



PUBLIC FORUM

Purchase of Service Data
FY 2021-2022

March 22, 2023 – English with Spanish translation
April 5, 2023 – Spanish with English translation



MEETING CONDUCT

IN PERSON/ZOOM MEETING CODE OF CONDUCT

- Please keep yourself muted throughout the presentation to avoid background noise. You may type in your questions or comments in the Chat section at any time.
- Please hold all questions until the presentation is complete. All questions will be answered until the presentation is complete.
- After the presentation and after addressing chat questions and comments, we invite you to share your comments, concerns, and critiques during the Public Testimony period. If you wish to participate, please type your name in the Chat, if you are in person, place your name on the public comment list and you will be called when it is your turn.
- When called, please unmute yourself to ask your question and promptly mute yourself again once you're done. If you are in person, please walk to the nearest available microphone when your name is called.
2 minutes will be allotted per person.
- Please be respectful and refrain from making personal comments or discussing individual cases.
- SCLARC is committed to hearing your concerns and working together to develop solutions to the issues and challenges we face.
- During the presentation SCLARC staff will be available to answer any questions you may have in the chat or in person in the rear of the auditorium.



AGENDA

- Welcome
- POS Data Presentation - SCLARC Staff Members
- How to Connect with Your Regional Center
- Q & A
- Public Comment



MISSION STATEMENT

SCLARC believes special needs deserve special attention. We are committed to the provision of culturally sensitive services which enhance the inherent strengths of the family and enable the individuals we serve to lead independent and productive lives.



VALUE STATEMENT

"The foundation of South Central Los Angeles Regional Center (SCLARC) is built upon ethics; integrity and passionate affirmation of the abilities of all whom we serve. We are committed to work in compliance with all fiscal standards and practices, regional center laws, and regulations. We work in partnership with multiple community agencies because meeting their needs and providing supports to Individuals we serve is our highest priority. Our goal is to advocate for and facilitate the movement of Individuals we serve and their families toward a more integrated, independent, productive, and healthy life.

We are a diverse organization that respects every person and their unique differences. SCLARC is a team. Each person is dedicated and plays an integral part in achieving the agency's mission. Employees represent a major value to the organization, and we define this as intellectual capital. We actively seek the opinions of staff and understand the importance of continually enhancing the well-being and knowledge of our staff."



MEETING OVERVIEW

In FY 2012-2013, 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 meeting will:

- Present the key highlights of our POS data
- Analyze the highlighted data.
- Discuss SCLARC's plan for addressing any issues and challenges identified by the data.



BREAKDOWN OF REGIONAL CENTER BUDGET

BREAKDOWN OF REGIONAL CENTER'S BUDGET 2021-2022

State of California's General Fund and Federal Dollars:
Distributes funds to its State Departments.

Department of Developmental Services (DDS):
The state department will provide regional centers funding that is allocated in two distinct categories: Purchase of Service (POS) and Operations (OPS).

Regional Centers:
Regional Centers receive money in two categories
1) Operations and 2) Purchase of Service. Money cannot be shared between the two budgets.

Operations Budget (OPS):
Pays the salaries of regional center staff members, office space, equipment, and other expenses related to running the agency.
\$50,662,144

Purchase of Services Budget (POS):
Pays for the services used by Individuals SCLARC serves and their families to implement their individual program plans or their Individualized Family Service Plans for those under age three.
\$520,634,245

POS ACTUAL EXPENSES

FY 2021-2022 \$398,347,171 **vs** FY 2016-2017 \$199,138,197

FY 2021-2022 PANDEMIC		FY 2020-2021 PANDEMIC	
Personal Assistance-	\$ 23,675,520	Personal Assistance-	\$ 56,862,798
ILS (Independent Living) -	\$ 12,805,398	ILS (Independent Living)-	\$ 11,932,619
SLS (Supported Living)-	\$ 34,522,855	SLS (Supported Living)-	\$ 29,545,415
Out of Home-	\$ 110,222,624	Out of Home-	\$ 107,015,747
Day Programs-	\$ 38,150,763	Day Programs-	\$ 38,453,033
Transportation-	\$ 20,140,927	Transportation-	\$ 24,360,308
Respite-	\$ 52,307,481	Respite-	\$ 109,926,408
*Other-	\$ 56,884,122	*Other-	\$ 49,789,375
Community Integration-	\$ 49,637,481	Community Integration-	\$ 42,487,131
Total	\$ 398,347,171	Total	\$ 470,372,834

Refer to Supplemental Material page 6 for details on *Other.

