




SCLARC PUBLIC FORUM

Purchase of Service Data FY 2018-19

August 24, 2020

(Originally scheduled for March, 2020)



MEETING CONDUCT

GO TO 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.
- When called please unmute yourself to ask your question, and promptly mute yourself again once you're done.
- 2 minutes are allotted per person.
- Please be respectful and refrain from making personal comments.
- Please remember that advocacy does not have to mean being adversarial. SCLARC is committed to hearing your concerns and working together to develop solutions to the issues and challenges we face.
- During the presentation staff will be available to answer any questions you may have.




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.



MEETING OVERVIEW

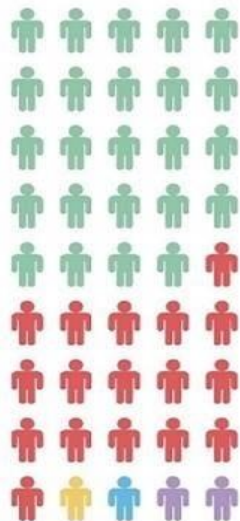
In FY 2012-13, a law was passed (WIC 4519.5) requiring the Department of Developmental Services (DDS) and all Regional Centers to annually compile data relating to Purchase of Service authorizations, utilization, and expenditures by age groups, ethnicity, primary language, and disability.

This meeting will:

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

SCLARC BY THE NUMBERS

DIAGNOSIS

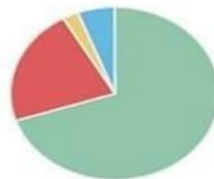


PRIMARY LANGUAGE

56.80% English

42.89% Spanish

ETHNICITY



69% Hispanic

23% African American

3% White

5% Other

SCLARC Service Area Map



FY 2018-19

	A	B	C	D	E	F	G
1	Age Group	Active Individuals Receiving Services - All Ethnicities	Individuals - All Ethnicities	Hispanic	African American	All Others	Total Percentage
2	Birth To 2 Years	2,933	4,895	79%	14%	8%	100%
3	3 To 21 Years	6,377	10,572	76%	16%	7%	100%
4	22 and Older	7,461	6,246	52%	38%	10%	100%
5	Total	16,771	21,713				



BREAKDOWN OF REGIONAL CENTER BUDGET

BREAKDOWN OF REGIONAL CENTER'S BUDGET 2018-19

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.

\$38,870,805

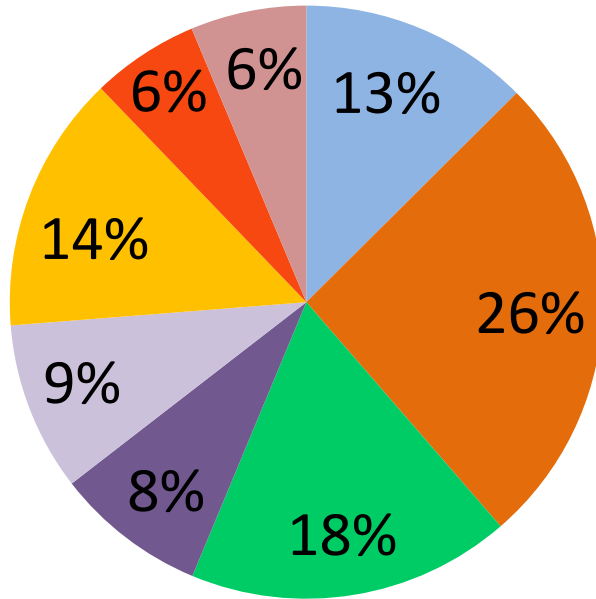
Purchase of Services Budget (POS):

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.

\$266,799,383

POS & OPERATIONS ACTUAL EXPENSES

FY 2018-19 \$300,285,353



- Operations- \$37,667,440
- Out of Home- \$78,343,116
- Day Programs - \$52,982,103
- Transportation- \$24,771,398
- Respite - \$27,691,099
- Other - \$42,240,206
- Supported Living - \$17,613,930
- Community Intergration - \$18,976,061

POS STATEMENT

Welfare and Institutions Code § 4648 (h): Regional Centers shall provide an annual statement to those who receive services, his or her parents, legal guardian, conservator, or authorized representative.

