



South Central Los Angeles Regional Center's 2021 POS Data Public Meeting Report (08/31/2021)

As per Welfare and Institutions (W&I) Code Section 4519.5(e)-(f), South Central Los Angeles Regional Center (SCLARC) is required to hold one or more public stakeholder meetings within three months of compiling purchase of services disparities data. Due to the State of Emergency declared on March 4, 2020, the Department of Developmental Services (DDS) sent a directive (01-030121) on March 1, 2021, waiving the initial timeframes. Therefore, regional centers were required to hold their public meeting(s) by June 30, 2021 and submit the annual report to the Department of Developmental Services (Department) by August 31, 2021. The report will be posted on SCLARC's website by October 31, 2021.

On June 3, 2021, at 6:00 PM, South Central Los Angeles Regional Center held a virtual public meeting via the Zoom Webinar platform.

Outreach and Communication

Announcement of the Purchase of Service (POS) Data Townhall public meeting was made 60 days prior to June 3, 2021, via email, the SCLARC website, and the Everbridge system utilizing a flyer in both English and Spanish (see attachment A). Announcements were made at other virtual public meetings and through SCLARC's Social Media platforms. For the past few years, attendees shared that social media outlets, other public meetings and the SCLARC website were positive avenues to increase communication and knowledge of the Virtual POS Data Townhall public meeting.

Town Hall Meeting Overview

On June 3, 2021, SCLARC held the Virtual POS Data Townhall Public Meeting from 6:00 p.m. through 8:00 p.m. Since the meeting was held virtually, 154 individuals registered and 107 attended the Zoom meeting. The virtual public meeting had two meeting links - one for English speakers and the other for Spanish Speakers. The attendees who participated in the virtual meeting were comprised of SCLARC families and consumers, community stakeholders, and Regional Center staff.

Per the W&IC 4519.5. requirement, the meetings were conducted in a culturally and linguistically appropriate manner. The Spanish speaking meeting line was monitored by Spanish speaking SCLARC staff and professional Spanish speaking



interpreters. The POS Disparity presentation and the supplemental guide were also available in both English and Spanish.

SCLARC updated the supplementary guide, which contains the following information:

- How to connect with the 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 Individualized Program Plan
- Person-Centered Planning
- The Fair Hearing Process
- SCLARC Meeting Dates
- Parent Advisory Groups Contact Information
- The Self Determination Program
- PAC Group and Contact Information
- COVID-19 Vaccination Information
- SCLARC Management Personnel Directory
- Keeping Connected with the Regional Center

As part of SCLARC's POS Service Data presentation, staff members presented detailed information on how SCLARC is addressing its service disparities (PowerPoint presentation attached). Participants who wished to discuss additional concerns or their specific cases were provided with options during and after the presentation: 1) they were able to leave their names and contact information in the chat, 2) were given SCLARC's 1 800 number (833) 725-2721 and would be



assisted in the language of their choice, and/or 3) were given an email cmhelp@sclarc.org for those interested in sending an email in the language of their choice.

Identified disparities:

Through analysis of Purchase of Service (POS) data, SCLARC identified areas that illustrate a disparity among different groups. Since 92% of the individuals SCLARC serves are Hispanic or African American, the data tables reflect all other ethnicities under one category.

The attached table (see attachment B) outlines the POS per capita by ethnicity for our Hispanic, African American and all Other Ethnic Individuals for FY 19/20. SCLARC found there are disparities among ethnic groups who reside at home of a parent or guardian (*For FY 19/20, Hispanic Individual Avg. Cost Per Capita \$8,103.81 / African American Individual Avg. Cost Per Capita \$11,418.86 / All Others Avg. Cost Per Capita \$7,408.46*). Although disparities among ethnic groups have been identified, the average cost per individual residing at home of a parent or guardian continues to increase when compared to previous years (*For FY 18/19 Hispanic Individual Avg. Cost Per Capita \$5,947 / African American Individual Avg. Cost Per Capita \$8,756 / All Others Avg. Cost Per Capita \$5,507*)

However, the disparity is lower when comparing Hispanic and African American individuals who reside in an out of home environment such as a Community Care Facility (CCF) (*Hispanic Individual Avg. Cost Per Capita \$108,609.26 / African American Individual Avg. Cost Per Capita \$110,107.57*). The data further shows that the majority of those in an out of home placement (CCF) (*All Others Avg. Cost Per Capita \$120,231.84*) that have a higher average cost per individual among the All Other Ethnic population, make up only 8% of the individuals served by SCLARC.

Further analysis of the data for the No POS by Ethnicity shows that for three consecutive fiscal years Hispanic Individuals with open authorizations continues to increase (“% with POS” went from 81.55% in FY16/17 to 87.00% in FY19/20) while the no POS continues to decrease (“% of no POS” went from 18.45% in FY16/17 to 13.00% in FY19-20) (see attachment C).



SCLARC further analyzed the opened authorizations provided in the home of the parent or guardian. The most common services authorized and paid for in-home individuals served by SCLARC include but are not limited to Independent Living Skills, Respite, LVN Respite, Personal Assistance, and Day Services (see attachment D and E). When analyzing the data for these services, the analysis shows that while the POS authorizations are increasing, the non-utilization of these authorized services are increasing as well (see attachment F and G). When reviewing non-utilization of services, SCLARC identified some of the following challenges and reasons:

- The family's inability to identify a new worker and are not interested in an agency worker.
- Families request to leave the POS open in case they need services later.
- Individual was not healthy and unable to receive service.
- Due to COVID 19 pandemic families declined to hire additional workers.
- Individual was unable to utilize the hours authorized.
- Families relocate and do not notify the regional center of the move.
- Miscommunication between family and vendor delaying services.
- Vendor did not have the appropriate staff to provide the service (language and scheduling); during the pandemic LVN Respite services were impacted.
- Overall service utilization for specific services were negatively impacted because of the pandemic (day programming, transportation, community integrated programming, etc.).



