



## **South Central Los Angeles Regional Center's 2022 POS Data Public Meeting Report**

**May 31, 2022**

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 (POS) disparities data. Therefore, South Central Los Angeles Regional Center held the public meeting on March 31, 2022 and will submit the annual report to the Department of Developmental Services on May 31, 2022. The report will be posted on SCLARC's website by August 31, 2022.

On March 31, 2022, at 5:30PM, 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 30 days prior to March 31, 2022, via email, the SCLARC website, SCLARC's Family Portal App and the Everbridge system utilizing a flyer in both English and Spanish (see attachment A). In addition, announcements were made at other public meetings and through SCLARC's Social Media platforms. For the past three years, attendees shared that social media outlets, SCLARC's app, other public meetings and the SCLARC website were positive avenues to increase communication and knowledge of the POS Data Townhall public meeting.

### **Town Hall Meeting Overview**

On March 31, 2022, SCLARC held the Virtual POS Data Townhall Public Meeting from 5:30 p.m. to 8:25 p.m. Since the meeting was held virtually, 150 individuals registered and 312 attended the Zoom meeting. An exact count of individuals participating was unavailable as a group of individuals logged into the meeting multiple times using one email log in under the title "Comunidad Hispana." The virtual public meeting had one meeting link – with an option to choose translation for Spanish Speakers. In addition, closed captioning was available during the meeting. The attendees who participated in the virtual meeting were comprised of SCLARC families and consumers, SCLARC vendors, State Council, Disability Rights California, community stakeholders, DDS, and SCLARC staff.



Per the W&IC 4519.5. requirement, the meetings were conducted in a culturally and linguistically appropriate manner. The Spanish speaking meeting translation line was monitored by Spanish speaking SCLARC staff and professional Spanish speaking interpreters. The POS Disparity presentation and the supplemental guide were available in English and Spanish and shared in the chat as well as SCLARC's website.

SCLARC updates the supplementary guide yearly and this year's guide contained the following information:

- How to connect with the Regional Center
- An example of a POS Cost Statement and Cost Statement Letter
- Additional Disparity POS Data
- 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
- POS Authorized Services Data
- Information regarding the Self Determination Program, the Enhanced Case Management Program, SCLARC's Participant Choice Specialists, and Service Delivery and Quality Outcomes
- 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 enclosed). 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](mailto: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 for individuals residing in the family home. Since 92% of the individuals SCLARC serves are Hispanic and African American, the data tables reflect all other ethnicities under one category.

The attached table (see attachment B) outlines the POS per capita by resident and ethnicity for our Hispanic, African American and all Other Ethnic Individuals for FY 20/21. Of the 15,826 Hispanic Individuals served 14,439 (91%) lived at home with a parent(s) or guardian, total expenses to support these individuals was \$191M with an average cost per person \$13K and a 57% utilization rate. Two hundred and eighty six Hispanic Individuals (2%) reside in a Community Care Facility total expenses to support these individuals was \$38M with an average cost per person of \$134K and a 78% utilization rate.

Of the 4,813 African American Individuals served 3,171 (66%) lived at home with a parent(s) or guardian, total expenses to support these individuals was \$52M with an average cost per person \$16K and a 53% utilization rate. Five hundred and forty three African American Individuals (11%) reside in a Community Care Facility total expenses to support these individuals was \$70M with an average cost per person of \$129K and a 74% utilization rate.

Of the 1,920 Non Hispanic or African American Individuals served 1,232 (64%) lived at home with a parent(s) or guardian, total expenses to support these individuals was \$14M with an average cost per person of \$11K and a 50% utilization rate. Two hundred and twenty non Hispanic or African American Individuals (11%) reside in a Community Care Facility total expenses to support these individuals was \$29M with an average cost per person of \$131K and a 67% utilization rate.



While some disparity is observed for individuals residing in their homes with parents or guardians, the disparity is much lower when comparing Hispanic and African American individuals and Non 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 \$134k / African American Individual Avg. Cost Per Capita \$129K / All Others Avg. Cost Per Capita \$131K*). The data further shows that the majority of those in an out of home placement (CCF) have a higher average cost per individual regardless of their Ethnicity.