- The annual statement is provided to ensure services are in fact provided.
- The statement includes the type, unit, month, and cost of all services and supports purchased. The statement documents services and supports purchased by fiscal year - July 1st to June 30th.
- The services are purchased from vendors authorized by the Regional Center.
- The services may include assessments and other clinical services performed at the Regional Center.
- If you have not received the POS statement for 2018-2019, or have questions about the document please contact your service coordinator.

READING THE POS STATEMENT

Service: 880 TRANS ADDITIONAL COM		Provider: [REDACTED]						Rate: [REDACTED]				
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Costs Per Month:	369	404	334	369	351	316	369	334	334	386	386	351
Units Per Month:	21	23	19	21	20	18	21	19	19	22	22	20
Year To Date Total:									\$4303		Total Units: 245	

LEGEND:

1. **Service:** Service Code and Type of Service Provided
2. **Provider:** Name of the Service Provider
3. **Rate:** Cost Per Hour of Service
4. **Cost Per Month:** Total Cost for Service Per Month
5. **Units Per Month:** Number of Hours Per Month
6. **Year to Date Total:** Total Cost of Service to Date
7. **Total Units:** Total Number of Hours of Service to Date



INTERPRETING THE DATA

TYPES OF DATA SHARED IN THIS PRESENTATION:

- Individual Count by Diagnosis
- Average POS Cost Per Individual by Diagnosis for Hispanic Individuals
- Average POS Cost Per Individual by Diagnosis for African American Individuals
- Average POS Cost Per Individual by Diagnosis for Non Hispanic or African American Individuals
- Individual Count by Ethnicity
- Average POS Cost Per Individual by Residence for All Individuals
- Per Capita Comparison by Ethnicity
- Individual With No POS by Ethnicity

INDIVIDUAL COUNT BY DIAGNOSIS

	A	B	C	D	E
1		FY 2018-2019	FY 2017-2018	FY 2016-2017	
2	Diagnosis Summary	Individual Count	Individual Count	Individual Count	Increase from 2017 to 2019
3	Autism	5,550	4,877	4,342	28%
4	Intellectual Disability	7,687	7,571	7,521	2%
5	Cerebral Palsy	343	331	321	7%
6	Epilepsy	141	137	135	4%
7	Category 5	775	646	570	36%
8	Other	7,217	6,163	5,258	37%
9	Totals	21,713	19,725	18,147	

All of SCLARC's data reports can be found at

<https://sclarc.org/transparency-portal.php>

AVERAGE POS COST PER INDIVIDUAL BY DIAGNOSIS FOR HISPANIC INDIVIDUALS

	A	B	C	D	E
1	FY 2018-2019 Diagnosis Summary	Individual Count	Total Expenses	Average Cost Per Individual	Utilized
2	Autism	4,068	\$26,980,693	\$6,632	70.9%
3	Intellectual Disability	4,769	\$68,074,854	\$14,274	75.5%
4	Cerebral Palsy	241	\$1,683,538	\$6,986	65.9%
5	Epilepsy	78	\$743,796	\$9,536	66.0%
6	Category 5	489	\$3,700,119	\$7,567	66.2%
7	Other	5,558	\$19,620,150	\$3,530	62.2%
8	Totals	15,203	\$120,803,151	\$7,946	71.4%

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AVERAGE POS COST PER INDIVIDUAL BY DIAGNOSIS FOR AFRICAN AMERICAN INDIVIDUALS

	A	B	C	D	E
	FY 2018-2019 Diagnosis Summary	Individual Count	Total Expenses	Avg. Cost Per Individual	Utilized
1					
2	Autism	1,029	\$18,597,143	\$18,073	80.0%
3	Intellectual Disability	2,309	\$74,327,532	\$32,190	77.0%
4	Cerebral Palsy	78	\$1,266,450	\$16,237	82.1%
5	Epilepsy	49	\$1,158,407	\$23,641	83.8%
6	Category 5	219	\$3,515,673	\$16,053	78.0%
7	Other	1,054	\$3,130,217	\$2,970	57.4%
8	Totals	4,738	\$101,995,422	\$21,527	76.9%

All of SCLARC's data reports can be found at
<https://sclarc.org/transparency-portal.php>