Public Comment:

After the presentation, there was a public comment period during which participants voiced concerns, made comments, or asked questions. Individuals wishing to make public comments were asked to write their questions or comments in the chat box and staff would read the questions/comments aloud. The Question and Answer and Chat comments during the Zoom Meeting are attached (see attachment H).

Recommendations and efforts to reduce disparities:

The following is SCLARC's plan to promote equity, increase POS utilization, and further reduce disparities. The attached PowerPoint presentation provides further detailed information of the following:

1. SCLARC continues to Promote and Provide Trainings to Parent Groups within SCLARC's Catchment area regarding the Lanterman Act requirements, regional center services and the need for individual assessments.
2. SCLARC will Conduct English Person-Centered Thinking Parent Trainings and Spanish Person-Centered Thinking Parent Trainings in Summer and Fall of 2021.
3. SCLARC implemented and is utilizing the Pending Respite/PA POS tracking system for SCs to assist staff with follow up and reduce the delay in the certification of Respite and PA workers.
4. SCLARC will continue the utilization of SCLARC's case management email cmhelp@sclarc.org and 1-800 number for family's having difficulty connecting with their Service Coordinator and/or to discuss other case management concerns/issues.
5. SCLARC will Provide Self-Determination Program participants who are hesitant with moving forward with one-on-one coaching from other SDP parents receiving services in addition to one-to-one assistance from SCLARC staff. The one-to-one meetings will be conducted in their preferred language.
6. SCLARC previously opened two Saturdays per month and plan to resume the Saturday openings in Fall of 2021 if able so that our individuals and families have more opportunities and flexibility to meet with SCLARC Staff.



7. SCLARC will continue with the implementation and roll out of SCLARC's new Family Portal App. SCLARC launched the new Family portal app in May 2021. The app allows those served by SCLARC to access their case file, directly message the assigned SC and access the SC and PM's contact information. The app is designed to improve communication between SCLARC and those we serve and provide another avenue to review services, request services and support, and provide another means of communication.
8. SCLARC continues to educate families by offering virtual trainings in various areas such as Person-Centered Planning, New Parent Orientations, and continued referrals to the McClaney Family Resource Center (FRC). Prior to the pandemic, the Family Resource Center offered in-person parent educational opportunities monthly at both the Los Angeles and South Gate offices. Pre-pandemic, the FRC also provided bimonthly bilingual parent education presentations in Lynwood, held resource fairs in Bell and South Gate, and utilized partnerships with local community centers and libraries to provide parent education in South Gate and Huntington Park. Presentations included Regional Center Services, the Individual Program Plan (IPP) process and a workshop regarding In Home Supported Services. For now, the presentations and workshops will continue to be held virtually.
9. SCLARC conducted a virtual 16-hour English Person-Centered Thinking Trainings for families in May of 2021. SCLARC is scheduled to conduct a virtual 16-hour Spanish Person-Centered Thinking Training for families in July or August of 2021. English and Spanish 2-Hour In-Person Person Centered Parent Trainings are scheduled to resume in Fall of 2021. Due to the pandemic, the original schedule was delayed.
10. SCLARC will continue to fund the Disparity Specialist Position to assist regional center staff with following through with an individual's requests to improve POS funding. The Disparity Specialist staff provides hands on training to Service Coordinators, provides coaching to staff, collaborates with vendors to ensure service delivery, collaborates with our Parent Navigator Program and case management staff, monitors SCLARC's 1-800 number and case management email, and follows through with all parent issues or concerns identified in public meetings. For the past three years the Disparity specialist has concentrated on working with our Spanish Speaking families in resolving issues and assisting with the authorization of services. The increase in POS authorizations the past three years is a testament to the changes SCLARC made to its policies, the decision to continue funding the position of the Disparity Specialist, collaboration with SCLARC's Navigator Program and responding to the community's



feedback. SCLARC's Disparity Specialist will concentrate on community feedback and reviewing policies and procedures to reduce the non-utilization of authorized services among the Hispanic population.

11. SCLARC continues to offer monthly Self Determination Program (SDP) Trainings in English and Spanish via Zoom for anyone interested in the Self Determination Program. Monthly SDP Orientations are offered in English and Spanish via Zoom as well. SCLARC initiated the SDP Contact Project to provide individual coaching to those families in the SDP process to provide individual encouragement with moving forward in the program. An SDP presentation in English and Spanish was added to the New Parent Orientation Meetings. Spanish Translation is offered during SCLARC's monthly Self Determination Local Advisory Committee Meetings to encourage participation from all families. SCLARC SDP outreach is in both English and Spanish and available through social media and the newly designed SCLARC's Self Determination Program Website Page.
12. SCLARC continues to operate and follow through with Disparity Funded Programs and continues to meet with our Parent Advisory Committee on a quarterly basis.
13. SCLARC is currently utilizing the Navigator program to assist families and consumers with challenges related to acquiring POS and generic resources. In addition, the Navigator program will continue to provide training to consumers and families regarding SCLARC's list of services by age, the IPP, and generic services including additional resources available during the pandemic.
14. SCLARC launched two social media channels to stay connected with the individuals we serve and provide them with up-to-date information. In addition, SCLARC launched a new website for easier navigation of SCLARC's services and information. SCLARC continues to use the 1-800 case management number and a dedicated case management email to assist families with direct communication to the regional center.
15. SCLARC opened an office in the City of South Gate: 12226 South Garfield Avenue South Gate, CA 90280. The opening of this office was in response to the community's request of the regional center's presence within the



southeast corridor of the catchment. Prior to the pandemic, SCLARC's Main Office on Western Ave. opened two Saturdays per month by appointment only, for Intake appointment and Parent Education. Unfortunately, because of the pandemic, SCLARC's offices remain closed to the public however, our staff are available Monday through Friday during normal business hours to assist the individuals we serve and their families. SCLARC increased services and made it easier for individuals/families served by SCLARC to receive services and supports. SCLARC's flexibility in providing services during the pandemic promoted the health and safety and mental wellness of the individuals and families we serve.

