



South Central Los Angeles
Regional Center

PUBLIC FORUM

Purchase of Service Data

FY 2019-2020

June 3, 2021

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 2012-2013, 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:

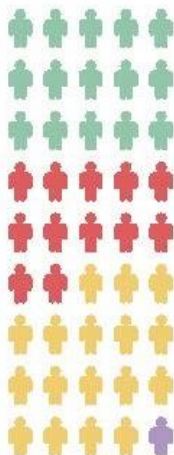
- Present the key highlights of our POS data
- Analyze the highlighted data.
- Discuss SCLARC's plan for addressing the issues and challenges identified by the data.

SCLARC BY THE NUMBERS

SCLARC BY THE NUMBERS

As of 03/01/2020

DIAGNOSIS

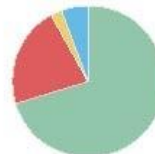


- 33.7% Intellectual Disability
- 27.4% Autism
- 36.7% Other
- 0.7% Epilepsy
- 1.6% Cerebral Palsy

PRIMARY LANGUAGE

58% English
42% Spanish

ETHNICITY



70% Hispanic
22% African American
2% White
6% Other



Age Group	Active Individuals Receiving Services - All Ethnicities	Individuals - All Ethnicities	Hispanic	African American	All Others	Total Percentage
Birth to 2 Years	2,765	4,759	70%	14%	16%	100%
3 To 21 Years	7,115	11,363	77%	16%	7%	100%
22 and Older	7,733	6,433	53%	37%	10%	100%
Total	17,613	22,555				



BREAKDOWN OF REGIONAL CENTER BUDGET

BREAKDOWN OF REGIONAL CENTER'S BUDGET 2019-2020

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.

\$43,077,684

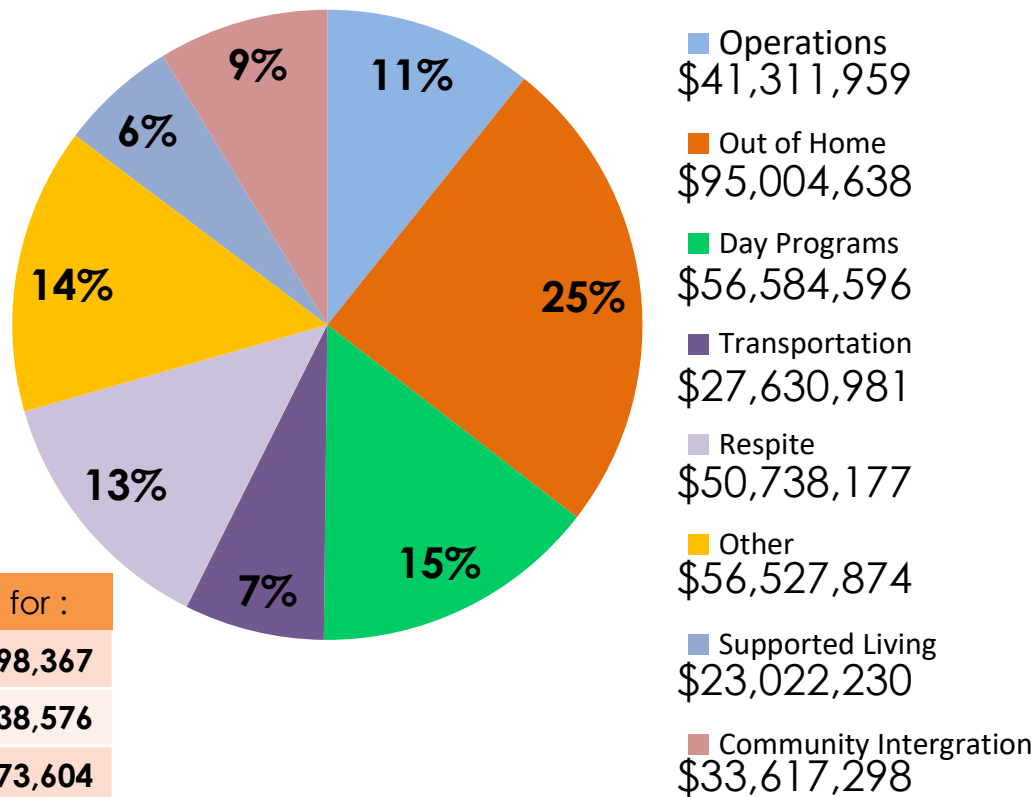
Purchase of Services Budget (POS):

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.

\$343,182,548

POS & OPERATIONS ACTUAL EXPENSES

FY 2019-2020 \$384,437,753 **vs** FY 2016-2017 \$235,765,423



COVID-19 Expenditures for Services for :

Respite	\$13,598,367
Personal Assistance	\$ 4,238,576
Supported Living Services	\$ 173,604

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 2019-2020, 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

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
- 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
- Per Capita Comparison by Age Group
- Individual With No POS by Ethnicity

INDIVIDUAL COUNT BY DIAGNOSIS

	A	B	C	D
1	Diagnosis Summary	FY 2019-2020 Individual Count	FY 2016-2017 Individual Count	Increase from 2016 to 2020
2	Autism	6,179	4,342	42%
3	Intellectual Disability	7,609	7,521	1%
4	Cerebral Palsy	357	321	11%
5	Epilepsy	147	135	9%
6	Category 5	849	570	49%
7	Other	7,414	5,258	41%
8	Totals	22,555	18,147	24%

SUMMARY INDIVIDUAL COUNT BY DIAGNOSIS

- Since FY 2016 – 2017 the number of Individuals served increased by **4,408 (24%)** roughly **1,469** new individuals were served each year through FY 2019-2020.
- Since FY 2016-2017 Autism diagnosis increased by **1,837 (42%)** roughly **612** new Individuals were diagnosed with Autism each year through FY 2019-2020.

AVERAGE POS COST PER INDIVIDUAL BY DIAGNOSIS FOR HISPANIC INDIVIDUALS

	A	B	C	D	E
1	FY 2019-2020 Diagnosis Summary	Individual Count	Total Expenses	Average Cost Per Individual	Utilized
2	Autism	4,564	\$42,186,726	\$9,243	58.0%
3	Intellectual Disability	4,757	\$89,544,136	\$18,824	62.4%
4	Cerebral Palsy	250	\$2,675,214	\$10,701	58.0%
5	Epilepsy	84	\$997,054	\$11,870	54.4%
6	Category 5	549	\$5,239,838	\$9,544	57.8%
7	Other	5,665	\$23,676,332	\$4,179	59.8%
8	Totals FY 2019-2020	15,869	\$164,319,300	\$10,355	60.6%
	Totals FY 2018-2019	15,203	\$120,803,151	\$7,946	71.4%