AVERAGE POS COST PER INDIVIDUAL BY DIAGNOSIS FOR NON HISPANIC OR AFRICAN AMERICAN INDIVIDUALS

	A	B	C	D	E
1	FY 2018-2019 Diagnosis Summary	Individual Count	Total Expenses	Average Cost Per Individual	Utilized
2	Autism	453	\$7,353,050	\$16,232	81.0%
3	Intellectual Disability	609	\$26,301,401	\$43,188	73.7%
4	Cerebral Palsy	24	\$318,534	\$13,272	83.9%
5	Epilepsy	14	\$105,989	\$7,571	82.2%
6	Category 5	67	\$436,310	\$6,512	77.8%
7	Other	605	\$2,029,224	\$3,354	63.5%
8	Totals	1,772	\$36,544,508	\$20,623	74.6%

All of SCLARC's data reports can be found at
<https://sclarc.org/transparency-portal.php>

INDIVIDUAL COUNT BY ETHNICITY

	A	B	C	D
1		FY 2018-2019	FY 2017-2018	FY 2016-2017
2	Ethnicity	Individual Count	Individual Count	Individual Count
3	American Indian or Alaska Native	12	15	11
4	Asian	183	156	145
5	Black/African American	4,738	4,433	4,356
6	Hispanic	15,203	13,494	12,130
7	Native Hawaiian or Other Pacific Islander	23	12	10
8	Other Ethnicity or Race / Multi-Cultural	1,020	1,075	967
9	White	534	540	528
10	Totals	21,713	19,725	18,147

AVERAGE POS COST PER INDIVIDUAL BY RESIDENCE FOR ALL INDIVIDUALS

	A	B	C	D	E
1	FY 2018-2019 Residence	Individual Count	Total Expenses	Average Cost Per Individual	Utilized
2	Out-of-State	4	\$38,152	\$9,538	82.3%
3	Home of Parent or Guardian	18,337	\$117,322,914	\$6,398	67.1%
4	Independent Living or Supported Living	845	\$25,901,370	\$30,653	70.6%
5	Developmental Center/State Hospital	22	\$270,925	\$12,315	46.8%
6	Correctional Institution	66	\$481,645	\$7,298	57.9%
7	Community Care Facility (CCF)	1,054	\$100,296,093	\$95,158	85.1%
8	ICF Facility & Continuous Nursing	169	\$4,143,408	\$24,517	72.1%
9	Skilled Nursing Facility (SNF)	82	\$1,056,013	\$12,878	72.9%
10	Foster Home, Children	959	\$2,771,158	\$2,890	62.5%
11	Family Home, Adults	58	\$3,519,475	\$60,681	89.3%
12	Psychiatric Treatment Facility	5	\$97,921	\$19,584	66.0%
13	Rehabilitation Center	10	\$107,334	\$10,733	74.4%
14	Acute General Hospital	31	\$1,323,252	\$42,686	87.3%
15	Sub-Acute	3	\$2,255	\$752	100.0%
16	Community Treatment Facility	5	\$554,304	\$110,861	91.3%
17	Hospice	2	\$798	\$399	100.0%
18	Transient/Homeless	27	\$649,829	\$24,068	66.9%
19	Other	34	\$806,236	\$23,713	77.9%
20	Totals	21,713	\$259,343,081	\$11,944	73.9%