FY 2019-2020 PANDEMIC		FY 2018-2019 PRE-PANDEMIC	
Personal Assistance-	\$ 9,469,175	Personal Assistance-	\$ 2,606,575
ILS (Independent Living) -	\$ 10,588,908	ILS (Independent Living) -	\$ 7,573,625
SLS (Supported Living)-	\$ 23,076,222	SLS (Supported Living)-	\$ 17,846,401
Out of Home-	\$ 95,758,521	Out of Home-	\$ 78,427,388
Day Programs-	\$ 46,039,994	Day Programs-	\$ 45,685,741
Transportation-	\$ 27,632,724	Transportation-	\$ 24,788,183
Respite-	\$ 51,305,794	Respite-	\$ 27,708,233
*Other-	\$ 49,769,190	*Other-	\$ 39,744,333
Community Integration-	\$ 33,829,005	Community Integration-	\$ 19,052,644
Total	\$ 347,469,533	Total	\$ 263,433,124



OUR GOAL IS BETTER SERVICE

SCLARC's goal is to meet our individuals' and families' needs. As we look at our Purchase of Service Data as a community, we are reminded that together, we become better!

INTERPRETING THE DATA

TYPES OF DATA SHARED IN THIS PRESENTATION:

- Individual Count by Diagnosis - Refer to Supplemental Material on page 7 for actual data.
- Average POS Cost Per Individual by Diagnosis for Hispanic Individuals - Refer to Supplemental Material on page 8 for actual data.
- Average POS Cost Per Individual by Diagnosis for African American Individuals - Refer to Supplemental Material on page 9 for actual data.
- Average POS Cost Per Individual by Diagnosis for Non-Hispanic or African American Individuals - Refer to Supplemental Material on page 10 for actual data.
- Individual Count by Ethnicity
- Average POS Cost Per Individual by Residence for All Individuals - Refer to Supplemental Material on page 11 for actual data.
- Per Capita Comparison by Ethnicity - Refer to Supplemental Material on page 12 for actual data.
- Per Capita Comparison by Age Group
- Individuals With No POS by Ethnicity 2016-2022 (yearly comparison)- Refer to Supplemental Material on page 13 for actual data.
- POS Authorized Services
- Reading the POS Cost Statement - Refer to Supplemental Material on page 5.

SUMMARY INDIVIDUAL COUNT BY DIAGNOSIS

- During FY 2021-2022 SCLARC served 24,008 Individuals.
- This number increased by 5,861 (32%) since FY 2016 – 2017 an average annual increase of 1,465 Individuals over the past five years.
- The number of Individuals diagnosed with Autism totaled 8,279 this number increased by 3,937 (91%) Since FY 2016-2017 an average annual increase of 787 Individuals over the past five years.

SUMMARY FOR AVERAGE COST PER INDIVIDUAL BY ETHNICITY

- Total Expenditures for **FY 2021-2022** were **\$391,984,100**.
- Hispanic individuals account for **49%** of expenditures and **71%** of the people served.
- African American individuals account for **39%** of expenditures and **20%** of the people serviced.
- Overall utilization of services increased by an average of **1.5%** across all ethnicities.
- Across Hispanic and other ethnicities, the Autism Disability diagnosis accounts for the highest number of Individuals served, roughly **28%** and the highest average cost per Individual roughly **\$32,905**.
- Across African American, the Intellectual Disability diagnosis accounts for the highest number of Individuals served, roughly **34%** and the second highest average cost per Individual roughly **\$11,751**.

Refer to Supplemental Material pages [8-10](#) for details.

INDIVIDUAL COUNT BY ETHNICITY

	A	B	C	D	E
1	<i>*This number includes closed cases (Transfer, Not D.D, Deceased, Other)</i>	FY 2021-2022	FY 2020-2021	FY 2022 vs 2021	FY 2016-2017
2	Ethnicity	Individual Count	Individual Count	Difference	Individual Count
3	American Indian or Alaska Native	23	19	4	11
4	Asian	182	176	6	145
5	Black/African American	4,910	4,813	97	4,356
6	Hispanic	16,975	15,826	1,149	12,130
7	Native Hawaiian or Other Pacific Islander	27	23	4	10
8	Other Ethnicity or Race / Multi- Cultural	1,379	1,184	195	967
9	White	512	518	-6	528
10	Totals	*24,008	22,559	1,449	18,147

SUMMARY AVERAGE POS COST PER INDIVIDUAL BY RESIDENCE FY 2021-2022

- An Individual's residence type determines where they lived during the year i.e. at home with parents, in a correctional institution, or in nursing home.
- SCLARC served **24,008** Individuals with annual expenses totaling **\$391,984,100** and an average cost of **\$16,327** for all residence types with a **63.0%** utilization rate.
- Of the **24,008** Individuals served by SCLARC:
 - **20,232** lived at home with a parent(s) or guardian
 - The total expense to support these Individuals was **\$180M** with an average per person cost of **\$9k** and a **56%** utilization rate.
 - **1,061** lived in a Community Care Facility
 - The total expense to support these Individuals was **\$139M** with an average per person cost of **\$132k** and a **74%** utilization rate.
- The highest average cost per Individual totaled **\$300k** for **6** individuals residing in a psychiatric treatment facility.

Refer to Supplemental Material page [11](#) for details.