Further analysis of the data for the No POS by Ethnicity shows that for four consecutive fiscal years Hispanic Individuals with open authorizations continues to increase (“Percentage with POS” went from 81.55% in FY16/17 to 84.90% in FY20/21) while the no POS continues to decrease (“Percentage of no POS” went from 18.45% in FY16/17 to 15.10% in FY20-21) even though the number of Hispanic individuals served grew from 12,130 in FY16/17 to 15,826 Hispanic Individuals served in FY20/21.

The No POS by Ethnicity also shows that for four consecutive fiscal years African American Individuals with open authorizations continues to increase (“Percentage with POS” went from 83.95% in FY16/17 to 87.47% in FY20/21) while the no POS continues to decrease (“Percentage of no POS” went from 16.05% in FY16/17 to 12.53% in FY20-21) even though the number of African American individuals served grew from 4,356 in FY16/17 to 4,813 African American Individuals served in FY20/21. (See attachment C).

In FY 2020-2021, SCLARC authorized almost \$406 million of services which include Independent Living Skills, Respite, LVN Respite, Personal Assistance, and Day Services. In FY 2020-2021 SCLARC’s Authorized service amount is a 445% increase from FY 2016-2017. In FY 2020-2021, SCLARC Paid \$228,391,084 for these services, a 320% increase when compared to FY 2016-2017 and in FY 2020-2021 \$177,521,162 POS dollars were not utilized. For the past two years, SCLARC increased authorized 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. (See attachment D).



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). 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 E). When reviewing non-utilization of services, SCLARC identified some of the following challenges and reasons:

- Family is unable to find a new worker and are not interested in an agency worker.
- Due to COVID 19 pandemic families declined to hire additional workers; unable to utilize the hours authorized.
- Families' requests for services to not be cancelled until they are ready to utilize the service "just in case I need it."
- Families relocated and did not notify the regional center of the move.
- Miscommunication between family and vendor.
- Vendor may 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.).

Upon reviewing FY 2020-2021 POS data, SCLARC identified two challenges the regional center is currently facing:

- 1) Percentage of Individuals with No POS.
- 2) POS Authorizations not utilized.

In response to these challenges, SCLARC developed and presented a plan to reduce the percentage of no POS and increase the utilization of services.

**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 either write their questions or comments in the chat box and staff would read the questions/comments aloud or raise their hand in the zoom and they would be



provided the opportunity to speak and voice their feedback in their preferred language. The Question and Answer and Chat comments during the Zoom Meeting are attached. While many of the comments concerned individual cases, SCLARC provided these families with the opportunity to share their names and phone numbers through the chat, SCLARC's 1-800 number, the CM help email or by directly contacting SCLARC staff identified in the chat. Since the meeting, SCLARC has contacted all the families and addressed their individual issues and/or concerns.

Disability Rights California/Office of Clients Rights recommended that 1) SCLARC hold multiple POS meetings in various languages in order for the community to have more access to provide feedback, 2) public comment should be available in multiple formats to make it easily accessible and not limited to those who can use technology and type in the chat, and 3) requests more training for Service Coordinators and staff so they can understand the services they can offer and the appropriate timelines in the Lanterman Act since families report to have challenges connecting with Service Coordinators and could be a reason for disparity. SCLARC is in the process of reviewing all recommendations.

SCLARC did receive a positive comment from a community advocate Rubi Saldana who wrote: "I just want to say thank you for the efforts to eradicate disparities, we have a lot of things to achieve, but we recognize the efforts of the executive team."

Another member of the community Fefe Ford wrote: "These are not solely SCLARC issues, we have to move for our systems changes. Thank you SCLARC for trying, and if you ever want to have 'REAL CONVERSATIONS' I am certainly up to anything that will make life better for clients and families."

And a SCLARC Staff, Wendy Castillo wrote: "Thank you for the presentation. As a parent I know the importance of working with the regional center because at the end I am the parent first. My service coordinator was very understanding when I needed her and support for my son."