PER CAPITA COMPARISON BY ETHNICITY

	A	B				C				D			
1		Hispanic Individuals				African American Individuals				All Other Ethnic Individuals			
2	FY 2018-2019 Residence	Individual Count		Avg Cost Per Individual	Utilized	Individual Count		Avg Cost Per Individual	Utilized	Individual Count		Avg Cost Per Individual	Utilized
3	Out-of-State	2	\$19,976	\$9,988	89.7%	1	\$16,172	\$16,172	85.4%	1	\$2,004	\$2,004	39.0%
4	Home of Parent or Guardian	14,035	\$83,459,507	\$5,947	67.5%	3,131	\$27,415,169	\$8,756	66.7%	1,171	\$6,448,238	\$5,507	65.1%
5	Independent Living /Supported Living	279	\$7,568,474	\$27,127	71.4%	502	\$16,361,999	\$32,594	69.4%	64	\$1,970,896	\$30,795	79.4%
6	Developmental Center/State Hospital	5	\$101,960	\$20,392	45.1%	15	\$163,919	\$10,928	49.3%	2	\$5,046	\$2,523	25.2%
7	Correctional Institution	25	\$140,693	\$5,628	71.6%	36	\$329,032	\$9,140	52.8%	5	\$11,920	\$2,384	97.3%
8	Community Care Facility (CCF)	272	\$25,284,324	\$92,957	89.4%	547	\$50,084,646	\$91,562	87.6%	235	\$24,927,123	\$106,073	76.9%
9	ICF Facility & Continuous Nursing	45	\$940,405	\$20,898	63.7%	63	\$1,517,846	\$24,093	73.6%	61	\$1,685,157	\$27,626	76.3%
10	Skilled Nursing Facility (SNF)	21	\$478,324	\$22,777	66.7%	34	\$428,840	\$12,613	85.3%	27	\$148,849	\$5,513	65.3%
11	Foster Home, Children	471	\$1,517,735	\$3,222	64.9%	311	\$872,770	\$2,806	59.2%	177	\$380,653	\$2,151	61.0%
12	Family Home, Adults	14	\$628,910	\$44,922	92.8%	37	\$2,404,007	\$64,973	88.2%	7	\$486,558	\$69,508	90.0%
13	Psychiatric Treatment Facility	3	\$64,108	\$21,369	56.1%	2	\$33,813	\$16,906	98.7%	0	-	-	-
14	Rehabilitation Center	3	\$39,409	\$13,136	87.0%	6	\$33,395	\$5,566	52.9%	1	\$34,531	\$34,531	96.4%
15	Acute General Hospital	9	\$126,848	\$14,094	78.1%	15	\$874,596	\$58,306	88.6%	7	\$321,808	\$45,973	88.1%
16	Sub-Acute	1	\$78	\$78	100.0%	1	\$78	\$78	100.0%	1	\$2,099	\$2,099	100.0%
17	Community Treatment Facility	1	\$762	\$762	100.0%	4	\$553,542	\$138,385	91.3%	-	-	-	-
18	Hospice	2	\$798	\$399	100.0%	-	-	-	-	-	-	-	-
19	Transient/Homeless	2	\$159,601	\$79,801	82.3%	23	\$485,664	\$21,116	64.5%	2	\$4,564	\$2,282	18.9%
20	Other	13	\$271,240	\$20,865	81.2%	10	\$419,935	\$41,994	71.9%	11	\$115,062	\$10,460	98.1%
21	Totals	15,203	120,803,151	\$7,946	71.4%	4,738	101,995,422	\$21,527	76.9%	1,772	36,544,508	\$20,623	74.6%

PER CAPITA COMPARISON BY AGE GROUP

Individuals Served by Age and Ethnicity for FY 2018-2019

Individual Count by Age Group and Ethnicity	Age Group Description	Individual Count	Number of Individuals Served		Individual Count	Number of Individuals Served	Individual Count	Number of Individuals Served
Age Group		Hispanic	Age Group %		African American	Age Group %	All Others	Age Group %
Birth To 2 years	Birth To 2 Years	3,852	25%		673	14%	370	21%
3 to 21 Years	3 to 21 Years	8,079	53%		1,717	36%	776	44%
22 and Older	22 and Older	3,272	22%		2,348	50%	626	35%
Totals	Total individuals Served per Each Ethnicity	15,203	100%		4,738	100%	1,772	100%
	Age Group Description	Total Individuals all Ethnicities	Hispanic	African American	All Others	Total Percentage		
Birth To 2 years	Birth To 2 Years	4,895	79%	14%	8%	100%		
3 to 21 Years	3 to 21 Years	10,572	76%	16%	7%	100%		
22 and Older	22 and Older	6,246	52%	38%	10%	100%		
Total	Total All Ethnicity Groups	21,713						

INDIVIDUAL WITH NO POS BY ETHNICITY

	A	B				C				D			
1		FY 2018-2019				FY 2017-2018				FY 2016-2017			
2	Ethnicity	Individual w/POS	% w/POS	Individual w/No POS	% no POS	Individual w/POS	% w/POS	Individual w/No POS	% no POS Svc.	Individual w/POS Svc.	% w/POS Svc.	Individual w/No POS Svc.	% no POS Svc.
3	American Indian or Alaska Native	10	83.33%	2	16.67%	13	86.67%	2	13.33%	10	90.91%	1	9.09%
4	Asian	158	86.34%	25	13.66%	134	85.90%	22	14.10%	125	86.21%	20	13.79%
5	Black/African American	4,196	88.56%	542	11.44%	3,821	86.19%	612	13.81%	3,657	83.95%	699	16.05%
6	Hispanic	13,184	86.72%	2,019	13.28%	11,276	83.56%	2,218	16.44%	9,892	81.55%	2,238	18.45%
7	Native Hawaiian or Other Pacific Islander	20	86.96%	3	13.04%	10	83.33%	2	16.67%	10	100.00%	0	0.00%
8	Other Ethnicity or Race or Multi-Cultural	877	85.98%	143	14.02%	927	86.23%	148	13.77%	844	87.28%	123	12.72%
9	White	497	93.07%	37	6.93%	491	90.93%	49	9.07%	481	91.10%	47	8.90%
10	Totals	18,942	87.24%	2,771	12.76%	16,672	84.52%	3,053	15.48%	15,019	82.76%	3,128	17.24%