SUMMARY AVERAGE POS COST PER INDIVIDUAL BY RESIDENCE AND ETHNICITY

FY 2021-2022

- Of the **16,975** Hispanic Individuals served:
 - **15,555 (92%)** lived at home with a parent(s) or guardian total expenses to support these individuals was **\$131M** with an average cost per person **\$8K** and a **57%** utilization rate.
 - **294(2%)** reside in a Community Care Facility total expenses to support these individuals was **\$39M** with an average cost per person **\$133K** and a **78%** utilization rate.
- Of the **4,910** African American Individuals served:
 - **3,342 (68%)** lived at home with a parent(s) or guardian total expenses to support these individuals was **\$40M** with an average cost per person **\$12K** and a **53%** utilization rate.
 - **539 (11%)** reside in a Community Care Facility total expenses to support these individuals was **\$70M** with an average cost per person **\$131K** and a **71%** utilization rate.
- Of the **2,123** Non-Hispanic or African American Individuals served:
 - **1,335 (63%)** lived at home with a parent(s) or guardian total expenses to support these individuals was **\$9M** with an average cost per person **\$7K** and a **55%** utilization rate.
 - **228 (11%)** reside in a Community Care Facility total expenses to support these individuals was **\$30M** with an average cost per person **\$132K** and a **75%** utilization rate.

SUMMARY PER CAPITA COMPARISON BY AGE GROUP AND ETHNICITY **FY 2021-2022**

- Of the **24,008** Individuals served **17,124** or **71%** are under 21 years old and the majority are Hispanic:

• Hispanic Individuals	13,170
• African American Individuals	2,472
• Other Individuals	<u>1,482</u>
Total	17,124

- Of the **24,008** Individuals served **6,884** or **29%** are over 22 years old and the majority are Hispanic.

• Hispanic Individuals	3,805
• African American Individuals	2,438
• Other Individuals	<u>641</u>
Total	6,884

PER CAPITA COMPARISON BY AGE GROUP

Individuals Served by Age and Ethnicity for FY 2021-2022						
Age Group Description All Ethnicity Groups	Total Individuals	Hispanic	African American	All Others	Total Percentage	
Birth To 2 Years	5,011	77%	13%	10%	100%	
3 to 21 Years	12,113	77%	15%	8%	100%	
22 and Older	6,884	55%	36%	9%	100%	
Total	24,008					
Age Group Description By Each Ethnicity	Individual Count Hispanic	Age Group %	Individual Count African American	# of Individuals Served Age Group %	Individual Count All Others	# of Individuals Served Age Group %
Birth To 2 Years	3,878	23%	631	13%	502	24%
3 to 21 Years	9,292	55%	1,841	37%	980	46%
22 and Older	3,805	22%	2,438	50%	641	30%
Total Individuals Served Per Each Ethnicity	16,975	100%	4,910	100%	2,123	100%

SUMMARY INDIVIDUALS WITH NO POS BY ETHNICITY

One of SCLARC's goals is to ensure each eligible Individual has a POS authorization to receive services.

SCLARC reduced the number of Individuals with no POS authorizations by 2%

- In **FY 2021-2022** SCLARC had **3,642 (15%)** Individuals who did not have a POS authorization.
- In **FY 2016-2017** SCLARC had **3,128 (17%)** Individuals who did not have a POS authorization.

INDIVIDUALS WITH NO POS BY ETHNICITY

	A	B				C			
1		FY 2021-2022				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	21	91.3%	2	8.7%	10	90.91%	1	9.09%
4	Asian	150	82.4%	32	17.6%	125	86.21%	20	13.79%
5	Black/African American	4,280	87.2%	630	12.8%	3,657	83.95%	699	16.05%
6	Hispanic	14,231	83.8%	2,744	16.2%	9,892	81.55%	2,238	18.45%
7	Native Hawaiian or Other Pacific Islander	23	85.2%	4	14.8%	10	100.00%	0	0.00%
8	Other Ethnicity or Race or Multi-Cultural	1,185	85.9%	194	14.1%	844	87.28%	123	12.72%
9	White	476	93%	36	7.0%	481	91.10%	47	8.90%
10	Totals	20,366	84.8%	3,642	15.2%	15,019	82.76%	3,128	17.24%

Refer to Supplemental Material page [13](#) for yearly comparison.

POS AUTHORIZED SERVICES

- In **FY 2021-2022**, SCLARC authorized almost **\$622 million** of services which include Board and Care, Independent Living Skills, Respite, LVN Respite, Personal Assistance, and Day Services. (see data supplemental guide) and paid out over **\$392 million (63%)** resulting in **\$230 million** POS dollars not utilized.
- In **FY 2021-2022** SCLARC Authorized **\$622 million** for services compared to **FY 2016-2017** total of **\$256 million** an increase of **\$366 million (143%)**.
- In **FY 2021-2022**, SCLARC **Paid \$392 million** for these services compared to **FY 2016-2017** total of **\$195 million** an increase of **\$196 million (99%)**.