Utilization decreased due to COVID-19 March - June 2020

AVERAGE POS COST PER INDIVIDUAL BY DIAGNOSIS FOR AFRICAN AMERICAN INDIVIDUALS

	A	B	C	D	E
1	FY 2019-2020 Diagnosis Summary	Individual Count	Total Expenses	Average Cost Per Individual	Utilized
2	Autism	482	\$9,357,963	\$19,415	65.8%
3	Intellectual Disability	579	\$30,025,422	\$51,857	67.8%
4	Cerebral Palsy	26	\$676,823	\$26,032	74.4%
5	Epilepsy	14	\$337,679	\$24,120	71.5%
6	Category 5	68	\$623,981	\$9,176	62.3%
7	Other	636	\$2,574,290	\$4,048	63.2%
8	Totals FY 2019-2020	1,805	\$43,596,158	\$24,153	67.1%
	Totals FY 2018-2019	1,772	\$36,544,508	\$20,623	74.6%

Utilization decreased due to COVID-19 March - June 2020

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

	A	B	C	D	E
	FY 2019-2020 Diagnosis Summary	Individual Count	Total Expenses	Average Cost Per Individual	Utilized
1					
2	Autism	482	\$9,357,963	\$19,415	65.8%
3	Intellectual Disability	579	\$30,025,422	\$51,857	67.8%
4	Cerebral Palsy	26	\$676,823	\$26,032	74.4%
5	Epilepsy	14	\$337,679	\$24,120	71.5%
6	Category 5	68	\$623,981	\$9,176	62.3%
7	Other	636	\$2,574,290	\$4,048	63.2%
8	Totals FY 2019-2020	1,805	\$43,596,158	\$24,153	67.1%
	Totals FY 2018-2019	1,772	\$36,544,508	\$20,623	74.6%

Utilization decreased due to COVID-19 March-June 2020

SUMMARY FOR AVERAGE COST PER INDIVIDUAL BY ETHNICITY

- The Hispanic Individuals account for **70%** of the people served and **49%** of expenditures while the African American Individuals account for **22%** of the people serviced and **38%** of expenditures.
- Overall utilization of services decreased by an average of **13%** across all ethnicities.
- Across all ethnicities, the Intellectual Disability diagnosis accounts for the highest number of Individuals served, roughly **34%** and the highest average cost per Individual roughly **\$37,150**.
- Across all ethnicities, the Autism diagnosis accounts for the second highest number of Individuals served, roughly **27%** and the second highest average cost per Individual roughly **\$16,700**.

INDIVIDUAL COUNT BY ETHNICITY

	A	B	C	D
1		FY 2019-2020	FY 2016-2017	
2	Ethnicity	Individual Count	Individual Count	Difference
3	American Indian or Alaska Native	16	11	5
4	Asian	182	145	37
5	Black/African American	4,881	4,356	525
6	Hispanic	15,869	12,130	3,739
7	Native Hawaiian or Other Pacific Islander	26	10	16
8	Other Ethnicity or Race / Multi-Cultural	1,050	967	83
9	White	531	528	3
10	Totals	22,555	18,147	4,408

AVERAGE POS COST PER INDIVIDUAL BY RESIDENCE FOR ALL INDIVIDUALS

	A	B	C	D	E
1	FY 2019-2020 Residence	Individual Count	Total Expenses	Average Cost Per Individual	Utilized
2	Out-of-State	1	\$8,140	\$8,140	37.7%
3	Home of Parent or Guardian	18,995	\$163,867,065	\$8,627	54.8%
4	Independent Living or Supported Living	879	\$34,409,003	\$39,146	64.9%
5	Developmental Center/State Hospital	9	\$72,434	\$8,048	87.9%
6	Correctional Institution	60	\$1,136,644	\$18,944	74.3%
7	Community Care Facility (CCF)	1,082	\$121,284,711	\$112,093	78.6%
8	ICF Facility & Continuous Nursing	154	\$4,058,474	\$26,354	60.6%
9	Skilled Nursing Facility (SNF)	80	\$1,543,427	\$19,293	72.4%
10	Foster Home, Children	1,153	\$3,894,288	\$3,378	59.1%
11	Family Home, Adults	48	\$4,019,424	\$83,738	79.5%
12	Psychiatric Treatment Facility	5	\$731,110	\$146,222	78.6%
13	Rehabilitation Center	6	\$152,660	\$25,443	59.6%
14	Acute General Hospital	26	\$693,142	\$26,659	79.5%
15	Sub-Acute	8	\$141,827	\$17,728	92.6%
16	Community Treatment Facility	2	\$9,276	\$4,638	38.9%
17	Hospice	2	\$21,368	\$10,684	95.9%
18	Transient/Homeless	21	\$346,284	\$16,490	70.6%
19	Other	24	\$732,089	\$30,504	66.7%
20	Totals	22,555	\$337,121,364	\$14,947	63.3%

SUMMARY AVERAGE POS COST PER INDIVIDUAL BY RESIDENCE

- 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 **22,555** Individuals with annual expenses totaling **\$337,121,364** and an average cost of **\$14,947** for all residence types with a **63%** utilization rate.
- Of the **22,555** Individuals served by SCLARC:
 - **18,995** lived at home with a parent(s) or guardian
 - The total expense to support these Individuals was **\$164M** with an average per person cost of **\$9k** and a **55%** utilization rate.
 - **1,082** lived in a Community Care Facility
 - The total expense to support these Individuals was **\$121M** with an average per person cost of **\$112k** and a **78.6%** utilization rate.
- The highest average cost per Individual totaled **\$146k** for **5** individuals residing in a psychiatric treatment facility.