What is the Regional Center currently doing to make sure we deliver more services and quality outcomes?





ENHANCING CUSTOMER SERVICE

We continue to work towards building the skills and capacity of our staff by holding monthly trainings for Service Coordinators.

- Technical and Soft Skills Training
- Professionalism
- Customer Service
- New Changes to Regulations and Services
- Information/Training Sessions from Generic Resources

SCLARC opened a new office in the City of South Gate:
12226 S. Garfield Avenue South Gate, CA 90280

SCLARC's Main Office on Western Ave. previously opened two Saturdays per month by appointment only, for Intake appointment or Parent Education.



TRAINING, DEVELOPMENT & RECRUITMENT

STAFF TRAINING & DEVELOPMENT INCLUDES:

- Person Centered Thinking Development
- Regional Center Services & Generic Agencies
- Protocol for Funding Services
- Annual Cost Statement
- Collateral Materials (List of Services)
- Experienced Staff Shadowing Service Coordinators



TRAINING, DEVELOPMENT & RECRUITMENT

FREQUENCY OF STAFF TRAININGS:

- New Service Coordinators receive 12 weeks of training.
- All Service Coordinators receive monthly training.

RECRUITMENT:

- SCLARC will continue to hire Service Coordinators.
- Help Reduce Caseloads.
- Improve Service Delivery.



TRAINING, DEVELOPMENT & RECRUITMENT

DCAS PARENT TRAINING

SCLARC continues to keep families up to date by offering trainings in various areas such as:

- Person Centered Thinking (PCT)
- New Parent Orientations
- McClanney Family Resource Center offers parent education opportunities on a monthly basis at LA and South Gate offices, visit online calendar for current topics:

<https://mcclaneyfrc.org/frc-calendar/>



COMMUNITY SERVICES VENDOR TRAININGS

VENDOR RESIDENTIAL TRAININGS

- Vendor Expectation and Title 17 Regulations
- Medication Training
- Behavior Management Training, Part I & Part II
- Special Incident Reporting
- Nutritional Considerations for Individuals
- HIPPA
- Person Centered Training
- Self Determination Overview
- Residential Trainings



TRAINING, DEVELOPMENT & RECRUITMENT

QUARTERLY VENDOR TRAININGS

- **2018/19**
 - HIPPA Training (29 participants)
 - Self-Determination: An Overview for Vendored Service Providers (26 participants)
 - Hoarding Intervention for SLS Providers (44 participants)
- **2019/20**
 - California Able Act -CalABLE (42 participants)

VENDOR TECHNICAL ASSISTANCE TRAININGS & EMPLOYMENT VENDOR TRAININGS

TECHNICAL ASSISTANCE TRAININGS

- **2018/19**
 - SIR Small- Group Technical Assistance Training (37 participants)
 - Medication Small Group Technical Assistance Training (13 participants)
- **2019/20**
 - SIR Small- Group Technical Assistance Training (46 participants)

EMPLOYMENT VENDOR TRAININGS

- **2018/19**
 - Social Security WIPA Program and Ticket to Work
 - Employment Services Billing
- **2019/20**
 - South LA America's Job Center of CA Presentation
 - L A Metro Presentation
 - Employment Services Recap: Services, Processes, and Documentation
 - Social Security Benefits



TRAINING, DEVELOPMENT & RECRUITMENT

CLINICAL VENDOR TRAININGS

- Mental Health First Aide
- Working with Dual Diagnosed Individuals
- Communicable Diseases
- Feeding and Swallowing Issues

TRAINING, DEVELOPMENT & RECRUITMENT

PERSON-CENTERED THINKING TRAININGS

- Six Person Centered Thinking Trainers (4 Trainers are Managers; and Trainers Represent Case Management, Community Services and Clinical Departments)
- Trainings for Families are offered in Spanish and held in the South East Part of SCLARC's Catchment Area.
- The 2 Day Training has been added to the New Employee Orientation.

