and one in the South of our catchment.

The two meetings were held at:

**1) Bell Community Center**

6250 Pine Avenue

Bell, CA 90201

March 15, 2018

6:00 p.m. to 8:00 p.m.

**2) South Central Los Angeles Regional Center**

2500 S. Western Avenue

Los Angeles, CA 90018

March 16, 2018, 2018

10:00 a.m. to 12:00 p.m.

### **Town Hall Meeting Overview**

The Bell Community Center meeting had approximately 77 participants. This meeting was composed of consumers and families as well as SCLARC staff and board members. The second presentation, held at SCLARC, had 41 stakeholder participants. The audience was comprised of SCLARC vendors and regional center staff members; very few families were present. After each of the two presentations, there was a public comment period during which participants voiced concerns or asked questions. (Comments are contained within this summary.) Additionally, there was an opportunity for stakeholders to talk about their personal cases with SCLARC's Director of Case Management Jesse Rocha and various Program Managers.

As part of the presentation of SCLARC's Service Data, SCLARC staff members also presented information detailing how SCLARC is addressing service disparities. A sampling included:

#### **Training staff so that they are better able to explain SCLARC's "List of Services"**

A supplementary packet with a myriad of documents was created in order to give SCLARC stakeholders a better understanding regarding what services regional centers can and cannot fund. One of those documents was SCLARC's "List of Services" by age range i.e. 0-3 years-old, 3-11 years-old, 11- 22 years-old and 22 years-old and up. Staff also explains what it means to be the payor of last resort and why the regional center must use generic resources first, etc. The documents were made available in both English and Spanish.

#### **South Central Los Angeles Regional Center's Navigator Program**

Data was presented which showed how the program has made an impact on families as it pertains to accessing POS services, education and advocacy training; workshops and navigating generic services. (Please see POS Service Data Town Hall PowerPoint Presentation) Specifically, Crystal Smith, Program Manager for SCLARC's Family Resource Center and the Navigator Specialists' Supervisor updated participants regarding how the Navigator Program:

- Provides families with support to apply for and/or access SCLARC services as well as other generic and community resources.
- Coordinates with Service Coordinators in order to assist families and consumers in accessing regional center services.
- Offers and facilitates ongoing training for families, paraprofessionals and regional center staff.

### **Connecting with Your Service Coordinator**

SCLARC's Cultural Diversity Specialist, Chris Soto, explained to participants the various ways they can reach their Service Coordinator, SCLARC's Program Managers, the Director of Case Management and the Leadership Team.

Additionally, SCLARC created a supplementary workbook explained and/or contained the following:

- How to connect with Regional Center
- An example of a POS Cost Statement and Cost Statement Letter
  - Most Used Vendor Codes and Their Descriptions
  - Regional Center List of Services by Age Groups
- Descriptions of:
  - Regional Center Services
  - How Eligibility is Determined
  - The Intake Process
  - Assessments
  - Identification Team
  - The Individual Plan
- What is Person Centered Planning
- The Fair Hearing Process

- Regional Center Budget Piechart and POS Budgeted Expenses
- SCLARC Board and Committee Meeting Dates
- Parent Advisory Groups Contact Information
- SCLARC Management Personnel Directory

**The following comments were made during the Public Comment period:**

“My question is for Jesse. He said that when we have HMO insurance that the RC would be able to provide behavior therapy services, what about the other therapy services?”

**-Parent didn't state her name.**

“My son is RC consumer, services are there, but not utilized. Services are requested and they are denied. Why is it necessary to receive an NOA? What is the purpose of the Navigator Program? I'm lost. Whoever is being referred to the lawyers [we ask that they be] of quality because they were unable to assist me.”

**-Magalia Ochoa**

“Good Evening, we do need more SCs and another location of RC. We don't know the number of consumers they have, but they have too much work and they aren't assisting us and helping us with the needs of our children. We need good SCs that are well trained. They need to be able to guide us.”

**-Karina Saldana**

“I'm a mother of two SCLARC consumers. It's been two years and I haven't been receiving any services. Where do I have to go to be heard? And just like me, there are many parents [who feel this way]. The Navigators are here, but they haven't helped me, how would they be able to help me? “

**-Petra Olvera**

For the Latino Community, it's disrespectful the ED is not present. Training for SC. Respite services, it's about common sense. If you think two hours of respite a day for a mom with two consumers is a lot to ask for, it is not. If you would offer two hours a day, then it would be 60 hours a month and that would not be a lot for parents of special needs kids.