PER CAPITA COMPARISON BY ETHNICITY

	A	B				C				D			
1		Hispanic Individuals				African American Individuals				All Other Ethnic Individuals			
2	FY 2019-2020 Residence	Individual Count	Expenses	Avg Cost Per Individual	Utilized	Individual Count	Expenses	Avg Cost Per Individual	Utilized	Individual Count	Expenses	Avg Cost Per Individual	Utilized
3	Out-of-State	0	-	-	-	1	\$8,140	\$8,140.02	37.7%	0	-	-	-
4	Home of Parent or Guardian	14,562	\$117,983,508	\$8,103.81	56.1%	3,246	\$37,065,617	\$11,418.86	51.7%	1,187	\$8,793,838	\$7,408.46	52.5%
5	Independent Living /Supported Living	297	\$10,040,217	\$65,842.55	65.5%	504	\$21,145,532	\$81,872.29	63.5%	78	\$3,223,254	\$76,604.45	72.7%
6	Developmental Center/State Hospital	2	\$52,980	\$26,489.83	91.4%	7	\$19,454	\$7,469.99	79.6%	0	-	-	-
7	Correctional Institution	19	\$56,642	\$5,763.35	70.6%	41	\$1,080,001	\$39,034.75	74.6%	0	-	-	-
8	Community Care Facility (CCF)	288	\$31,279,466	\$439,940.05	82.1%	558	\$61,440,025	\$501,515.84	79.5%	238	\$28,615,177	\$645,487.74	73.2%
9	ICF Facility & Continuous Nursing	38	\$944,652	\$109,830.34	58.2%	60	\$1,643,682	\$97,626.41	62.8%	54	\$1,420,184	\$147,284.44	66.3 %
10	Skilled Nursing Facility (SNF)	17	\$461,273	\$30,966.01	75.2%	39	\$766,729	\$62,086.79	73.7%	24	\$315,425	\$13,142.70	66.3%
11	Foster Home, Children	608	\$2,201,755	\$17,135.87	60.9%	346	\$1,141,916	\$4,644.01	55.8%	199	\$550,616	\$2,780.89	59.3%
12	Family Home, Adults	9	\$865,009	\$96,112.14	84.4%	33	\$2,737,900	\$82,966.66	78.0%	6	\$416,515	\$69,419.10	80.2%
13	Psychiatric Treatment Facility	1	\$34,280	\$34,280.35	51.1%	4	\$696,829	\$174,207.35	80.7%	0	-	-	-
14	Rehabilitation Center	1	\$31	\$31.25	100.0%	2	\$133,987	\$66,993.65	74.5%	3	\$18,642	\$6,213.98	24.4%
15	Acute General Hospital	8	\$39,614	\$4,951.77	70.3%	12	\$599,460	\$49,954.99	79.2%	6	\$54,068	\$9,011.40	92.4%
16	Sub-Acute	3	\$135,912	\$68,106.10	98.1%	3	\$1,713	\$856.48	30.7%	2	\$4,202	\$2,101.17	46.5%
17	Community Treatment Facility	1	\$0	\$0.00	0.0%	1	\$9,276	\$9,275.90	38.9%	0	-	-	-
18	Hospice	1	\$998	\$997.75	100.0%	1	\$20,370	\$20,370.25	95.7%	0	-	-	-
19	Transient/Homeless	8	\$184,101	\$23,012.66	79.6%	12	\$142,083	\$11,840.22	59.9%	1	\$20,100	\$20,099.60	89.7%
20	Other	6	\$38,861	\$6,476.80	66.5%	11	\$525,605	\$47,782.30	69.4%	7	\$167,622	\$23,946.06	59.7%
21	Totals	15,869	\$164,343,402	\$9,588.86	60.5%	4,881	\$129,178,320	\$20,061.86	66.0%	1,805	\$43,599,643	\$18,365.48	67.1%

SUMMARY AVERAGE POS COST PER INDIVIDUAL BY RESIDENCE AND ETHNICITY

- Of the **15,869** Hispanic Individuals served:
 - **14,562 (92%)** lived at home with a parent(s) or guardian total expenses to support these individuals was **\$118M** with an average cost per person **\$8K** and a **56%** utilization rate.
 - **288 (2%)** reside in a Community Care Facility total expenses to support these individuals was **\$31M** with an average cost per person **\$440K** and a **82%** utilization rate.
- Of the **4,881** African American Individuals served:
 - **3246 (67%)** lived at home with a parent(s) or guardian total expenses to support these individuals was **\$37M** with an average cost per person **\$11K** and a **51%** utilization rate.
 - **558 (11%)** reside in a Community Care Facility total expenses to support these individuals was **\$61M** with an average cost per person **\$501K** and a **80%** utilization rate.
- Of the **1,805** Non Hispanic or African American Individuals served:
 - **1,187 (66%)** 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 **53%** utilization rate.
 - **238 (13%)** reside in a Community Care Facility total expenses to support these individuals was **\$28M** with an average cost per person **\$645K** and a **73%** utilization rate.

PER CAPITA COMPARISON BY AGE GROUP

Individuals Served by Age and Ethnicity for FY 2019-2020						
Age Group Description All Ethnicity Groups	Total Individuals	Hispanic	African American	All Others	Total Percentage	
Birth To 2 Years	4,759	78%	14%	8%	100%	
3 to 21 Years	11,363	77%	16%	7%	100%	
22 and Older	6,433	53%	37%	10%	100%	
Total	22,555					
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	3,733	24%	650	13%	376	21%
3 to 21 Years	8,707	55%	1,864	38%	791	44%
22 and Older	3,428	22%	2,367	48%	638	35%
Total Individuals Served Per Each Ethnicity	15,868	100%	4,881	100%	1,805	100%

SUMMARY PER CAPITA COMPARISON BY AGE GROUP AND ETHNICITY

- Of the **22,555** Individuals served **16,122** or **71%** are under 21 years old and the majority are Hispanic:
 - Hispanic Individuals **12,440**
 - African American Individuals **2,514**
 - Other Individuals **1,168**
 - Total **16,122**
- Of the **22,555** Individuals served **6,433** or **29%** are over 22 years old and the majority are Hispanic.
 - Hispanic Individuals **3,428**
 - African American Individuals **2,367**
 - Other Individuals **638**
 - Total **6,433**

INDIVIDUAL WITH NO POS BY ETHNICITY

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

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.
- In **FY 2016-2017** SCLARC had **3,128 (17%)** Individuals who did not have a POS authorization.
- In **FY 2019-2020** SCLARC had **2,784 (12%)** Individuals who did not have a POS authorization.
- Over the three year period, the number of Individuals with no POS authorizations was reduced by **344**.
- The reduction of Individuals with no POS authorizations was shared across all ethnicities.

SCLARC's
Service Delivery
and Quality Outcomes



BRIDGING THE GAP

Disparity Specialist Position

SCLARC Funded position to improve purchase of services.

Person Centered Thinking and Training

Looking at the individual as a person not an entity or a medical diagnosis. Focusing on their strengths and desires, not their deficits.

Self Determination Program

Providing a second model for the delivery of services to Regional Center individuals for whom their needs may not be met under the traditional model.

Response to the Pandemic

Identified the unique needs of every individual and provided appropriate services to promote health and safety during the pandemic.

Customer Service and Communication

Collaborating with families to ensure services are provided in a timely manner. SCLARC made its presence in the Southeast area with the opening of the South Gate office in November of 2019. Created the Supplemental Materials Guidebook, which includes a list of services funded by SCLARC and is updated on a yearly basis.

Staff Training

Continued training for Service Coordinators regarding case management procedures and protocols while enhancing their knowledge and skills required to complete their job responsibilities.

SCLARC's Parent Navigator Program

Funded by a DDS Service Access & Equity Grant, SCLARC's Navigator program provides individuals and families served by the Regional Center with support in understanding and acquiring supportive services including POS funded services, IHSS, SSI, and other generic community services.

DISPARITY SPECIALIST POSITION

Erika Anguiano, Disparity Case Management Specialist, ErikaA@sclarc.org or **1-213-765-3882**

- Collaborates with SCLARC's parent support groups within the community.
- Partners and Collaborates with SCLARC's Navigator Program.
- Assists Service Coordinators to improve POS funding of services.
- Provides hands-on training to staff regarding case management, POS policies and service delivery.
- Provides coaching to Team Leaders with resolving issues and providing changes and updates to protocols and processes.
- Collaborates and communicates with vendors to ensure efficient service delivery and provides additional support to individuals and their families.
- Is a Liaison between vendors, Community Services and Service Coordinators for processing employment POS services.
- Facilitates, responds to questions, conducts trainings and participates in all aspects of the Self Determination Program; primarily for our Spanish speaking families.
- Provides full follow-up to issues and concerns from parents or vendors.
- Monitors the cmhelp@sclarc.org email and the SCLARC's case management helpline: **1-833-725-2721.**

PERSON CENTERED THINKING

Person Centered Planning helps plan an Individual's life and identifies the supports and needs for the individual to sustain independence:

- Person Centered Thinking Development
- Focus on Individual's needs
- Refer to individual by name, reframe from using "Consumer"
- IPP reports become more personalized
- Person Centered Thinking Tools
 - One Page Description
 - What is working and not working

PERSON-CENTERED THINKING TRAINING

- Six Person Centered Trainers and Two Spanish speaking staff currently in training (Trainers represent Department of Case Management, Community Services Department, and the Clinical Department).
- The first 16-hour English Person-Centered Parent Training via Zoom is scheduled to begin in late May 2021.
- The first 16-hour Spanish Person-Centered Parent Training via Zoom is scheduled to begin in July 2021.