2 Day Training

- Staff including New Employees
- Vendors

4 Hour Training

- SCLARC Consultants

2 Hour Overview

- Families



TRAINING, DEVELOPMENT & RECRUITMENT

CAREGIVER TRAINING OPPORTUNITIES:

- Person Centered Thinking Trainings offered to community parents throughout the year.
- Monthly English and Spanish orientation sessions held at LA and South Gate offices.
- Self Determination Informational Sessions
- Behavioral Training classes

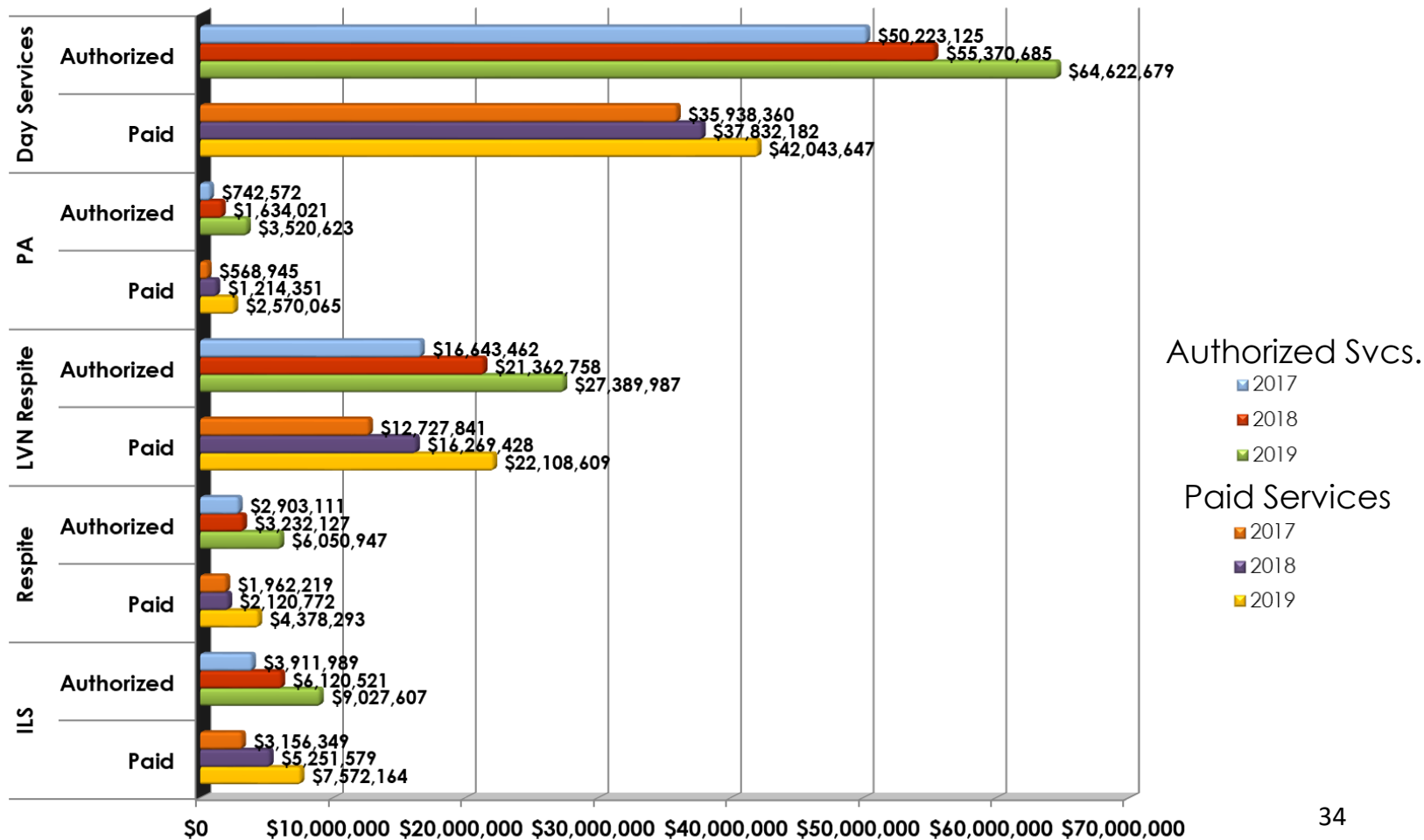


TRAINING, DEVELOPMENT & RECRUITMENT

SCLARC FUNDED DISPARITY SPECIALIST POSITION

- Partners and Collaborates with our Navigator Program.
- Assists Service Coordinators with POS funding to improve funding of services.
- Provides hands-on training to staff regarding case management and service delivery.
- Provides coaching and facilitates monthly meetings to Team Leaders to provide up to date protocols and processes.
- Collaborates with vendors to ensure efficient service delivery.
- Liaison between vendors, Community Services and Service Coordinators for processing employment POS.
- Provides follow-up to issues and concerns from parents or vendors.

POS AUTHORIZED VS PAID: FY 16-17, 17-18 & 18-19 BY SERVICE



COMPARING AUTHORIZED SERVICES

	A	D			C			B		
1		Fiscal Year 2019			Fiscal Year 2018			Fiscal Year 2017		
2		POS Authorized	POS Paid	POS Not Used	POS Authorized	POS Paid	POS Not Used	POS Authorized	POS Paid	POS Not Used
3	Independent Living Skills	\$9,027,607	\$7,572,164	\$1,455,443	\$6,120,521	\$5,251,579	\$868,942	\$3,911,989	\$3,156,349	\$755,640
4	Respite	\$6,050,947	\$4,378,293	\$1,672,654	\$3,232,127	\$2,120,772	\$1,111,355	\$2,903,111	\$1,962,219	\$940,892
5	LVN Respite	\$27,389,987	\$22,108,609	\$5,281,378	\$21,362,758	\$16,269,428	\$5,093,330	\$16,643,462	\$12,727,841	\$3,915,621
6	Personal Assistance	\$3,520,623	\$2,570,065	\$950,558	\$1,634,021	\$1,214,351	\$419,670	\$742,572	\$568,945	\$173,627
7	Day Services	\$14,806,840	\$10,945,084	\$3,861,756	\$14,827,785	\$11,223,129	\$3,604,656	\$15,160,350	\$11,645,534	\$3,514,816