**Recommendations and efforts to reduce disparities:**

The following SCLARC plan was developed to promote equity, reduce percentage of no POS, increase POS authorization utilization, and further reduce disparities. The enclosed PowerPoint presentation provides further detailed information of the following:

1. SCLARC will implement the Enhanced Case Management Program to further reduce the percentage of no POS.
2. SCLARC will hire Participant Choice Specialists to assist with the improvement in utilization of Authorized POS' and providing education and access to the Self Determination Program.
3. SCLARC will continue to Promote and Provide In-Person/Zoom Trainings to Parent Groups within SCLARC's Catchment area regarding the Lanterman Act requirements, regional center services and the need for individual assessments.
4. SCLARC will conduct English Person-Centered Thinking Parent Trainings and Spanish Person-Centered Thinking Parent Trainings in Fall of 2022.
5. SCLARC previously opened two Saturdays per month and plans to resume the Saturday openings in Summer of 2022 so that our individuals and families have more opportunities and flexibility to meet with SCLARC Staff.
6. SCLARC will continue the utilization of SCLARC's case management email [cmhelp@sclarc.org](mailto:cmhelp@sclarc.org) and 1-833-725-2721 number for family's having a difficult time connecting with their Service Coordinator and/or to discuss other case management concerns/issues.
7. SCLARC will continue to encourage and promote enrollment 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 and will return to in-person meetings during Summer/Fall of 2022.

9. SCLARC is currently utilizing the Disparity Funded Program: SCLARC's 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. Since March of 2017, the program has received over 4,200 referrals.
10. SCLARC is currently in the process of developing the DDS funded Community Navigator Program (CNP). The CNP will be staffed by community leaders, family members and/or self-advocates who have lived/experience with the developmental services system to support those individuals who are or may be eligible for multiple systems of care, including regional centers. The goal of the program is to increase access and utilization of services for all diverse communities to improve service equity within the developmental population.
11. SCLARC received disparity funds to continue funding the Early Start Outreach Coordinator (ESOC). The ESOC connects Latino and African American children and individuals served by SCLARC ages birth to three years to our Early Start Program. Identified children are served, screened, referred, and could be found eligible for Early Start services.
12. SCLARC continues to utilize social media channels to stay connected with the individuals we serve and provide up-to-date information. In addition, SCLARC launched a new website for easier navigation of SCLARC's services and information.





13. In late 2019, 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 area. Unfortunately, because of the pandemic, SCLARC's offices remained closed to the public however, our staff were available Monday through Friday during normal business hours to assist the individuals we serve and their families. SCLARC plans to reopen the office to the public in July of 2022 providing the community with additional access to the regional center staff within their own community.

In summary, SCLARC believes it continues to move in the right direction to reduce the disparity in our community. For the past four 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, flexibility with providing services during the pandemic, 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, reducing the percentage of no POS and ensuring that the needs of our individuals' and their families are met.



## Attachment A:

*Save the date!*



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, March 31, 2022**

**5:30 pm**

*Will be held virtually*

*Register at:*

<https://us06web.zoom.us/j/84481111111>  
[https://us06web.zoom.us/meeting/register/tZckfuuhqDItE9Yil4zquYAzj\\_GBRAWz18a9](https://us06web.zoom.us/j/84481111111)

*Reserve la fecha!*



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, 31 de Marzo, 2022**

**5:30 pm**

*Se llevará a cabo virtualmente*

*Regístrate en:*

<https://us06web.zoom.us/j/84481111111>  
[https://us06web.zoom.us/meeting/register/tZckfuuhqDItE9Yil4zquYAzj\\_GBRAWz18a9](https://us06web.zoom.us/meeting/register/tZckfuuhqDItE9Yil4zquYAzj_GBRAWz18a9)