CASE MANAGEMENT VISION STATEMENT

“Our goal is to earn the trust of the individuals we serve by providing individualized attention to their unique needs. This will be accomplished by demonstrating flexibility, reliability, and responsiveness, in addition to providing innovative person-centered case management services. We will honor the personal dignity of every individual we serve in an effort to assist all of our individuals in achieving their maximum potential.”

AUTHORIZATIONS NOT UTILIZED

- Families have identified that worker has not completed the application in a timely manner and vendors have also delayed processing applications.
- Miscommunication between family and vendor.
- Lack of agency workers that meet the families need.
- Families request that services not be cancelled until they are ready to utilize the service "just in case I need it."
- Families relocate and do not notify the regional center of their move.
- LVN level of care recommended and funded however, families prefer regular in-home respite.
- 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 as a result of the pandemic (day programming, transportation, community integrated programming, etc.).
- Two open authorizations for vendors with same service for billing in response to Directives (alternative services, C-19, etc.)



CHALLENGES

In reviewing FY 2021-2022, POS data, SCLARC identified two challenges facing the regional center:

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

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

**SCLARC'S PLAN
TO ADDRESS
POS CHALLENGES!**



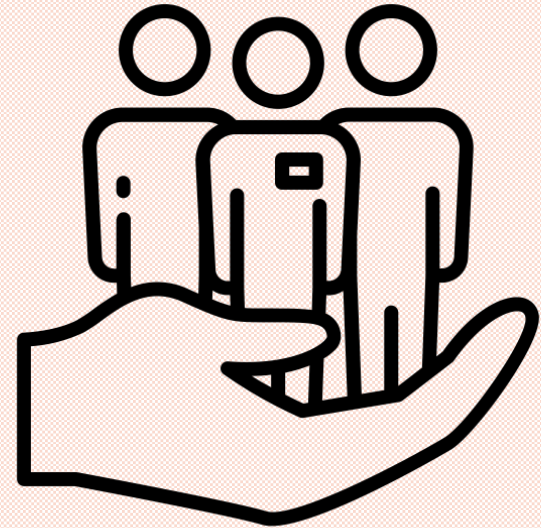


1. Continue supporting the **ENHANCED CASE MANAGEMENT PROGRAM** to further reduce percentage of no POS.



ENHANCED CASE MANAGEMENT PROGRAM

- Program provides enhanced case management service coordination to individuals and their families who have low or no POS expenditures.
- Program consists of one Enhanced Case Management Manager and five Enhanced Case Management Specialists.



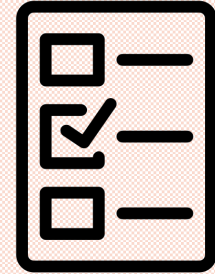
ENHANCED CASE MANAGEMENT SPECIALISTS ROLE

- Educate the individual/family on how to identify new resources that are culturally relevant to SCLARC's community.
- Empower the individual/ family to advocate on their behalf with SCLARC and other community agencies.
- Utilize Person-Centered approach to the Individual Program Plan Process.
- Improve the relationship between the individual/family and SCLARC through education and transparency.
- Intense case management, maximum hands-on support to individuals and family to secure generic and Regional Center services.
- Help Identify and reduce barriers in accessing services and supports.
- Help Identify and develop trainings opportunities to train existing staff.



ENHANCED CASE MANAGEMENT PROGRAM

- Program was implemented in March 2022.
- Staff Trained in March, April and May 2022.
- Currently serves 200 Individuals / 40 individuals per caseload.
- 143 Spanish Speaking individuals/57 English Speaking Individuals.
- ECM Team is currently developing trainings for staff to address identified challenges and needs.



Service Authorizations

- ECM Specialists team has authorized 216 ongoing services.

Refer to Supplemental Material page [73](#) for additional information.

2. Continuing to support the efforts of the ***PARTICIPANT CHOICE SPECIALISTS*** and the Self Determination Program.

ROLE OF THE PARTICIPANT CHOICE SPECIALIST

- Provides information, training and outreach to SCLARC staff, individuals and families served, vendors and community on Self Determination and Participant Directed Services.
- Recommends services and supports for individuals with identified unmet needs or changes in circumstance.
- Supports the process for securing services by helping to identify providers (including generic resources), sending referrals and processing funding documents.
- Works with individuals and families to troubleshoot issues related to accessing service and service utilization.
- Increases enrollment into the Self Determination Program.

Additional information on the Role of Participant Choice Specialists can be found in the Supplemental Material page [59](#).

PARTICIPANT CHOICE SPECIALISTS:

Edna Robles
EdnaR@sclarc.org

Department of Adult Services

Cynthia Rivera
CynthiaR@sclarc.org

Department of Children Services

For general questions and inquiries
related to Self Determination email:

SelfDetermination@sclarc.org

Additional Self Determination data and SDP newsletter
information can be found in the Supplemental Material page **62**.