8		\$15,785,964	\$12,123,200	\$3,662,764	\$14,895,330	\$11,654,797	\$3,240,533	\$14,649,914	\$11,411,768	\$3,238,146
9		\$34,029,875	\$18,975,363	\$15,054,512	\$25,647,570	\$14,954,256	\$10,693,314	\$20,412,860	\$12,881,058	\$7,531,802
10	Sub Total	\$64,622,679	\$42,043,647	\$22,579,032	\$55,370,685	\$37,832,182	\$17,538,503	\$50,223,125	\$35,938,360	\$14,284,765
11	Grand Total	\$110,611,844	\$78,672,778	\$31,939,066	\$87,720,111	\$62,688,312	\$25,031,799	\$74,424,259	\$54,353,714	\$20,070,545



Not Utilized Authorizations

- Family is unable to find a new provider and are not interested in an agency worker.
- The individual is not well and has not received the services.
- Families are not utilizing all of the hours that have been authorized.
- Families request the services to not be cancelled until they are ready to utilize the service “just in case I need it.”
- Families move and do not notify the regional center of the move.
- Miscommunication between family and vendor.
- Vendor does not have the appropriate staff to provide the service (language and schedules).



CONTINUE WITH IMPLEMENTATION OF POLICY CHANGES

- Continue to provide Gap funding for ABA/ Therapies.
- Continue to implement Personal Assistance/Specialized Supervision Policy.
- Continue to evaluate monthly Independent Living Skills based on individual need.
- Ongoing Adaptive Skills Training and Socialization Skills Training Policies.
- Continue to increase nursing hours for LVN Respite care based on a respite grid and needs assessment.



CONTINUE WITH IMPLEMENTATION OF POLICY CHANGES

- Respite policy continues to allow for a respite worker to be anyone ages 18 and over in the individual's home/household except the parent/caregiver.
- Continue to review LVN respite exceptions on a case by case basis.
- Continue to provide assistance with individuals interested in or already attending a College/University.
- Fund tailored day services for individuals having difficulties identifying a day program.