**Attachment B:**

**POS Per Capita Comparison by Residence and Ethnicity**

| 1  | A                                    | B                    |                      |                         |              | C                            |                      |                         |              | D                            |                     |                         |              |
|----|--------------------------------------|----------------------|----------------------|-------------------------|--------------|------------------------------|----------------------|-------------------------|--------------|------------------------------|---------------------|-------------------------|--------------|
|    |                                      | Hispanic Individuals |                      |                         |              | African American Individuals |                      |                         |              | All Other Ethnic Individuals |                     |                         |              |
| 2  | FY 2020-2021 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                         | 1                    | \$5,782              | \$5,782                 | 23.9%        | 0                            | -                    | -                       | -            | 0                            | -                   | -                       | -            |
| 4  | Home of Parent or Guardian           | 14,439               | \$191,292,882        | \$13,248                | 57.2%        | 3,171                        | \$51,768,055         | \$16,325                | 53.2%        | 1,232                        | \$13,504,994        | \$10,962                | 49.8%        |
| 5  | Independent Living /Supported Living | 292                  | \$11,545,183         | \$39,538                | 65.8%        | 536                          | \$28,139,098         | \$52,498                | 65.3%        | 83                           | \$4,419,098         | \$53,242                | 70.2%        |
| 6  | Developmental Center/State Hospital  | 1                    | \$5,053              | \$5,053                 | 25.0%        | 11                           | \$123,044            | \$11,186                | 50.9%        | 1                            | \$1,026             | \$1,026                 | 97.3%        |
| 7  | Correctional Institution             | 22                   | \$247,907            | \$11,269                | 59.7%        | 41                           | \$482,859            | \$11,777                | 60.4%        | 2                            | \$20,157            | \$10,078                | 91.0%        |
| 8  | Community Care Facility (CCF)        | 286                  | \$38,438,789         | \$134,401               | 77.7%        | 543                          | \$70,461,622         | \$129,764               | 74.0%        | 220                          | \$28,731,018        | \$130,596               | 67.0%        |
| 9  | ICF Facility & Continuous Nursing    | 37                   | \$1,086,397          | \$29,362                | 52.0%        | 45                           | \$1,382,914          | \$30,731                | 57.5%        | 54                           | \$1,438,675         | \$26,642                | 54.4 %       |
| 10 | Skilled Nursing Facility (SNF)       | 21                   | \$797,518            | \$37,977                | 73.5%        | 44                           | \$1,328,663          | \$30,197                | 74.9%        | 31                           | \$892,393           | \$28,787                | 66.3%        |
| 11 | Foster Home, Children                | 691                  | \$2,541,962          | \$3,679                 | 63.2%        | 330                          | \$1,413,704          | \$4,284                 | 56.7%        | 266                          | \$686,634           | \$2,581                 | 51.1%        |
| 12 | Family Home, Adults                  | 11                   | \$985,958            | \$89,633                | 79.5%        | 33                           | \$2,890,404          | \$87,588                | 71.6%        | 5                            | \$207,073           | \$41,415                | 64.8%        |
| 13 | Psychiatric Treatment Facility       | 2                    | \$1,173              | \$587                   | 100.0%       | 2                            | \$508,137            | \$254,069               | 85.1%        | 2                            | \$482,835           | -                       | -            |
| 14 | Rehabilitation Center                | 2                    | \$79,838             | \$39,919                | 82.5%        | 2                            | \$258,810            | \$129,405               | 72.7%        | 3                            | \$39,829            | \$13,276                | 33.3%        |
| 15 | Acute General Hospital               | 6                    | \$5,019              | \$837                   | 97.9%        | 20                           | \$515,308            | \$25,765                | 58.2%        | 10                           | \$582,359           | \$58,236                | 69.4%        |
| 16 | Sub-Acute                            | 3                    | \$529                | \$176                   | 100.0%       | 1                            | \$101                | \$101                   | 100.0%       | 2                            | \$580               | \$290                   | 100.0%       |
| 17 | Community Treatment Facility         | 0                    | -                    | -                       | -            | 1                            | \$22,470             | \$22,470                | 69.9%        | 0                            | -                   | -                       | -            |
| 18 | Hospice                              | 1                    | \$1,109              | \$1,109                 | 100.0%       | 1                            | \$26,563             | \$26,563                | 56.8%        | 0                            | -                   | -                       | -            |
| 19 | Transient/Homeless                   | 5                    | \$1,103              | \$221                   | 5.4%         | 18                           | \$439,329            | \$24,407                | 22.3%        | 0                            | -                   | -                       | -            |
| 20 | Other                                | 6                    | \$38,737             | \$6,456                 | 43.5%        | 14                           | \$1,008,599          | \$72,043                | 69.4%        | 9                            | \$762,954           | \$84,773                | 83%          |
| 21 | <b>Totals</b>                        | <b>15,826</b>        | <b>\$247,074,940</b> | <b>\$15,612</b>         | <b>60.2%</b> | <b>4,813</b>                 | <b>\$160,769,682</b> | <b>\$33,403</b>         | <b>63.6%</b> | <b>1,920</b>                 | <b>\$51,769,626</b> | <b>\$26,963</b>         | <b>61.3%</b> |