In summary, SCLARC believes it continues to move in the right direction to reduce the disparity in our community. For the past three years SCLARC has decreased the number of no POS and an increased POS authorizations for services utilized by individuals who live at home with their families. SCLARC's POS per capita by ethnicity continues to grow across all ethnicities. These numbers are great indicators that we are progressing and moving towards decreasing disparity. SCLARC's decision to modify POS policies, continue the funding of the Disparity Specialist position and responding to the community's feedback over the years has made a difference with reducing disparity. SCLARC is committed in continuing its efforts to address the inequities in our service system by implementing the plan, addressing the non-utilization of services, and ensuring that the needs of our individuals' and their families are met.



Attachment A:

Save the date!



South Central Los Angeles
Regional Center

JOIN SOUTH CENTRAL LOS ANGELES
REGIONAL CENTER FOR OUR

ANNUAL TOWN HALL MEETING

POS Service Data Meeting

SCLARC is hosting a stakeholder meeting to discuss how services are purchased for those we serve and how our service delivery system impacts you.

Thursday, June 3rd, 2021

6 - 8 pm

Will be held virtually

Register at: https://zoom.us/webinar/register/WN_cCfzXeoRSSaML9s2DbUesA

Reserve la fecha!



South Central Los Angeles
Regional Center

ÚNASE AL CENTRO REGIONAL SUR
CENTRAL DE LOS ÁNGELES PARA
NUESTRO

REUNIÓN PÚBLICO DE AYUNTAMIENTO

Reunión de datos de servicio

SCLARC está organizando una reunión de partes interesadas para analizar cómo se compran los servicios para aquellos a quienes servimos y cómo nuestro sistema de prestación de servicios lo impacta.

Jueves, 3 de Junio, 2021

6 a 8 p.m

Se llevará a cabo virtualmente

Regístrese en: https://zoom.us/webinar/register/WN_cCfzXeoRSSaML9s2DbUesA



Attachment B:

POS Per Capita Comparison by Ethnicity

	A				B				C				D			
1					Hispanic Individuals				African American Individuals				All Other Ethnic Individuals			
2	FY 2019-2020 Residence	Individual Count	Expenses	Avg Cost Per Individual	Utilized	Individual Count	Expenses	Avg Cost Per Individual	Utilized	Individual Count	Expenses	Avg Cost Per Individual	Utilized			
3	Out-of-State	0	-	-	-	1	\$8,140	\$8,140.02	37.7%	0	-	-	-			
4	Home of Parent or Guardian	14,562	\$117,983,508	\$8,103.81	56.1%	3,246	\$37,065,617	\$11,418.86	51.7%	1,187	\$8,793,838	\$7,408.46	52.5%			
5	Independent Living /Supported Living	297	\$10,040,217	\$65,842.55	65.5%	504	\$21,145,532	\$81,872.29	63.5%	78	\$3,223,254	\$76,604.45	72.7%			
6	Developmental Center/State Hospital	2	\$52,980	\$26,489.83	91.4%	7	\$19,454	\$7,469.99	79.6%	0	-	-	-			
7	Correctional Institution	19	\$56,642	\$5,763.35	70.6%	41	\$1,080,001	\$39,034.75	74.6%	0	-	-	-			
8	Community Care Facility (CCF)	288	\$31,279,466	\$108,609.26	82.1%	558	\$61,440,025	\$110,107.57	79.5%	238	\$28,615,177	\$120,231.84	73.2%			
9	ICF Facility & Continuous Nursing	38	\$944,652	\$24,859.26	58.2%	60	\$1,643,682	\$27,394.70	62.8%	54	\$1,420,184	\$26,299.70	66.3%			
10	Skilled Nursing Facility (SNF)	17	\$461,273	\$27,133.71	75.2%	39	\$766,729	\$19,659.72	73.7%	24	\$315,425	\$13,142.71	66.3%			
11	Foster Home, Children	608	\$2,201,755	\$17,135.87	60.9%	346	\$1,141,916	\$4,644.01	55.8%	199	\$550,616	\$2,780.89	59.3%			
12	Family Home, Adults	9	\$865,009	\$96,112.14	84.4%	33	\$2,737,900	\$82,966.66	78.0%	6	\$416,515	\$69,419.10	80.2%			
13	Psychiatric Treatment Facility	1	\$34,280	\$34,280.35	51.1%	4	\$696,829	\$174,207.35	80.7%	0	-	-	-			
14	Rehabilitation Center	1	\$31	\$31.25	100.0%	2	\$133,987	\$66,993.65	74.5%	3	\$18,642	\$6,213.98	24.4%			
15	Acute General Hospital	8	\$39,614	\$4,951.77	70.3%	12	\$599,460	\$49,954.99	79.2%	6	\$54,068	\$9,011.40	92.4%			
16	Sub-Acute	3	\$135,912	\$68,106.10	98.1%	3	\$1,713	\$856.48	30.7%	2	\$4,202	\$2,101.17	46.5%			
17	Community Treatment Facility	1	\$0	\$0.00	0.0%	1	\$9,276	\$9,275.90	38.9%	0	-	-	-			
18	Hospice	1	\$998	\$997.75	100.0%	1	\$20,370	\$20,370.25	95.7%	0	-	-	-			
19	Transient/Homeless	8	\$184,101	\$23,012.66	79.6%	12	\$142,083	\$11,840.22	59.9%	1	\$20,100	\$20,099.60	89.7%			
20	Other	6	\$38,861	\$6,476.80	66.5%	11	\$525,605	\$47,782.30	69.4%	7	\$167,622	\$23,946.06	59.7%			
21	Totals	15,869	\$164,343,402	\$10,356.25	60.5%	4,881	\$129,178,320	\$26,465.54	66.0%	1,805	\$43,599,643	\$24,154.93	67.1%			



Attachment C:

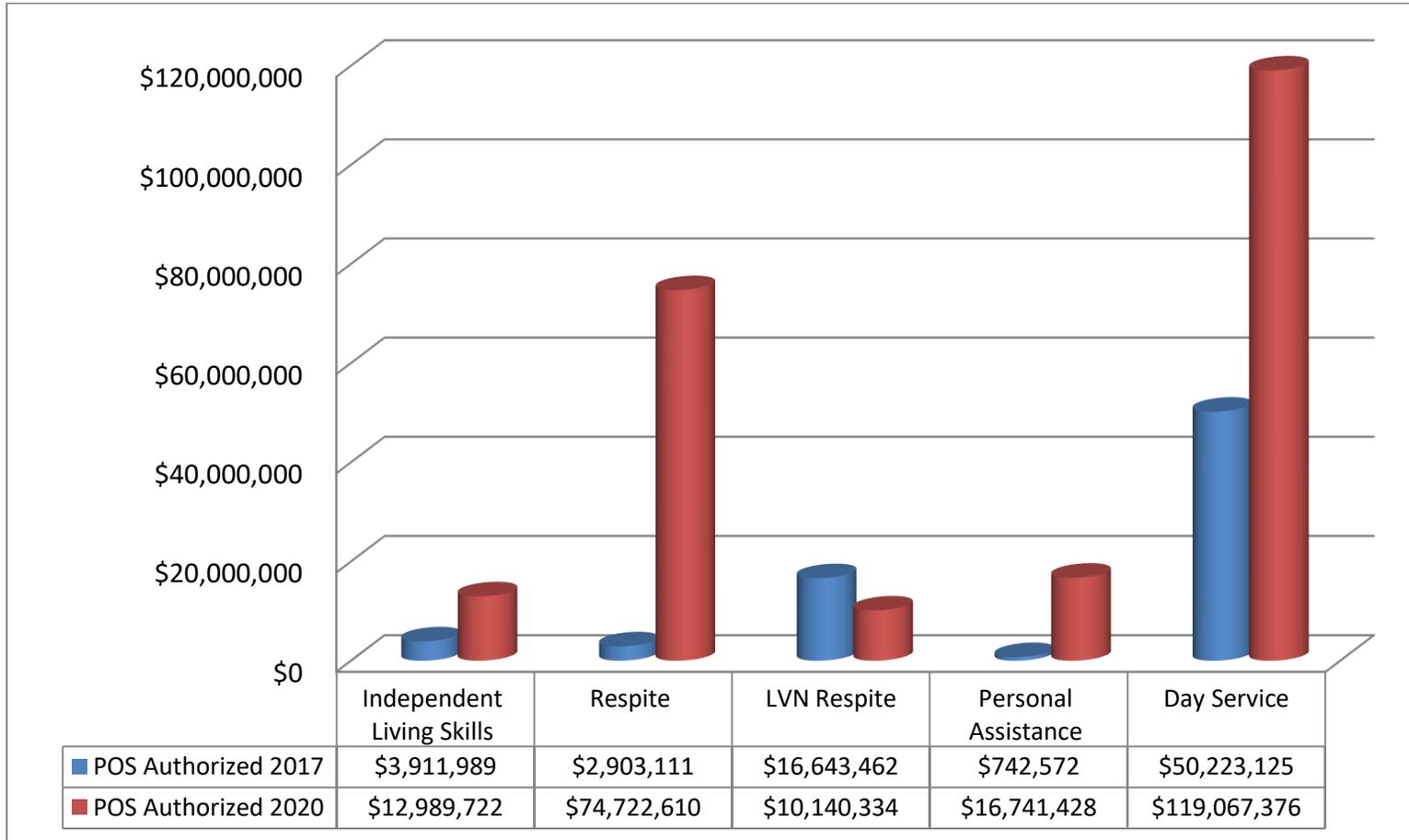
Individuals with No POS by Ethnicity

	A	B				C			
1		FY 2019-2020				FY 2016-2017			
2	Ethnicity	Individual w/POS	% w/POS	Individual w/No POS	% no POS	Individual w/POS Svc.	% w/POS Svc.	Individual w/No POS Svcs.	% no POS Svcs.
3	American Indian or Alaska Native	14	87.50%	2	12.50%	10	90.91%	1	9.09%
4	Asian	161	88.46%	21	11.54%	125	86.21%	20	13.79%
5	Black/African American	4,361	89.35%	520	10.65%	3,657	83.95%	699	16.05%
6	Hispanic	13,806	87.00%	2,063	13.00%	9,892	81.55%	2,238	18.45%
7	Native Hawaiian or Other Pacific Islander	21	80.77%	5	19.23%	10	100.00%	0	0.00%
8	Other Ethnicity or Race or Multi-Cultural	913	87.50%	137	12.50%	844	87.28%	123	12.72%
9	White	495	93.22%	36	6.78%	481	91.10%	47	8.90%
10	Totals	19,771	87.66%	2,784	12.34%	15,019	82.76%	3,128	17.24%



Attachment D:

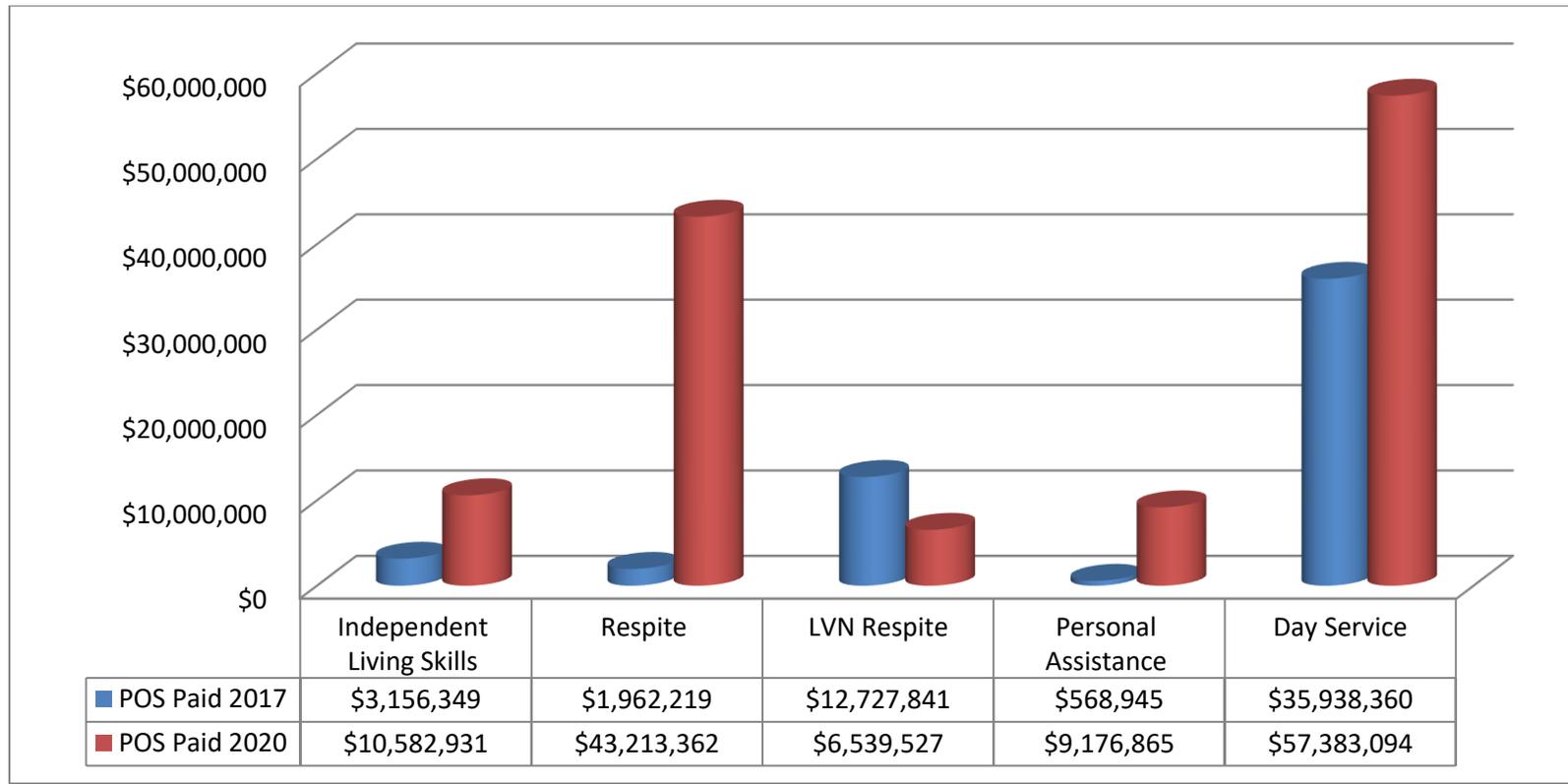
POS Authorized for FY 16/17 & FY19/20





Attachment E:

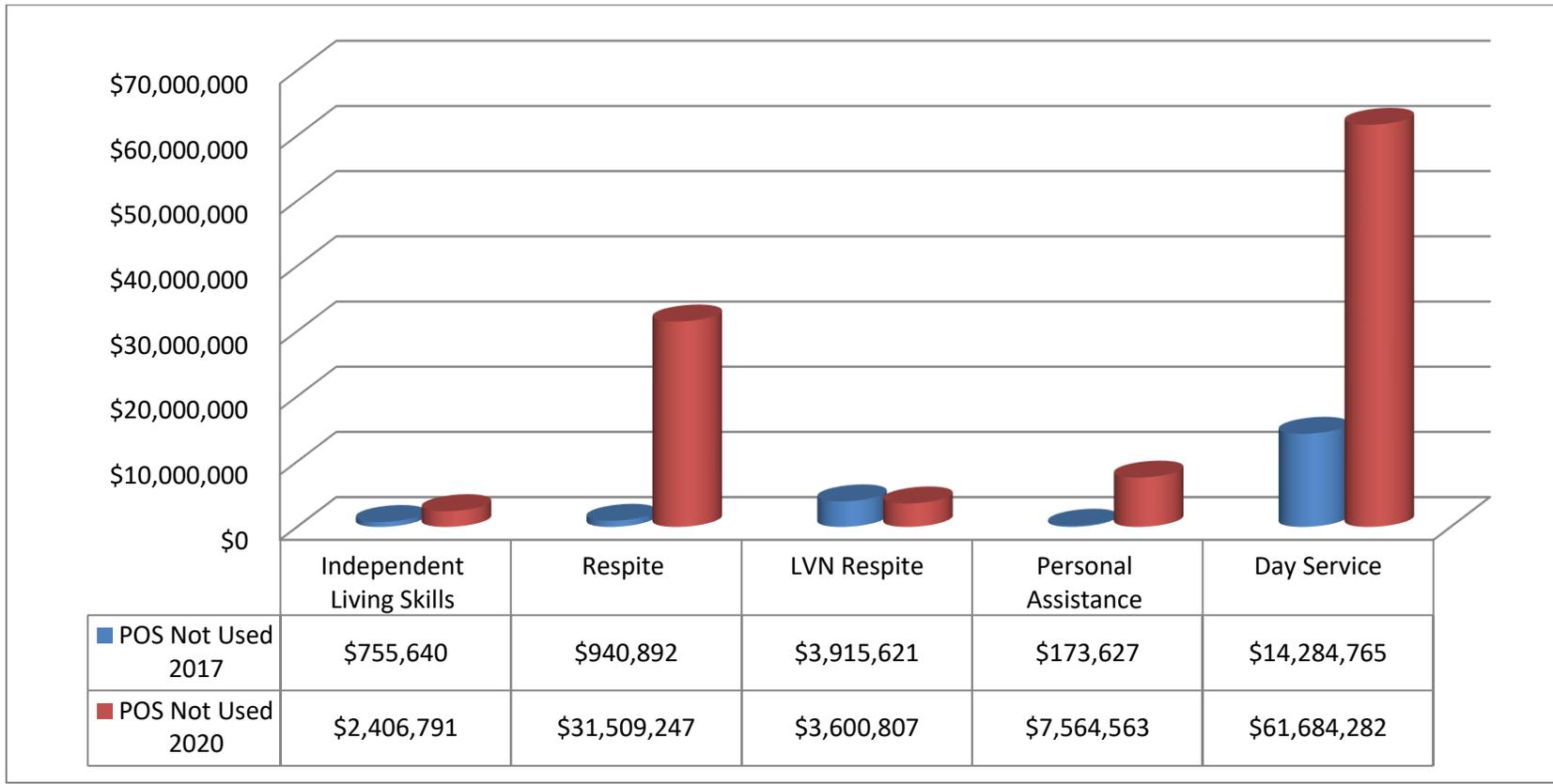
POS Paid for FY 16/17 & FY19/20





Attachment F:

POS Not Used for FY 16/17 & FY19/20





Attachment G:

Comparing Authorized Services FY17/18 & FY19/20

	A	B			C	D		
1		Fiscal Year 2020				Fiscal Year 2017		
2		POS Authorized	POS Paid	POS Not Used		POS Authorized	POS Paid	POS Not Used
3	Independent Living Skills	\$12,989,722	\$10,582,931	\$2,406,791		\$3,911,989	\$3,156,349	\$755,640
4	Respite	\$74,722,610	\$43,213,362	\$31,509,247.40		\$2,903,111	\$1,962,219	\$940,892
5	LVN Respite	\$10,140,334	\$6,539,527	\$3,600,807		\$16,643,462	\$12,727,841	\$3,915,621
6	Personal Assistance	\$16,741,428	\$9,176,865	\$7,564,563		\$742,572	\$568,945	\$173,627
7	Day Services	\$119,067,376	\$57,383,094	\$61,684,282		\$50,223,125	\$35,938,360	\$14,284,765
10								
11	Grand Total:	\$233,661,470	\$126,895,779	\$106,765,690		\$74,424,259	\$54,353,714	\$20,070,545



Attachment H:

Question and Answer

#	Question	Asker Name	Asker Email	Answer-1	Answer-2
1	No se escucha en español	Patricia Saldana	Karina_saldana@yahoo.com	Hola, ya puede escuchar en espanol?	Sra. Saldana puede escuchar?
2	No todavía no se es y ha en español	Patricia Saldana	Karina_saldana@yahoo.com		
3	Si ya se escucha , gracias	Patricia Saldana	Karina_saldana@yahoo.com		
4	no se escucha la traduccion al espanol	Melissa Huitzil	melisandra.villegas@yahoo.com	En las opciones de Zoom seleccione Language Interpretation (Interpretacion), y seleccione Espanol.	Por favor precione "more" seleccione "language interpretation" seleccione "Spanish"
5	No audio since it started	Sergio Barrios	ironbrd@socal.rr.com	Hello, the audio is working for both English and Spanish. If you can't hear anything please check your device's volume, then check in the Zoom options the Language Interpretation button and select your language. Finally you	



				can try exiting the meeting, and rejoining	
6	Favor de mandarme el power point a mi email	Patricia Saldana	Karina_saldana@yahoo.com	La presentacion se compartira aqui en el chat en un momento. Tambien ya estan disponibles en nuestra pagina web www.sclarc.org	
7	Does Regional Center provide any type of internship for young adults looking for part or full time employment?	Gretchen Kendall	kgretch2018@gmail.com	Good Evening Mrs. Kendall. Yes, SCLARC does provide employment internships. You may contact your son/daughter's Assign SC to obtain additional information. If you have issues connecting with your SC, then you may contact SCLARC's Helpline at (833) 725-2721 and SCLARC Staff will assist you with connecting with SC.	



8	From previous slide it was noted that the highest population that you service are people with autism but later it was shared that the highest expenditures made by SCLARC was by people in the ID category. Is that correct?	Anonymous Attendee		Good Afternoon. May you provide us your email to provide you with a response to all your questions.	
9	Como nos podemos asegurar que la comunidad va a tener acceso a los servicios? El departamento aloco fondos para cubrir servicios por la pandemia por todo el año , si es así ? Como nos vamos a asegurar que los clientes tengan los servicios necesarios ? Corrijanme si entendí mal el webinar público de el departamento, por favor.	Rubi Saldana	rubisaldana34@gmail.com	Le mandaremos un correo electronico.	



<p>10</p>	<p>Whose responsibility is it to provide a family information on POS. I find it strange that families would not utilize or access services that we are all in need of. Especially during these difficult times.</p>	<p>Anonymous Attendee</p>		<p>POS information may be discuss with assign Services Coordinator.</p>	
<p>11</p>	<p>HOW CAN PARENTS ACCESS THE FAMILY PORTAL APP BESIDES OUR THROUGH OUR SERVICE COORDINATOR? WE HAVE REACHED OUT A COUPLE OF TIMES AND HAVE NOT HEARD FROM OUR SERVICE COORDINATOR. I KNOW THEY HAVE LARGE CASE LOADS AND DONT GET BACK TO CLIENTS FOR WEEKS. THERE NEEDS TO BE ANOTHER WAY FOR PARENTS/CONSUM</p>	<p>Anonymous Attendee</p>		<p>If you are having issue connecting with your Service Coordinator please call the SCLARC helpline at (833) 725-2721 or send an email to cmhelp@sclarc.org.</p>	



	ERS TO GET THAT INFORMATION.				
12	Some families have received a written notification of termination of the emergency covid 19 hours on June 30th. is this due to lack of funds? does SCLARC still have funds for this service? and what can consumers do if they still need these hours once they are terminated?	Xiomara Lopez	xiolopez7@yahoo.com	live answered	
13	Are guys going to reopen	Lilibeth hernandez	Lilibeth.quirroz93@gmail.com	Currently we do not have a date for reopening to the public. We remain open and available to individuals we serve. You may contact your SC or call SCLARC's helpline at (833) 725-	