Refer to supplemental material for upcoming training dates.

PERSON-CENTERED THINKING TRAINING

- English and Spanish 2-Hour In-Person-Person Centered Parent Trainings scheduled to resume in Fall of 2021.
- Regional Center Staff including New Employees participate in a 2-Day Person Centered Thinking Training.
- Vendors and SCLARC Consultants attend a 4 Hour Person Centered Thinking Training.

Refer to supplemental material for upcoming training dates.

SELF DETERMINATION PROGRAM

The program is scheduled to open to all SCLARC Individuals on June 7th, 2021

New **Voluntary** Service Delivery System: allows participants the opportunity to have more control in developing their service plans and selecting service providers to better meet their needs.

The Lanterman Act lays the ground-work for self-determination by including 5 principals to guide the program:

- **Freedom** - to exercise the same rights as all citizens
- **Authority**- Control of their own budget to purchase needed supports.
- **Support** - Organize resources that are life enhancing and meaningful.
- **Responsibility** - The wise use of public dollars
- **Confirmation** - The important role that individuals play as their own self-advocate.

SELF DETERMINATION PROGRAM

SCLARC's Ongoing SDP Activities

- Bi-Weekly trainings for Service Coordinators
- Monthly SDP Trainings offered to the community in English and Spanish, via Zoom
 - Partnership with FDLRC (started January 2021) to provide trainings (via Zoom) in Spanish (without translation) on various aspects of the SDP process.
 - “Meet and Greets” in English and Spanish for Independent Facilitators/PCPs and FMS agencies
- Monthly SDP Orientations offered in English and Spanish
 - In Fall of 2020, staff were trained to provide orientation in Spanish (without translation).
- Staff trained to conduct budget/spending plan meetings in Spanish (without translation).
- Initiated the Self Determination Contact Project
- Every unit has designated 1 English-speaking and 1 Spanish-Speaking Service Coordinator to be trained in the SDP process.
 - Training all Service Coordinators on SDP to decrease disparities
- Added SDP in English and Spanish to New Parent Orientations

SELF DETERMINATION PROGRAM

SCLARC's Ongoing SDP Activities

- Self Determination Contact Project
- Monthly SDLAC Committee Meeting offered to the community in English with Spanish translation
 - SDP funds to purchase of translation equipment specific to SDP
 - SDLAC Funds for training of two Spanish-speaking Person-Centered Thinking Trainers who can bring this training to our parents and community members in their native language
 - The committee is currently seeking out coaching companies to help with transition services (1:1 coaching)
 - Allocation of funds towards training for strong Independent Facilitators who will be able to connect with our community in their native language
 - Self Determination Guidebook will be available in both English and Spanish
- Outreach for Self Determination
 - Text messages sent in English and Spanish via Everbridge to encourage participation in meetings/trainings.
 - Website redesign with more information about SDP and information available in English and Spanish (including "Contact Us" section)
 - Social media outreach (Facebook, Instagram, State Council Facebook) in English and Spanish regarding SDP.

For more information regarding Self Determination please send email to SelfDetermination@sclarc.org or contact Naomi Hagel: NaomiH@sclarc.org or by calling [323-998-9519](tel:323-998-9519)

RESPONSE TO THE PANDEMIC

In March of 2020, Governor Newsom declared and implemented a State of Emergency in response to the COVID-19 Pandemic. Regional Centers were subsequently provided with directives from the Department of Developmental Services (DDS) allowing regional centers flexibility to better serve and support individuals/families during the quarantine to maintain their health and safety. In response, SCLARC modified our delivery of services to promote the Health and Safety of the individuals we serve during the pandemic.

Increased services and made it easier for individuals/families with receiving the following C19 services and supports:

- Funding of Diapers
- Increase in Respite Hours
- Increased Personal Assistance/Specialized Supervision to assist with remote learning, lack of day programming, and with child-care and behavioral challenges
- Increased LVN Respite Hours
- Considered Participant Directed Services for LVN Needs
- Increased Supportive Living Services Hours
- Increased Independent Living Services
- Continued funding of vendors who provided remote services
- Funding of Alternative Services
- Provided Generic Non-POS funded Services and Supports through Friends of SCLARC and FRC
- Modified placement protocols to meet COVID-19 crisis health and safety state guidelines (surge placements)
- COVID related expenses for families: **March through June 2020: \$6,141,101** and **July 2020 to Current day: \$14,577,080**

RESPONSE TO THE PANDEMIC

CONDUCTED WELLNESS COVID 19 CHECK-IN AND FOLLOW-UP

- SCLARC staff were required to contact all families served by SCLARC to check in on their well being and to provide follow up and services as needed.
- Annual and Quarterly Meetings were held via telephone, zoom/ face time for continued communication with families and ensured that identified needs were met.

CONDUCTED COVID 19 VACCINATION WELLNESS CALLS AND FOLLOW-UP

- SCLARC staff are required to contact all families served by SCLARC to check in on their well being and to provide vaccination assistance for those who are eligible to be vaccinated.
- Provided transportation services if needed for an individual to access a vaccination site.
- SCLARC provided eligibility letters for health care workers and the individuals served by SCLARC.
- SCLARC implemented a Vaccination Call Center staffed by bilingual SCLARC staff to provide the following supports:
 - Contact information: vaccinehelp@sclarc.org and phone number (213) 519-9339
 - Outreach to individuals and their families
 - Answering vaccination questions
 - Responding to vaccination concerns
 - Assisting with scheduling and securing vaccination appointments
 - Providing and tracking our Individuals with a personalized vaccination verification letter
 - Providing and tracking our Individuals Health Care Workers with a personalized verification letter
 - Entered vaccination data into Smart Chart

*Although SCLARC Offices are currently closed to public, SCLARC staff continue to be available to our individuals and community.

CUSTOMER SERVICE AND COMMUNICATION

SCLARC CUSTOMER SERVICE IMPROVEMENTS:

- Opened South Gate Office 12226 Garfield Ave., South Gate, CA 90280
- Completed an Individual and Family Survey
- Launched SCLARC's Helpline and Case Management email in response to communication issues between families and SCLARC staff
- Launched SCLARC's Family Portal Application in response to improving service delivery and communication delivery with individuals and families
- Developed and implemented the use of Seamless documents to allow safe communication of case management documentation with families
- Launched SCLARC's Vendor email dedicated to vendors in order to assist with vendor issues and improve service delivery to our individuals and families
- Updated SCLARC's List of Services (*found in the supplemental material guide on page 18*)
- Encourage the individuals and families we serve to participate in National Core Indicators (NCI) Surveys to assist with improving regional center services

STAFF TRAINING

SCLARC continues to work towards building staff skills and capacity.