RESPONDING TO COMMUNITY FEEDBACK



OUR GOAL IS BETTER SERVICE

- We continue to hold language-focused individual and family orientations for stakeholders new to the regional center system.
- We continue to work with the Parent Advisory Committee to build stronger relationships with our stakeholders.
- We continue to engage with, and support, language focused support groups that provide training and information to monolingual families.
- Increased access to management team through phone system, meetings, and events.



OUR GOAL IS BETTER SERVICE

- We continue to offer informational sessions for those who want to participate in the Self Determination Program (SDP) and orientations for current participants of the Self Determination Program (SDP).*
- We continue to encourage our individuals and families to participate in the National Core Indicator Survey in order to make sure their voices are being heard regarding SCLARC's service delivery efforts.
- We previously opened two Saturdays a month so that our individuals and families had more opportunities and flexibility to meet with SCLARC staff.



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!

DISPARITY FUNDED PROGRAMS

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

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



NAVIGATOR PROGRAM

Updates from the Navigator Program
as of June 2020



GOAL OF NAVIGATOR PROGRAM

- To decrease disparities in service utilization as individuals and families will have additional education and support on available services and how to access such services.
- To increase parent knowledge and understanding of systems of support for children with developmental disabilities.
- To improve customer service, and better prepare families in understanding their loved one's diagnosis and in accessing appropriate supports.



NAVIGATOR UPDATES

FAMILIES SERVED FROM FEBRUARY 2017 TO JUNE 2020:

- **2,500** individual families referred.
- **1,310** successfully completed the program.
- **381** individuals served by SCLARC received new POS services.
- **53** individuals served received an increase in POS services.
- **269** individuals served by SCLARC received new generic services such as SSI, IHSS, Medi-Cal, and others.

NAVIGATOR UPDATES

FAMILIES SERVED OVERALL THROUGH NAVIGATOR PROGRAM:

Of The Individuals Served By The Navigator Program:

- **43%** live in the southeastern portion of our service area, the communities most impacted by issues of disparity in service provision.
- **53%** percent are monolingual Spanish speaking.
- **81%** are Latino/Hispanic, **13%** African-American, **6%** Other
- **1,501** individuals did not previously have POS services prior to being served by the Navigator Program. Of those, so far 289 have received Navigator support with receiving a new POS authorization for service, or an increase in an existing POS service.
- **240** were found eligible for SCLARC services after receiving support with navigating the intake process.



NAVIGATOR UPDATES

- Regional Center Services and IPP: An overview of the available services and supports for those served by SCLARC, and the importance of the Individual Program Plan (IPP).
 - Available as a virtual online presentation, or over the phone as needed.
 - Call the FRC at 213-744-8882 to RSVP.
- Overview of In Home Supportive Services: A detailed workshop on how caregivers can prepare for the application process for IHSS, including information on appeals and request for additional hours.
 - Currently available as a virtual online presentation.
 - RSVP required. Please call 213-744-8882 to register.

SCLARC HEARS YOU

- WORKSHOPS AND TRAININGS IN THE SOUTHEAST: SCLARC's McClaney Family Resource Center is now holding monthly bilingual educational workshops in the new South Gate office, and will continue in the future.
- Parent Advisory Committee (PAC): Quarterly meeting.
- Launching of an app later this year that will allow families to communicate with SCLARC staff and provide direct access to case file information and documentation.
- Through the app SCLARC we'll conduct surveys in order to obtain feedback and improve Service Coordination and the Quality of Vendors.
- MORE ACCESS TO INFORMATION: SCLARC's face book page allows families and individuals served to stay connected with up to date information.
- SOCIAL MEDIA HANDLES:



[South-Central-Los-Angeles-Regional-Center](https://www.facebook.com/South-Central-Los-Angeles-Regional-Center-170231726324515/)

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- SCLARC updated and distributed its Family Services Handbook and Autism Guide. Both are in English and Spanish.

KEEPING CONNECTED

- Please make sure to update your contact information with your Service Coordinator, so that we can provide you with up to date information.
- Don't forget to visit us on Facebook.



[South-Central-Los-Angeles-Regional-Center](https://www.facebook.com/South-Central-Los-Angeles-Regional-Center-170231726324515/)

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KEEPING CONNECTED

- During this pandemic SCLARC buildings may be closed to the public however our staff are available Monday through Friday to assist the individuals we serve and their families.
- SCLARC staff are available 5 days per week, Monday through Friday during regular business hours.
- 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.
- You may also visit SCLARC's Website for more information at www.SCLARC.org

Q&A