SCLARC Self Determination Newsletter
December 2022

Main Office: 2500 S. Western Ave. Los Angeles, CA 90018
South Gate Office: 12226 Garfield Ave. South Gate, CA 90280
(213) 744-7000

South Central Los Angeles Regional Center

Keeping You Informed

Preparing for your 2nd Year Self-Determination Budget

- The 2nd year budget is developed based on the last 12 months of Regional Center service expenditures.
- One time only services and services that will not continue will be removed from the 2nd year budget (Service Examples include COVID-19 hours, 21-day Respite, ABA and AST).
- Funds can be added into the 2nd year budget for changes in circumstances or unmet needs.
- For the 2nd year budget, a meeting with SCLARC is not necessary, but can be requested.

What do I need to do to prepare for my second-year budget?

- Provide progress and expenditure reports to your Service Coordinator & selfdetermination@sclarc.org, no later than the end of the 11th month of the first year.

What Regional Center needs to do?

- Prepare the 2nd year budget based on expenditures from the last 12 months (additional services based on clinical recommendations, changes in circumstances or unmet needs may also be added to the budget).

Participants enrolled into SDP: 73

SAVE THE DATE!

- **Self Determination Local Advisory Committee Meeting**
 - Wednesday, January 11, 2023, at 6pm to 8pm via Zoom
- **Self Determination Orientation**
 - English: Tuesday, January 17, 2023, at 1pm to 5pm via Zoom
 - Spanish: Monday, February 6, 2023, at 1pm to 5pm via Zoom
- **For more information, e-mail:** SelfDetermination@sclarc.org

Helpful Hints?
DO MY WORKERS! PROVIDERS NEED TO OBTAIN A BACKGROUND CHECK (LIVESCAN)
Everyone who performs direct personal care for a Self-Determination participant must have a new background check (even if they already have one).

For more information scan the QR Code

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@SCLARC
Follow us on Instagram!
@south_central_la_rc

- 3.** The Department of Children and Adult Services was restructured into the Department of Children Services and the Department of Adult Services to improve service efficiency and provide specialized Service Coordination.
- 4.** Continue to promote and conduct In-Person/Zoom training sessions to Parent Groups within SCLARC's Catchment area regarding the Lanterman Act requirements, regional center services and the need for individual assessments.
- 5.** Continue to conduct In-Person English and Spanish Person-Centered Thinking parent trainings sessions.

6. Currently, SCLARC is open Saturdays to provide additional opportunities and flexibility for families to meet with SCLARC Intake Staff.
7. Continue the utilization of SCLARC's case management email cmhelp@sclarc.org and phone line **1-833-725-2721** for family's having a difficult time connecting with their Service Coordinator and/or to discuss other case management concerns and/or service issues.
8. SCLARC will continue to collaborate and partner with vendors to improve service delivery and reduce service delays. This past year, SCLARC developed an automated and efficient process to email authorizations directly to vendors to reduce delays in services. SCLARC is also in the process of developing a vendor portal to enhance effective communication with regional center staff.

9. Continue to implement DDS initiatives and Directives:

- ✓ Tailor Day Services
- ✓ Remote Services
- ✓ Remote IPP Meetings through June 30, 2023
- ✓ Service Code 099 Self-Directed Support Services

Please see supplemental material guide for program fact sheet information on page [64](#).

Coming Soon:

- ✓ HCBS: Training for Individuals and Families
- ✓ Coordinated Family Support Services Pilot Program

Please see supplemental material guide for program fact sheet information on page [75](#).



SCLARC's

Family Portal App

We are excited to announce that beginning May 2021 you can access SCLARC's New Family Portal App!

Things you can do with SCLARC's Family Portal App

- Access your case record
- Download and print your current IPP/IFSP and Annual Cost Statement
- Review authorized services
- Update your address, phone number, and contact information
- Direct message your Service Coordinator
- Receive alerts and messages from the Regional Center
- View your SC and their Manager Contact Information
- Once you set up the app, you will also be able to access your case record through a website on a computer



If you are interested in using SCLARC's new Family Portal App contact your Service Coordinator. You can also email cmhelp@sclarc.org or call 1-833-725-2721.

10. Continue to encourage and promote enrollment of SCLARC's 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 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 and request supports.

SCLARC's families who register for the app between **February 1, 2023, and July 31, 2023**, will be automatically entered into a raffle where they can win one of three prizes **1) \$300 2) \$200 or 3) \$100 gift card to their preferred store**. If you are interested in registering for the app, please contact your Service Coordinator or send an email to cmhelp@sclarc.org



SERVICE ACCESS & EQUITY FUNDED PROGRAMS

formerly known as Disparity Programs

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formerly known as Disparity Programs

Since 2016, SCLARC has received funding to address disparity through the following projects:

Current Funded Programs

- Navigator Program
- Early Start Outreach
- Ambassadors Advocating for SCLARC

Previously Funded Programs

- Staff Capacity Building Trainings
- SPARK Parent Coaching on Early Language
- Outreach Campaign
- Early Start Vendor Capacity Building Trainings
- Develop New Service Providers
- Community Provider Education
- Regional Center Leadership Academy



NAVIGATOR PROGRAM

Updates from the Navigator Program
as of February 2023



NAVIGATOR PROGRAM

- Aims to improve individual and caregiver knowledge of regional center services, generic resources, and provide assistance to families with requesting and receiving services.
- Offers families and consumers support and follow up from the intake process to POS services.
- Families are provided with support in applying for external services from generic and community resources, such as SSI, IHSS, ABA and behavioral health services through insurance, and other needed supports.
- Monthly group education on topics including Regional Center Services, IHSS, Social Security, and Conservatorship offered in English and Spanish in person and online.
- Annual Transition to Adulthood Fair/Training Series offered for caregivers of students 14-21 years of age.