FREQUENCY OF STAFF TRAININGS:

- Program Managers attend Leadership Trainings and monthly Management Trainings
- New Service Coordinators receive 12 weeks of orientation and training
- All Service Coordinators receive monthly case management training
- Monthly Case Management 101 Refreshers
- Continued Clinical Trainings
- 2-Day Person Centered Thinking Training for new Staff
- Unit level trainings with regards to policy updates and departmental changes

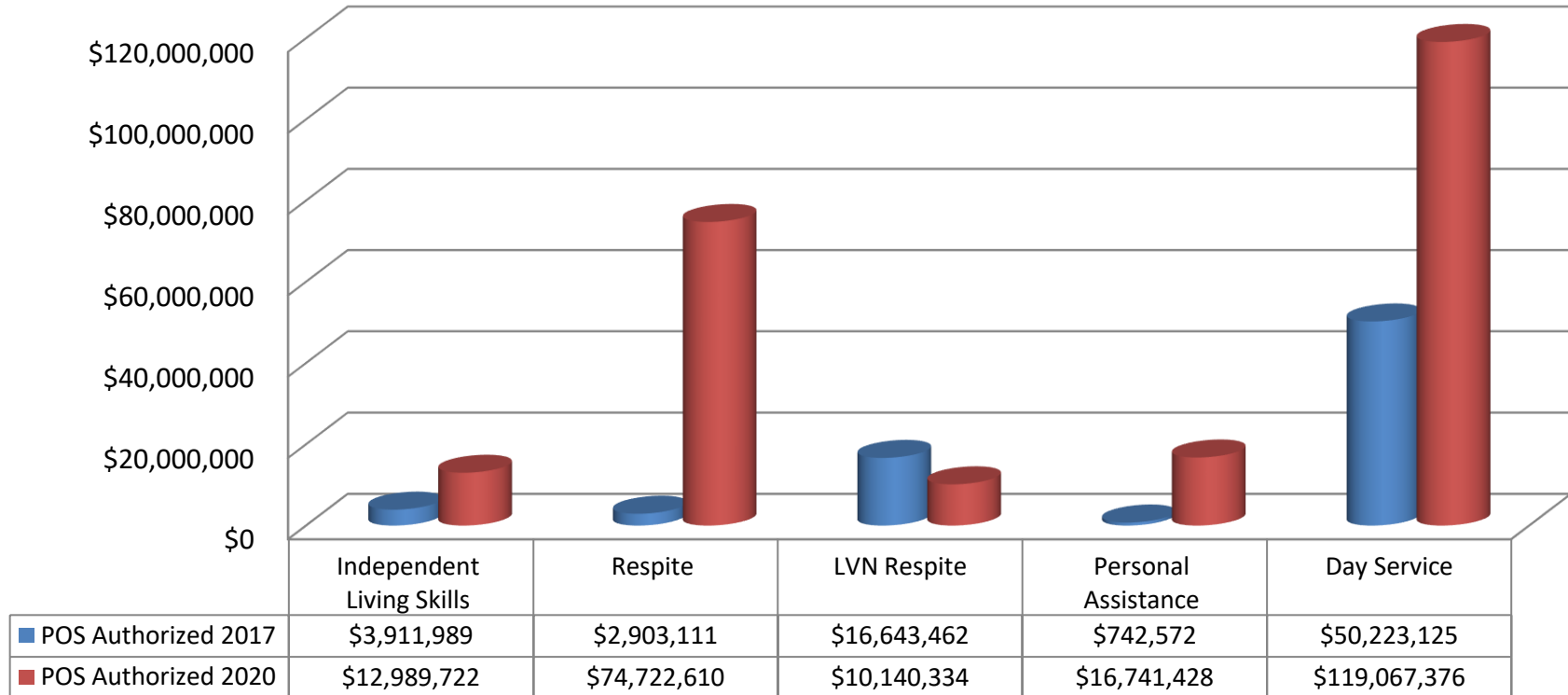
RECRUITMENT:

- SCLARC continues to hire Service Coordinators
 - Helps Reduce Caseloads
 - Improves Service Delivery and Customer Service