				2721 or send an email to cmhelp@sclarc.org	
14	Como la comunidad puede recuperar la data ? De las personas que ya asistieron a la orientación de SDP ? Hay que asistir nuevamente solo por que alguien dice que uno tiene que ??	Rubi Saldana	rubisaldana34@gmail.com	Le mandaremos un correo electronico.	
15	Las orientaciones antes de la pandemia para SDP son válidas ??	Rubi Saldana	rubisaldana34@gmail.com	Le mandaremos un correo electronico.	
16	Please review what POS not used means. Please provide an example of what that looks like for a family	Anonymous Attendee		POS not used means the service is authorized however the individual has not used the service. For example, an individual may be authorized for respite however have not used the service.	
17	How can I get the family app?	Anonymous Attendee		Please contact your Service Coordinator for information on the Family App.	



18	Tengo otra junta por favor si pueden mandar clarificación a mi email, muchas gracias a todos	Rubi Saldana	rubisaldana34@gmail.com	Le mandaremos un correo electronico respondiendo todas sus preguntas.	
19	If a family requested respite which we all need and it is authorized then whose responsibility is it to assist the family in accessing that services or utilizing the POS	Anonymous Attendee		The reason many individuals are authorized for respite and do not utilize the service is because they cannot secure a worker. If an individual is not able to identify a family member or friend to provide respite services, they have the option of an agency worker where the respite agency will send out a worker. If an individual is interested in an agency worker, they should contact their Service Coordinator.	
20	Do you assistance consumer with school	Lilibeth hernandez	Lilibeth.quirroz93@gmail.com	Service Coordinators can attend the Individual Education Plan (IEP) meeting to advocate on behalf of the individual when	



				<p>requesting services from the school. Please contact your Service Coordinator to discuss your individual situation.</p>	
21	<p>Under categories such as autism what is category 5 and what does "other" include</p>	<p>Anonymous Attendee</p>		<p>5th Category is not a diagnosis, it means that an individual has a condition that is closely related to an intellectual disability or requires treatment similar to a person with an intellectual disability. Individuals may have difficulty with learning, problem solving and functioning in daily life. Like all developmental disabilities, this condition can start any time before age 18 and cannot be solely due to physical causes, psychiatric causes or a learning disability.</p>	
22	<p>What happens to the nonutilized funding that is not used?</p>	<p>Gretchen Kendall</p>	<p>kgretch2018@gmail.com</p>	<p>We only receive funds from the State when the services are</p>	



				provided. If the service is not provided, the State will not reimburse SCLARC.	
23	we contact the coordinator about the app but she not call back and been a week. is there someone we can get the information from?	Anonymous Attendee		Please send an email to our Case Management Help Line for assistance, cmhelp@sclarc.org or call 1-833-725-2721. Thank you!	
24	can please add all the services provided during the pandemic to the POS on their clients ??? It is only fair to consider all services and support SCLARC PROVIDED to the consumers . stop stalling the transition to self determination. it will be helpful for the consumers to receive your support for a independent living . If that is your goal . Thank you and I hope that you really take my	Anonymous Attendee		Thank you for your comment, to discuss your concerns further or your individual case, please contact the Self Determination Program Manager, Naomi Hagel, NaomiH@sclarc.org or 323-998-9519.	



	comment and request into consideration.				
25	Some POS weren't utilize because our providers weren't allowed to get paid overtime. during the pandemic families need to stay safe limiting the amount of people coming into the homes,yet SCLARC didn't allow providers work more than 40 hrs.	Xiomara Lopez	xiolopez7@yahoo.com	Thank you for your comment, feel free to contact me directly to discuss your concerns or individual case: Jenice Turner, Assistant Director- JeniceT@sclarc.org or 213-744-8465.	
26	El audio de español se corta a cada rato y se pierde la conversacion.	Rosa laidoro	rosaisi3530@gmail.com	Buenas noches. Puede tratar de checar si su internet este rapido, tambien puede hablar por telefono para oir la junta, en los controles de Zoom seleccione audio, y luego telefono para ver la informacion para llamar	



27	Can you provide an example of a generic resource	Anonymous Attendee		Generic Resources are services available to any individual of the general public, for example, Medi-Cal, School District, Social Security, IHSS, etc.	
28	MediCal is that a generic service example?	Anonymous Attendee		Yes, correct!	Yes, through Medi-Cal individuals can become eligible for services including IHSS, therapies, and behavioral health services.
29	my daughter has been a victim of negligence in the services that you are supposed to provide;!? Who can help me ?	Lucia Erazo	Lucia_erazo@hotmail.com	Please call SCLARC's helpline at (833) 725-2721 or send an email at cmhelp@sclarc.org. SCLARC Staff will assist you.	
30	my daughter has been a victim of negligence in the services that you are supposed to provide;!? Who can help me ?	Anonymous Attendee		Please call SCLARC's Helpline at (833) 725-2721 or send an email to cmhelp@sclarc.org. SCLARC Staff will provide you assistance.	