2017 TO 2023 OUTCOMES

- **4,417** individuals/families referred since March 2017
 - **2,371** successfully completed the program
 - **489** cases currently active
- **571** individuals served by SCLARC received new POS
- **69** individuals served increased POS services
- **574** received new generic services such as SSI, IHSS, Medi-Cal, ABA, school district and others
- **85** increased an existing generic service
- **112** Professional Education supports provided

NAVIGATOR PROGRAM OUTCOMES 2017-2023

Of Individuals served by Navigator Program:

- **40%** live in the southeastern portion of our service area.
- **47%** percent are monolingual Spanish speaking.
- **81%** are Latino/Hispanic, **13%** African-American, **5%** Other
- **2,617** Individuals did not previously have POS services prior to participating in Navigator Program.
 - **460** have successfully worked with a Navigator to receive a new POS authorization for service.
 - **338** of those put a new generic service in place such as IHSS, SSI, ABA services, or other generic agency services.
 - **265** are currently working with a Navigator.
- **549** Individuals referred for support with the intake process.
 - **404 children and adults have been found eligible** after receiving Navigator support.
 - **195** of those also received new POS services.
 - **659** parents attended online educational workshops.



NAVIGATOR PROGRAM

May 2022 – February 2023

- **99** Individuals/families referred since May 2022
- **8** successfully completed the program
- **27** Service Coordinators were provided professional education
- **34** actively being served
- **250** parents attended online educational workshops

Workshops will continue to be provided virtually and now in-person. Registration is required to attend in person. Contact the FRC for additional information. **213 744-8882** or at sclarcfrc@sclarc.org

PANDEMIC SUPPORTS FROM 2020 - 2023

- Created a "SCLARC's Needs" referral form for case management to refer SCLARC families severely impacted by the pandemic. Supports provided included food, diapers, PPE and other items, as needed.
- **3,276** PPE Kits were provided to families and consumers.
- **110,980** diapers were provided to consumers and families.
- **600** Learning Kits were distributed to Early Start and Lanterman families from birth to age 18.
- **120** families registered for the City of L.A.- Hot Meals Program which provided weekly meal delivery.
- **1,620** Food boxes were provided due to our partnership with L.A. Food Bank, 211 and Door Dash.

PANDEMIC SUPPORTS FROM 2020 - 2023

- Over **1,098** consumers and family members received support with obtaining Covid-19 vaccines. Clinics were hosted at the SCLARC LA and South Gate offices and in the community across SCLARC's catchment area. Vaccine partnerships included Kaiser Permanente, Albertsons and other community health clinics.
- **3** Back to School Drive-Through Events providing over 900 consumers with back packs and school supplies.
- **6** Thanksgiving and Holiday Drive-Through events were held. Families received food boxes, turkeys and gift cards to Ralphs/Kroger and Target towards food and necessities during the holiday season.
- Thanks to our partnership with Baby to Baby, we hosted a Holiday Adopt a Family Program where **30** high need families were provided tailored holiday gift bags for the children in the home; which included clothes, diapers, shoes, and personalized toy selections to which provided a bit of joy during a challenging holiday season.

NAVIGATOR WORKSHOPS

- **Regional Center Services and the IPP:** An overview of the available services and supports for those served by SCLARC, and the importance of the Individual Program Plan (IPP).
- **Overview of In-Home Supportive Services:** A detailed workshop on how caregivers can prepare for the application process for IHSS, including information on the appeals process and how to request additional hours.
- **Accessing Behavior Supports Through Medical Insurance:** Workshop provides information on and the process of requesting behavior health services from private insurance and Medi-Cal insurance providers.
- **Social Security for Individuals with Special Needs:** Workshop provides information on the Social Security Insurance Benefits Program for Individuals with special needs that provides information on eligibility and how to apply.

Available as in-person and virtual presentations, or over the phone as needed.

Contact the McClaney Family Resource Center at 213-744-8882 to RSVP.



ADDITIONAL COMMUNITY FUNDED PROGRAMS

COMMUNITY NAVIGATOR PROGRAM

The California Legislature has provided \$5.3 million for the Department of Developmental Services (DDS) to contract with Family Resource Centers in California to implement a navigator model program statewide serving all 58 counties. In turn, DDS has established the Community Navigator Program (CNP) referenced in SEC. 24. Section 4519.9 WIC.