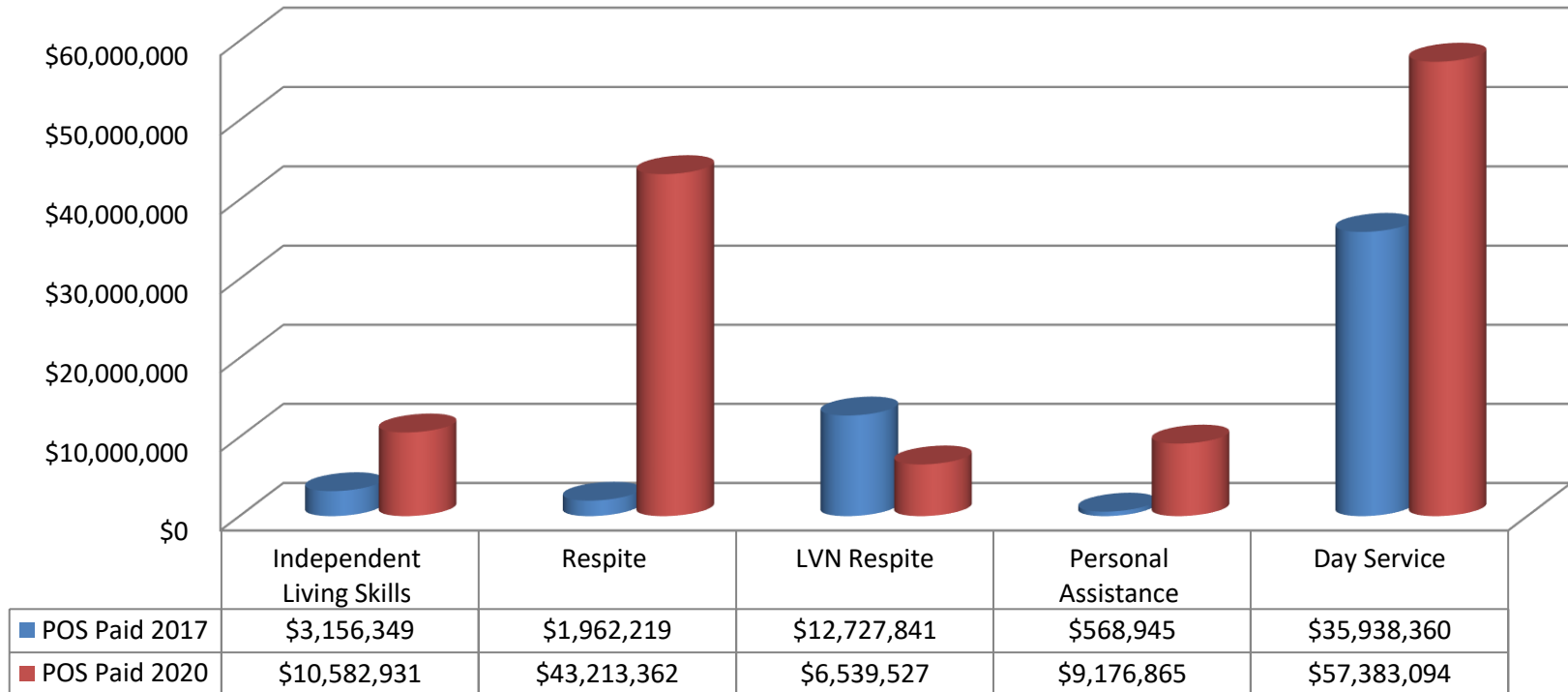
COMPARING AUTHORIZED SERVICES

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

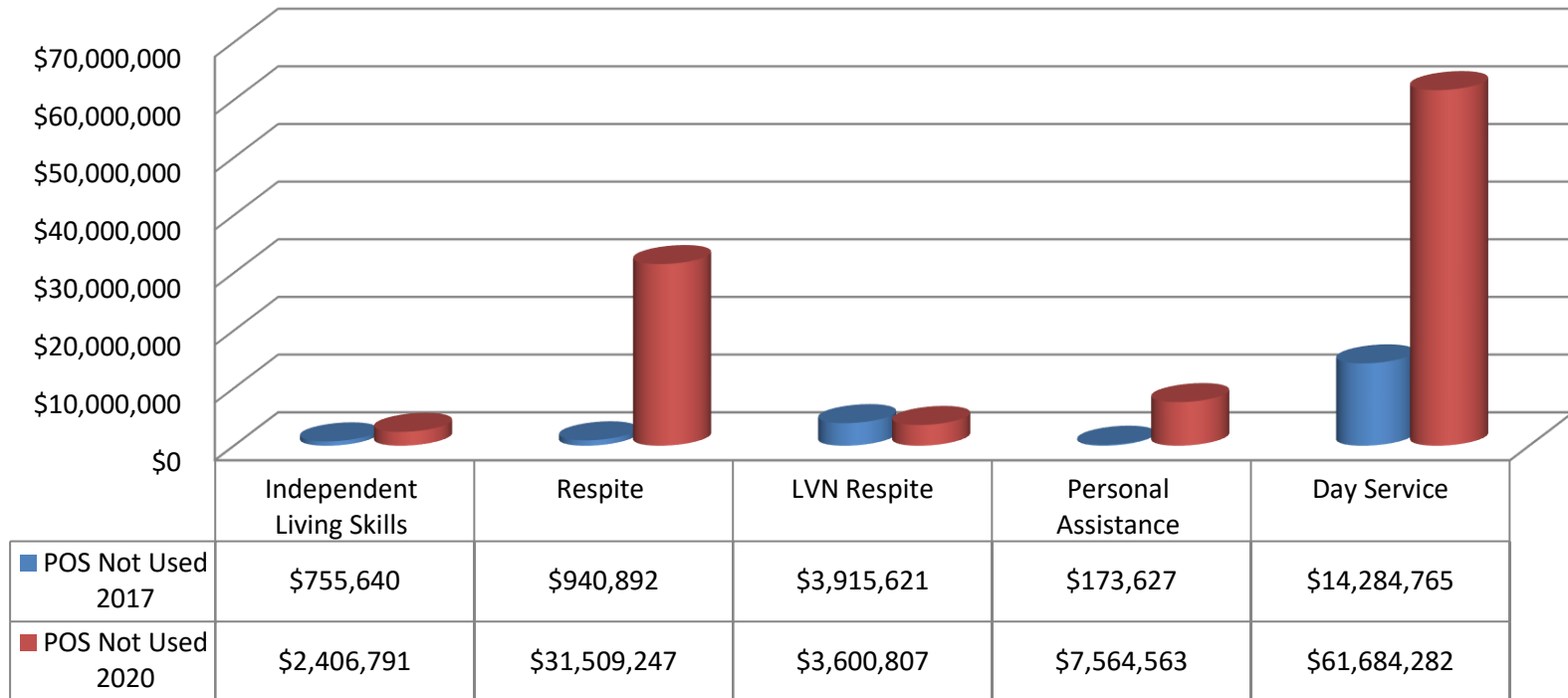
POS AUTHORIZED - FY 2017 vs FY 2020



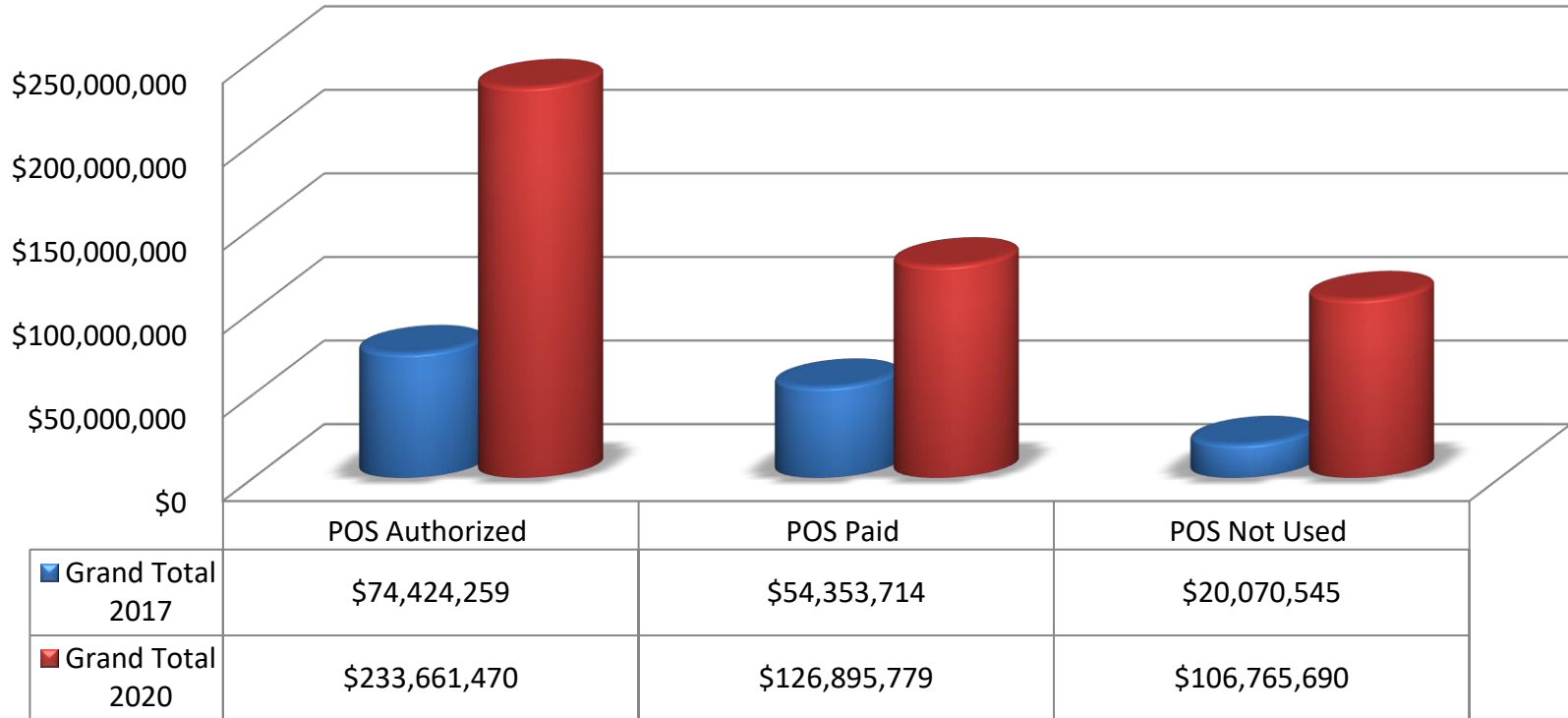
POS PAID - FY 2017 vs FY 2020



POS NOT USED - FY 2017 vs FY 2020



COMPARING AUTHORIZED SERVICES BY GRAND TOTALS - FY 2017 VS FY 2020



NOT UTILIZED AUTHORIZATIONS

- 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 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 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 as a result of the pandemic (day programming, transportation, community integrated programming, etc.).

PURCHASE OF SERVICES

- Yearly updates to the list of services funded by SCLARC.
- Continue to provide Gap funding for ABA/ Therapies.
- Continue to implement Personal Assistance/Specialized Supervision Policy.
- Independent Living Skills increase in hours based on individual need.
- Providing Gap funding for Adaptive Skills Training and Socialization Skills Training Policies.
- Reviewing of nursing hours for LVN Respite care based on respite grid and needs assessment.

Note: Certain services mentioned above require Clinical review of current medical records and/or current Individualized Education Plan.

IMPLEMENTATION OF PREVIOUS POLICY CHANGES

- Respite and Personal Assistance policy allows for a worker to be anyone who qualifies age 18 and over the parent chooses (except the parent/main caregiver) promoting self directed services.
- Continue to review LVN respite exceptions on a case-by-case basis.
- Continue to provide one on one assistance for individuals interested in or already attending a College/University.
- Fund tailored day services for individuals having difficulties identifying a day program.
- Implementation of the Employment First Policy.

CHALLENGES

- Misguided information shared in the community regarding services.
- Reluctance to share documentation with Regional Center in order to conduct an appropriate needs assessment.
- Hesitancy to utilize Generic Resources.
- Hesitancy to disclose Generic Resource utilization.
- Delays in the certification of Respite and Personal Assistance workers.
- Individual/family does not know who their SC or Program Manager are and do not have any contact information.
- Self Determination Program (SDP) Participants hesitation with moving forward in the program.
- Service requests are not based on needs.
- Family should help identify IPP Service Outcome goals and how the services requested will help attain those goals.

THE LANTERMAN DEVELOPMENTAL DISABILITIES SERVICES ACT

Generic Resources Reminder

Regional centers have a mandate not only to serve persons with developmental disabilities, but to provide services in the most cost-effective manner possible. We are required by the Lanterman Act to use all other resources or generic resources first before using regional center funds.

A generic agency is one which has a legal responsibility to serve all members of the general public and receives public funds for providing those services.

Welfare and Institutions Code 4646.4

"This internal process shall ensure adherence with federal and state law and regulation, and when purchasing services and supports, shall ensure all of the following:

- (1) Conformance with the regional center's purchase of service policies, as approved by the department pursuant to subdivision (d) of Section 4434.
- (2) Utilization of generic services and supports when appropriate.
- (3) Utilization of other services and sources of funding as contained in Section 4659."

THE LANTERMAN DEVELOPMENTAL DISABILITIES SERVICES ACT

Generic Resources Reminder

Cal. Code of Regs Title 17, section 54302

(31) "Generic Agency" means any agency which has a legal responsibility to serve all members of the general public and which is receiving public funds for providing such services;