**-Rubi Saldana**

“I am the Director of Latino Voice Families. My comments are as follows:

1. We request that every one of our comments is written and part of this meeting. That we come to this meeting and that nothing occurs. Nothing is in the meeting notes. Every one of the comments should be in the minutes. You should remember that this is a community meeting required by the State.

2. Many of us that are present today asked for a change of date for this meeting. No one paid attention to us. We asked the ED for a change of date, he didn't pay attention to us, and he's not present, that is unacceptable.
3. This disparity meeting. The topics are that of disparity. The work is being done very slowly. With all that money and only 30 people have received services. Of \$600,000, that is unacceptable. We need more effort done by the entire of SCLARC team.
4. The new building project. The one that they talked about at the June board meeting. What is the status?"

**--Maria Lopez**

"My son has behavior issues and I need services for my son. We have been denied twice. He needs RC assistance. It's difficult that one of our son's receives services and the other one does not. What is the level of autism that a child must have in order to receive the services of regional center?"

**--Misael**

"I have a 20-year-old daughter. When I ask for academic assistance for her, they said there was none. No services for her. One year of being here and no services, how do I get services?"

**-Imelda Lopez**

"I have a 10-year-old with Autism who needs lots of services. Prepare the SCs so that they can help us. It's very sad that our children go 6 or 7 years with no service because they don't want to help us or provide us any resources of where to start. It changes our lives. That they send us a person that says sign here and the years pass by and there's nothing. They abuse us and they say they are going to help us and then they ignore you because you don't know your rights. They should be able to know how to help us. For many years, my son had no services until I said no more."

**--Angelica Orellana**

**Heidi** – It was hard to understand the parent. The comment card indicated she wanted more information regarding POS.

"\$100,000,000 was not utilized? Where does the money go? Does the Navigator program take place in the community and if so how often? (His statement was incorrect. Our presentation informed SCLARC stakeholders that approximately \$10,000,000 in services were authorized for Latino consumers, but were not utilized by the families.)

**--Rudy Contreras**

"My son is 28-years-old with CP. I've been working with many families since 1997. It's hard and it still hurts. I'm still working with a lot of families, educating them and how to survive in this world. We need an FRC in Downey. I live in Downey. Downey is so far. I want to petition for the FRC to be placed in Downey. We need the workshops. Who has benefited from this [the workshops being held at SCLARC]? A lot of people don't have respite. It's hard for people to come this far. Henderson is not here."

**--Herlinda Rodriguez**

"I'm very sad to be here, in front of here. I ask for applause for these families. There is too much noise in the back. [Referring to consumers and other children]"

**-- Amanda Arambula**

“We receive no help. If we were black or white, we would be receiving services, but because we are Latinos we get discriminated against.”

**--Elena**

“I want to repeat that [they need to] place this [our comments] in the notes. How is the new building project going? We need answers. They [need to] try harder for this project. They [say] they are going to do it, but we don't see anything. We request that the ED be present at the meetings. 1 percent of improvement in disparity is not enough.”

**--Wendy Maldonado**

“My daughter has just been accepted because I went to Fair Hearing. She has gone through eligibility three times and it was on the 4<sup>th</sup> that I appealed. The Latino group has really helped me and they keep me abreast of what is going on at RC. I'm requesting respite, just yesterday my SC told me that Mr. Jesse Rocha said that he can't give me more respite because they need more evidence, a medical note from my doctor about my surgery and disability. What else can be done for my daughter? She's 12 going to be 13 in June.”

**-- Maria Verdugo**

“My comment is for the SCs. They aren't prepared, and they aren't trained. I received a lot of calls before signing my IPP, but after that I haven't heard anything from her. Now, all I get is flyers from my SC, but no follow through. Please take our comments into consideration.”

**-- Gabriela Diaz**

“What is the board doing to get the money back from the government? Why are they taking money from regional center?”

**-- Silvia Diaz**

“My comment is for the Navigators and the SCs. Navigators; I don't know what they have to do with the SC. They never call us. For the SC, they ask for records and I'm giving it to them but then they don't do anything. We have to keep on asking and asking because our children need it.”

**--Ana Pineda**

“Due to the political climate and increased raids by ICE in workplaces and out in the community, it is important the SCs and SCLARC realize the negative impact this will have on the percentage of utilized services--Hispanics with no POS services and transportation services. It is important that the SCs be more understanding. Parents are afraid to go out in the community for fear. Those who are undocumented are sending their children to school via parents who are. I would like to see SCLARC put on workshops on generic services, rights, and give trainings regarding immigration issues to SCs –  
**Karina Andrade, El Arca**