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 disability population.

CA DEPARTMENT OF EDUCATION FAMILY EMPOWERMENT CENTER

California Department of Education received funding to expand the Family Empowerment Center (FEC) Program through the state. SCLARC was a chosen recipients to become an FEC. Each chosen center will receive annual funding based on the pupil count in their respective school districts in their designated geographic service area. SCLARC will serve the community currently served by SCLARC geographic boundaries served.

The program is funded to support current students with an IEP or 504 plan with effective advocacy strategies and alternative dispute resolution supports. The program will also conduct child find activities and supports for students who may be eligible for special education supports. The activities conducted will include support with developing and implementing new and existing and IEP's/504 plans for students, transition support for Part C to Part B and adult transition.

FIRST 5 FUNDED PROGRAM

Help Me Grow - Los Angeles Pathways Project

Help Me Grow LA supports all families in promoting their young children's development and lifelong success by connecting them to developmental services and supports that promote their child's well-being.

Project Goals:

Improving referral pathways between referring community agencies and SCLARC.


- Decreasing the average age at which children are referred to services.
- Increase in the amount of successful referrals on the first attempt.
- Increase in parent/caregiver satisfaction with referral process and linkage to services.
- Increase in referral and family connection to community-based organizations for children not found eligible for early intervention services.



EARLY START OUTREACH COORDINATOR

Updates from the Early Start Outreach
Coordinator Program as of December 2022

- Maria Zapparolli is the staff person who is in the Early Start Outreach Coordinator position. She can be reached at MariaZa@sclarc.org or by phone at **323-998-9467**.
- Current continuation funding through Service Access & Equity in the amount of \$150,000 for 24 months – will end March 2024.

The logo for SCLARC (South Central Los Angeles Resource Center) features four stylized human figures in purple, red, green, and yellow, holding hands in a circle. Below the figures, the letters "SCLARC" are written in a bold, sans-serif font, with a green horizontal line underneath.

EARLY START OUTREACH COORDINATOR ACTIVITIES

- Outreach to health care providers to provide information on Early Start eligibility criteria and intake referral process.
- Outreach to individuals we serve who are parents with young children ages birth to three – collaborates with SCLARC vendors.
- Hold educational presentations for Early Start families on available POS services, the Individualized Family Service Plan, and how to request services.
- Early Start Parent Orientations (Spanish)
- Partners for Children South Los Angeles (PCSLA)
 - Incoming referrals (0-3)
 - Outgoing referrals
 - Monthly case meetings
 - Trainings
- Connect families to Family Resource Center when needed.

EARLY START OUTREACH COORDINATOR 2022 OUTCOMES: APRIL 2022 – DECEMBER 2022

Families and children served by the program:

- **Served:**

- 82 African American people were served
- 255 Latino people were served

- **Screened:**

- 41 African American children were screened
- 157 Latino children were screened

- **Referred:**

- 31 African American children were referred
- 134 Latino children were referred

- **Eligible:**

- 16 African American children were eligible for Early Start Services after receiving support
- 70 Latino children were eligible for Early Start Services after receiving support

Referrals from some key community partners:

- 27 Referrals from Watts Community Center
- 173 Referrals from Partners for Children South LA
- 6 Referrals from Bell Gardens Community Clinic
- Additional referrals are obtained from other sources

AMBASSADORS ADVOCATING FOR SCLARC

- SCLARC received funding to implement a new program, Ambassadors Advocating for SCLARC. Funding was received through Service Access & Equity in the amount of \$40,000 for 12 months – will end February 2024.
- SCLARC will work with the Advocates Advisory Committee and the Parent Advisory Committee to select individuals to become SCLARC Ambassadors.
- SCLARC Ambassadors will learn about SCLARC services and internal processes to assist in educating our communities on how to access SCLARC services and generic resources.
- A stipend will be provided to those who serve as an ambassador.



LANGUAGE ACCESS AND CULTURAL COMPETENCY



LANGUAGE ACCESS AND CULTURAL COMPETENCY

- SCLARC received funding through the Department of Developmental Services for Language Access and Cultural Competency in the amount of \$745,884 for 12 months – will end June 2023.
- Funds for 1 full time Cultural Community Coordinator who is implementing the following:
 - Coordinating interpretation for all SCLARC public meetings
 - Assisting families with navigating the Family app
 - Will be coordinating technology classes for families
 - Will be coordinating focus groups on SCLARC programs



AMERICAN RESCUE PLAN ACT-OUTREACH & EDUCATION

AMERICAN RESCUE PLAN ACT- OUTREACH AND EDUCATION

- SCLARC received funding in the amount of \$1 million dollars to implement the SCLARC Connections Program - will end January 2024.
- The SCLARC Connections Program funds for 7 full time positions:
 - 1 Connections Supervisor
 - 3 Connections Care Coordinators
 - 2 Connections Intake Service Coordinators
 - 1 Connections Project Assistant
- Conducts developmental screenings for children ages 0-3.
- Trains other professionals who work with children ages 0-3 on the ASQ-SE2 & ASQ-3 tools as well as milestones for children.