**Attachment C:**

**Individuals with No POS by Ethnicity**

|    | A   | B                |               |                     |               | C                     |               |                           |                |
|----|---|------------------|---------------|---------------------|---------------|-----------------------|---------------|---------------------------|----------------|
| 1  |   | FY 2020-2021     |               |                     |               | 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          | 17               | 89.47%        | 2                   | 10.53%        | 10                    | 90.91%        | 1                         | 9.09%          |
| 4  | Asian                                     | 147              | 83.52%        | 29                  | 16.48%        | 125                   | 86.21%        | 20                        | 13.79%         |
| 5  | Black/African American                    | 4,210            | 87.47%        | 603                 | 12.53%        | 3,657                 | 83.95%        | 699                       | 16.05%         |
| 6  | Hispanic                                  | 13,437           | 84.90%        | 2,389               | 15.10%        | 9,892                 | 81.55%        | 2,238                     | 18.45%         |
| 7  | Native Hawaiian or Other Pacific Islander | 18               | 78.26%        | 5                   | 21.74%        | 10                    | 100.00%       | 0                         | 0.00%          |
| 8  | Other Ethnicity or Race or Multi-Cultural | 1,025            | 86.57%        | 159                 | 13.43%        | 844                   | 87.28%        | 123                       | 12.72%         |
| 9  | White                                     | 475              | 91.70%        | 43                  | 8.30%         | 481                   | 91.10%        | 47                        | 8.90%          |
| 10 | <b>Totals</b>                             | <b>19,329</b>    | <b>85.68%</b> | <b>3,230</b>        | <b>14.32%</b> | <b>15,019</b>         | <b>82.76%</b> | <b>3,128</b>              | <b>17.24%</b>  |



**Attachment D:**

**Comparing Authorized for FY 16/17 & FY20/21**

|    | A                                | B                       |                         |                      | C | D                   |                     |                     |
|----|----------------------------------|-------------------------|-------------------------|----------------------|---|---------------------|---------------------|---------------------|
| 1  |                                  | Fiscal Year 2021        |                         |                      |   | Fiscal Year 2017    |                     |                     |
| 2  |                                  | POS Authorized          | POS Paid                | POS Not Used         |   | POS Authorized      | POS Paid            | POS Not Used        |
| 3  | <b>Independent Living Skills</b> | \$15,282,145.21         | \$11,778,729.64         | \$3,503,416          |   | \$3,911,989         | \$3,156,349         | \$755,640           |
| 4  | <b>Respite</b>                   | \$142,077,496.82        | \$86,238,937.99         | \$55,838,559         |   | \$2,903,111         | \$1,962,219         | \$940,892           |
| 5  | <b>LVN Respite</b>               | \$17,292,824.90         | \$10,706,405.08         | \$6,586,420          |   | \$16,643,462        | \$12,727,841        | \$3,915,621         |
| 6  | <b>Personal Assistance</b>       | \$95,879,706.21         | \$55,486,410.76         | \$40,393,295         |   | \$742,572           | \$568,945           | \$173,627           |
| 7  | <b>Day Services</b>              | \$135,380,072.97        | \$64,180,600.30         | \$71,199,473         |   | \$50,223,125        | \$35,938,360        | \$14,284,765        |
| 10 |                                  |                         |                         |                      |   |                     |                     |                     |
| 11 | <b>Grand Total:</b>              | <b>\$405,912,246.11</b> | <b>\$228,391,083.77</b> | <b>\$177,521,162</b> |   | <b>\$74,424,259</b> | <b>\$54,353,714</b> | <b>\$20,070,545</b> |



**Attachment E:**

**Comparing Authorized Services By Grand Totals FY 17 & FY21**