(32) "Generic Support(s)" means voluntary service organizations, commercial businesses, non-profit organizations, generic agencies, and similar entities in the community whose services and products are regularly available to those members of the general public needing them. (These are broad definitions that include school, SSI, insurance, libraries, YMCA, etc.)

4648 Subdivision (a)(8)

In order to achieve the stated objectives of a consumer's individual program plan, the regional center shall conduct activities, including, but not limited to, all of the following:

(a) Securing needed services and supports.

(8) Regional center funds shall not be used to supplant the budget of an agency that has a legal responsibility to serve all members of the general public and is receiving public funds for providing those services.

THE LANTERMAN DEVELOPMENTAL DISABILITIES SERVICES ACT

Generic Resources Reminder

4659 Subdivision (a)-(e)

(a) Except as otherwise provided in subdivision (b) or (e), the regional center shall identify and pursue all possible sources of funding for consumers receiving regional center services. These sources shall include, but not be limited to, both of the following:

(1) Governmental or other entities or programs required to provide or pay the cost of providing services, including Medi-Cal, Medicare, the Civilian Health and Medical Program for Uniform Services, school districts, and federal supplemental security income and the state supplementary program.

(2) Private entities, to the maximum extent they are liable for the cost of services, aid, insurance, or medical assistance to the consumer.

(b) Any revenues collected by a regional center pursuant to this section shall be applied against the cost of services prior to use of regional center funds for those services. This revenue shall not result in a reduction in the regional center's purchase of services budget, except as it relates to federal supplemental security income and the state supplementary program.

(c) Effective July 1, 2009, notwithstanding any other law or regulation, regional centers shall not purchase any service that would otherwise be available from Medi-Cal, Medicare, the Civilian Health and Medical Program for Uniform Services, In-Home Support Services, California Children's Services, private insurance, or a health care service plan when a consumer or a family meets the criteria of this coverage but chooses not to pursue that coverage. If, on July 1, 2009, a regional center is purchasing that service as part of a consumer's individual program plan (IPP), the prohibition shall take effect on October 1, 2009.

THE LANTERMAN DEVELOPMENTAL DISABILITIES SERVICES ACT

Needs assessment when providing services reminder.

Welfare and Institutions Code 4646.5.

“(a) The planning process for the individual program plan described in Section 4646 shall include all of the following: (1) Gathering information and conducting assessments to determine the life goals, capabilities and strengths, preferences, barriers, and concerns or problems of the person with developmental disabilities. For children with developmental disabilities, this process should include a review of the strengths, preferences, and needs of the child and the family unit as a whole. Assessments shall be conducted by qualified individuals and performed in natural environments whenever possible. Information shall be taken from the consumer, the consumer's parents and other family members, the consumer's friends, advocates, authorized representative, if applicable, providers of services and supports, and other agencies.”

IPP SERVICE OUTCOMES

What is your desired outcome for your loved one?

What is the main goal?

Why are you requesting a particular service?