AMERICAN RESCUE PLAN ACT- IMPROVING PART C TO B TRANSITIONS

The School Transition Liaison (STL) position is a supplemental grant funding from American Rescue Plan Act (ARPA) of 2021 which is available for expenditures by January 28, 2024. This program focuses on developing collaborative partnerships with local school districts and other agencies. It also helps the Regional Center to establish procedures and policies that further the recommendations of the statewide Part C to Part B and to improve family engagement.

The STL also serves as SCLARC's primary point of contact for interagency collaboration regarding school transitions of individuals up to age 5. SCLARC works with six school districts in our catchment area: Los Angeles Unified School District, Compton Unified School District, Downey Unified School District, Montebello Unified School District, Lynwood Unified School District and Paramount Unified School District.



EMPLOYMENT GRANT

EMPLOYMENT ASSISTANCE PROGRAM

- SCLARC received funding through the Department of Developmental Services for the Employment Assistance Program in the amount of \$242,905 for 18 months – will end June 2024.
- The Employment Outreach Coordinator will oversee 3 staff in pilot program and will provide trainings for the individuals we serve on employment support services and benefits.
- The Coordinator will also coordinate job fairs for SCLARC individuals.

SCLARC COMMUNITY COMMUNICATIONS

- **Trainings:** SCLARC's McClaney Family Resource Center currently offers trainings online and in-person and will continue in-person presentations in our Los Angeles and South Gate offices.
- **Parent Advisory Committee (PAC):** Leaders of local community parent groups who meet quarterly to work collaboratively with SCLARC to discuss issues important to our stakeholders.
- **Family App:** Access case record, download and print current IPP or IFSP, and Annual Cost Statement, see a list of authorized services, or update your contact information. Contact your Service Coordinator or call **1-833-725-2721** to open your new app profile.
- **Sign up to our e-newsletter:** <https://sclarc.org/news-and-media.php>
- **SCLARC At A Glance:** You can find information on our programs, services and advisory committees in our brand-new program book. Find a copy of SCLARC At A Glance on our website at: www.sclarc.org.
- **Additional Resources:** Stay up-to-date on our activities and community resources by connecting to SCLARC's Facebook and Instagram pages.



facebook

www.facebook.com/sclarc - Like Us



Instagram

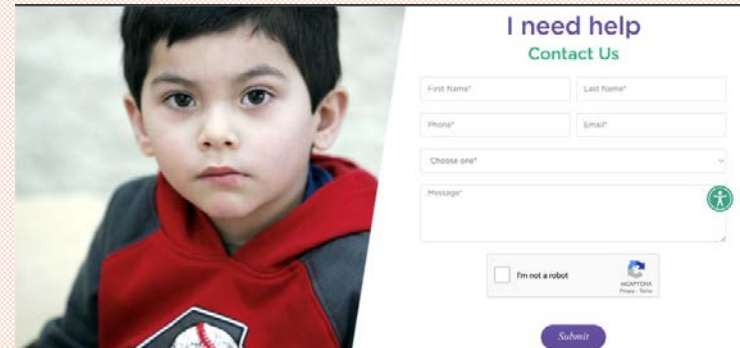
https://www.instagram.com/south_central_la_rc/ - Follow Us

SCLARC'S WEBSITE

Our website is mobile friendly and so easy to navigate. We have the following features available:

- A "Contact Us" form that the community can use to send us messages when they have questions or need help.
- Event calendar that is updated with upcoming meeting dates, workshops, trainings and more.
- The McClaney Family Resource Center web page is integrated with our SCLARC site making it easier for families to find information and events from the Family Resource Center.
- An "Outreach Request" form was added for the community to submit requests for SCLARC to provide presentations or attend resource fairs.

Check out our website, visit us at www.sclarc.org!





KEEPING CONNECTED

- **SCLARC OFFICES ARE NOW OPEN TO THE PUBLIC FOR WALK-INS!**
- Our staff are available 5 days per week, Monday through Friday, during regular business hours from 8:00 am to 5:00 pm to assist the Individuals and families we serve.
- If you need assistance or have any questions, please contact your Service Coordinator directly.
- If you are having difficulty reaching your Service Coordinator and/or the Program Manager or have other Case Management Issues, concerns and/or Questions please call **1-833-SCLARC1** or **1-833-725-2721** or email cmhelp@sclarc.org. You will receive a returned call or an email response within 24-48 hours.
- Please make sure to update your contact information with your Service Coordinator or through SCLARC's Family Portal App, so that we can provide you with up-to-date information.
- For Information regarding Self Determination please send email to SelfDetermination@sclarc.org.
- You may also visit SCLARC's Website for more information at www.SCLARC.org.
- If you are a service provider and need assistance, please email vendorhelp@sclarc.org.

Q&A