31	Does SCLARC assist with how to apply/get SSI and Medi-Cal for young adults?	Gretchen Kendall	kgretch2018@gmail.com	Hi Gretchen, the Navigator program hosts SSI workshops that go over all the details about applying for SSI, and Navigators can provide one to one assistance with applying for Medi-Cal.	
32	I would like to be contacted for a Navegadora , I need help to have access to a generic resources	Rubi Saldana	rubisaldana34@gmail.com	Good Evening Mrs. Saldana. We will provide information to your SC for a referral to be forwarded to Navigator Program.	
33	so IHSS is a generic service and not a RC service? What about respite services	Anonymous Attendee		Correct, IHSS is a generic resource and Respite is a Regional Center funded service.	
34	hello, Just to clarify do I contact case worker to get the app? Thank you	Shamika Harris	scharris8@gmail.com	Correct, please contact your Service Coordinator.	
35	Porque ya no tienes esa flexibilidad cuando empezó la pandemia de cuando DDS hizo directiva Marzo 2020 .. todavía esta activo esa	Maria leonor Dimas	Mariadimas1@verizon.net	Sra. Saldana por favor de comunicarse con su trabajadora de servicios para poder discutir su caso y discutir sus opciones.	



	directiva.. pregunta porque SCLARC no tiene esa flexibilidad ya .. por favor 😊				
36	Hello, I'm curious how are your services advertised to the communities you serve and which of those cities are receiving the most services?	Anonymous Attendee		live answered	
37	Hola muy buenas tardes	Anonymous Attendee			
38	Que otras opciones tienen las familias de SCLARC? Si las necesidades son las mismas y nada a cambiado al contrario ? Se han agudizado?	Rubi Saldana	rubisaldana34@gmail.com	Le mandaremos un correo electronico.	
39	I got this letter today and I'm totally confused. Is PA still provided for RC college students? and for HS students to have a PA for extra cirricular activities? I hope my question	Shamika Harris	scharris8@gmail.com	Yes, PA is still provided to support college students and individuals with accessing community integration activities. Please contact your Service Coordinator to request PA and	



	<p>makes since.</p> <p>How do I fill out a needs assessment?</p>			<p>provide a schedule of how the PA hours will be used.</p>	
40	<p>Thank you.</p>	<p>Shamika Harris</p>	<p>scharris8@gmail.com</p>		
41	<p>Thank you Maura</p>	<p>Gretchen Kendall</p>	<p>kgretch2018@gmail.com</p>		
42	<p>One more question, ... is there currently a need for more ccfs in your regional service areas/cities?</p>	<p>Anonymous Attendee</p>		<p>live answered</p>	
43	<p>Cómo podemos hacer la transición a SDP ? Se está hablando de que no van a hacer válidas las orientaciones que las familias ya tomamos en SCLARC?</p>	<p>Rubi Saldana</p>	<p>rubisaldana34@gmail.com</p>	<p>live answered</p>	
44	<p>Is it possible to ammend an IPP that was done during the covid 19-lockdown. I noticed that when I read the IPP it stated that no new services because of Covid-19.</p>	<p>Anonymous Attendee</p>		<p>live answered</p>	



	Who do I contact to request an ammendment.				
45	Quien es responsable de la data de las familias que tomaron la orientación para SDP en SCLARC? Cuantas veces se tiene que tomar las orientaciones en nuestro centro ?	Rubi Saldana	rubisaldana34@gmail.com	Esta Información la mantiene Naomi Hagel. Puede mandar un correo electronico a SelfDetermination@sclarc.org.	
46	A mi también me cambian los coordinadores seguido y los coordinadores que me tocan no me hablan sobre los servicios y cuando pregunto me dicen que no están capacitadas para darme más información que debo hacer ?	patricia vera	Patyvera87@hotmail.com	live answered	
47	What is SDP?	Anonymous Attendee		Self Determination Program	



48	la capacitacion de las personas del centro regional que estan decidiendo como apoyar al consumidor de acuerdo alas necesidades unicas es muy importante para combatir la disparidad	Sara Martinez	sara_martinez77@yahoo.com		
49	I am interested in SDP how can I do this?	Maria Beltran	mkayros777@aol.com	Please send an email to SelfDetermination@sclarc.org and provide your contact information.	
50	does SCLARC List the Heads of each department on the website	Anonymous Attendee		Yes.	
51	What is the self determination Program?	Anonymous Attendee		Please send an email to SelfDetermination@sclarc.org and provide your contact information. All related Self Determination information will be emailed to you.	
52	Thank you so much	Shamika Harris	scharris8@gmail.com		



53	Thank you	Silvia Diaz	Floresita320112@fmail.com		
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CHAT

Maura Gibney:	Si desea participar en espanol, elija Spanish en el menú de Interpretación; si busca en la pantalla, le proporcionamos imágenes sobre dónde encontrar ese menú, según el dispositivo que esté utilizando.
Odulia Juarez:	Good Afternoon Mr. Sapiens
SCLARC Executive:	The presentation and supplemental material are available on our website: https://sclarc.org/transparency-portal.php
SCLARC Executive:	La presentacion y materiales suplementales se pueden encontrar en nuestra pagina de internet, bajo la seccion "Town hall meetings": https://sclarc.org/transparency-portal.php
SCLARC Executive:	If you have any questions or comments you may type them in the Q&A section at any time, or you can "raise hand" to ask your questions. Questions will be answered towards the end of the presentation.
SCLARC Executive:	Si tiene alguna pregunta o comentario la puede escribir en la seccion de Preguntas (Q&A) en las opciones de Zoom en cualquier momento, o "levantar mano" (raise hand) si desea hacer su pregunta. Las preguntas se contestaran despues de la presentacion.
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SCLARC Executive:	If you have any questions or comments you may type them in the Q&A section, or you can "raise hand" in Zoom to ask your question. Please limit questions and comments to 2 minutes.
SCLARC Executive:	Si tiene alguna pregunta o comentario la puede escribir en la seccion de Preguntas (Q&A) en las opciones de Zoom, o "levantar mano" (raise hand) si desea hacer su pregunta
Maura Gibney:	SCLARC will host a Pfizer vaccine clinic on Saturday, 6/5 and 6/12. To register, fill out form: https://forms.gle/H6XW9AiD7JMMmsL99 , and our staff will call you.
	SCLARC tendrá una clínica de vacunas de Pfizer el 5 de junio y el 12 de junio. Complete este formulario: https://forms.gle/H6XW9AiD7JMMmsL99 , y nuestro personal lo llamara.
Maura bney:	1-833-725-2721 - Case management help line



South Central Los Angeles
Regional Center
for persons with developmental disabilities, inc.