Service Coordinators need to have a better understanding of why the service is being requested and the goals the family is trying to achieve in order to identify the appropriate service.

For example:

Family's requesting Independent Living Skills services for a 16-year-old child. ILS would not be an appropriate service and does not meet SCLARC's Purchase of Service Policy since the child is under the age of 18 and continues to be enrolled in school. Policy requires that individual be 18 years and older and no longer enrolled in school. In this case, if the goal is to have the individual gain independence, a service such as Adaptive Skills Training would be the recommended service to meet his/her needs.

SCLARC's PLAN

1. Promote and Provide Trainings to Parent Groups within SCLARC's Catchment area regarding the Lanterman Act requirements, regional center services and the need for individual assessments.
2. Conduct English Person-Centered Thinking Parent Trainings and Spanish Person-Centered Thinking Parent Trainings in Summer and Fall of 2021.
3. Implemented and utilizing the Pending Respite/PA POS tracking system for SCs in order to assist with follow up and reduce the delay in the certification of Respite and PA workers.

SCLARC's PLAN

4. Continue the utilization of SCLARC's case management email cmhelp@sclarc.org and 1 800 number for family's having a difficult time connecting with their Service Coordinator and/or to discuss other case management concerns/issues.
5. Provide Self-Determination Program parents who are hesitant with moving forward with one-on-one coaching from other SDP parents receiving services in addition to one-to-one assistance from SCLARC staff. The one-to-one meetings will be conducted in their preferred language.
6. Previously opened two Saturdays per month and plan to resume the Saturday openings in Fall of 2021 so that our individuals and families have more opportunities and flexibility to meet with SCLARC Staff.

SCLARC's PLAN




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.

7. Continue with the implementation 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 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 support.



DISPARITY FUNDED PROGRAMS

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 April 2021

NAVIGATOR PROGRAM

- Aims to improve individual and caregiver knowledge of generic resources, and provide assistance to families in 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 (online due to pandemic).
- Annual Transition to Adulthood Fair/Training Series offered for caregivers of students 14-21 years of age.

2017 - 2021 OUTCOMES

- **3,349** individuals/families referred since March 2017
 - **1,842** successfully completed the program
 - **580** cases currently active
- **491** individuals served by SCLARC received new POS
- **69** individuals served increased POS services
- **389** received new generic services such as SSI, IHSS, Medi-Cal, ABA, school district and others
- **71** increased an existing generic service

NAVIGATOR PROGRAM OUTCOMES

- Of individuals served by Navigator Program:
 - 42% live in the southeastern portion of our service area
 - 52% percent are monolingual Spanish speaking.
 - 81% are Latino/Hispanic, 13% African-American, 6% Other
- 1,073 individuals did not previously have POS services prior to participating in Navigator Program.
 - 248 have successfully worked with a Navigator to receive a new POS authorization for service.
 - 231 of those put a new generic service in place such as IHSS, SSI, ABA services, or other generic agency services.
 - 284 are currently working with a Navigator
- 445 individuals referred for support with the intake process
 - 321 children and adults have been found eligible after receiving Navigator support.
 - 189 of those also received new POS services

NAVIGATOR PROGRAM – CURRENT YEAR

- **1,162** individuals/families referred since March 2020
- **404** successfully completed the program
- **306** parents attended online educational workshops
- Developed special online presentations on Pandemic resources for our community on resources such as food, rental support, internet, and school district resources for remote learning.

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).
- **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.
- **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:** An overview of the Social Security Insurance Benefits Program for Individuals with special needs that provides information on eligibility and how to apply.

Available as virtual online presentations, or over the phone as needed.

*Call the FRC at **1-213-744-8882** to RSVP.*

SCLARC COMMUNITY COMMUNICATIONS

- Trainings: SCLARC's McClaney Family Resource Center currently offers trainings online, and will continue in person presentations in Western and South Gate offices in the future.
- Parent Advisory Committee (PAC): Leader's 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.
- 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

- Sign up to our new Newsletter : <https://sclarc.org/news-and-media.php>

SCLARC's NEW WEBSITE

Our new website is mobile friendly and so easy to navigate. We have added new features such as:

- A "Contact Us" form that the community can use to send us messages when they have questions or need help.
- Brand new Google calendar that will be updated with upcoming meeting dates, workshops, trainings and more.
- The McClanney Family Resource Center web page has now been integrated with our SCLARC site making it easier for families to find information and events from the Family Resource Center.

Check out our new website, visit us at

www.sclarc.org!

A promotional graphic for SCLARC's new website. The top half has a red background with the text "SCLARC launches new website!" in white. Below this is the SCLARC logo and the text "Check it out at www.sclarc.org". The bottom half has a green background with images of a smartphone, a laptop, and a tablet. The smartphone shows a newsletter sign-up form with fields for "First Name", "Last Name", and "Email Address", and a "SUBSCRIBE" button. The laptop shows a Google calendar with various events. The tablet shows a "Contact Us" form with a photo of a young boy. Text overlays include "Stay connected, sign newsletter" for the phone, "Sign up for our e-newsletters! We are mobile friendly!" for the phone, "View our calendar for upcoming events!" for the laptop, and "Need help? Contact us!" for the tablet.

SCLARC launches new website!

Check it out at www.sclarc.org

Stay connected, sign newsletter

First Name *

Last Name *

Email Address *

SUBSCRIBE

Sign up for our e-newsletters! We are mobile friendly!

View our calendar for upcoming events!

I need help
Contact Us

Need help? Contact us!

C19 PA/Respite Letter

The DDS C19 Directives allowed the regional centers flexibility in providing services and supports for the individuals served. SCLARC utilized respite and personal assistance among other services to provide flexibility. As a result of the cancellation of in person education, SCLARC agreed to provide Personal Assistance Hours to assist families with remote learning and the lack of day programming. School districts within SCLARC's catchment area are ending the academic year in the month of June. Day programs are also in the process of resuming day program services.

- **For individuals receiving C19 Personal Assistance and/or Respite Hours Due to a School Closure.** Effective June 30, 2021, SCLARC will not be renewing authorizations for C19 Personal Assistance and/or Respite services provided to individuals during the school year for the purpose of remote learning.
- **For individuals receiving C19 Personal Assistance and/or Respite Services Due to a Gap in Day Programming.** Effective June 30, 2021, SCLARC will not be renewing authorizations for C19 Personal Assistance and/or Respite hours provided to individuals due to a lack of day programming.
- We are requesting that you contact your Service Coordinator to discuss individual need and review with the SC SCLARC's Personal Assistance policy for ongoing PA hours.
- SCLARC will be mindful of individual need and any C19 effects families may have suffered. As part of the process the SC may be requesting supportive documentation which includes but not limited to a schedule.

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.
- Please make sure to update your contact information with your Service Coordinator, so that we can provide you with up to date information.
- For Information regarding Self Determination please send email to SelfDetermination@sclarc.org or contact Naomi Hagel via email: NaomiH@sclarc.org / **1-323-998-9519**.
- You may also visit SCLARC's Website for more information at www.SCLARC.org

Q&A

