PUBLIC FORUM

Purchase of Service Data
FY 2020-2021

March 31, 2022

MEETING CONDUCT

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.
- 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.
- 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 any issues and challenges identified by the data.

SCLARC BY THE NUMBERS

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As of 03/01/2020

DIAGNOSIS

- 45.8% Intellectual Disability
- 36.6% Autism
- 13.2% Other
- 9.6% Epilepsy
- 8.2% Cerebral Palsy

PRIMARY LANGUAGE

- 58% English
- 42% Spanish

ETHNICITY

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

SCLARC Service Area Map

* This Includes:
- Intake and Assessment
- Early Start – Infant/ Toddler
- Active Individual
- Closed (Transfer, Not D.D, Deceased, Other)
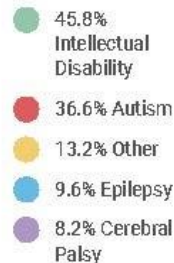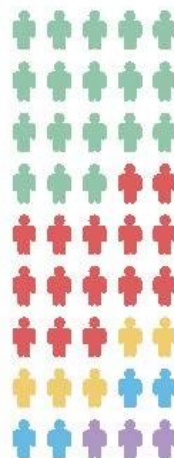
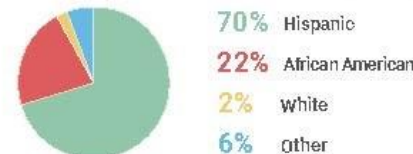| Age Group	Active Individuals Receiving Services - All Ethnicities	Individuals - All Ethnicities	Hispanic	African American	All Others	Total Percentage
Birth to 2 Years	**2,447**	4,516	76%	14%	10%	100%
3 To 21 Years	**9,868**	11,368	77%	16%	7%	100%
22 and Older	**5,801**	6,675	54%	36%	10%	100%
Total	**18,116**	*** 22,559**				

BREAKDOWN OF REGIONAL CENTER BUDGET

BREAKDOWN OF REGIONAL CENTER'S BUDGET 2020-2021

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.
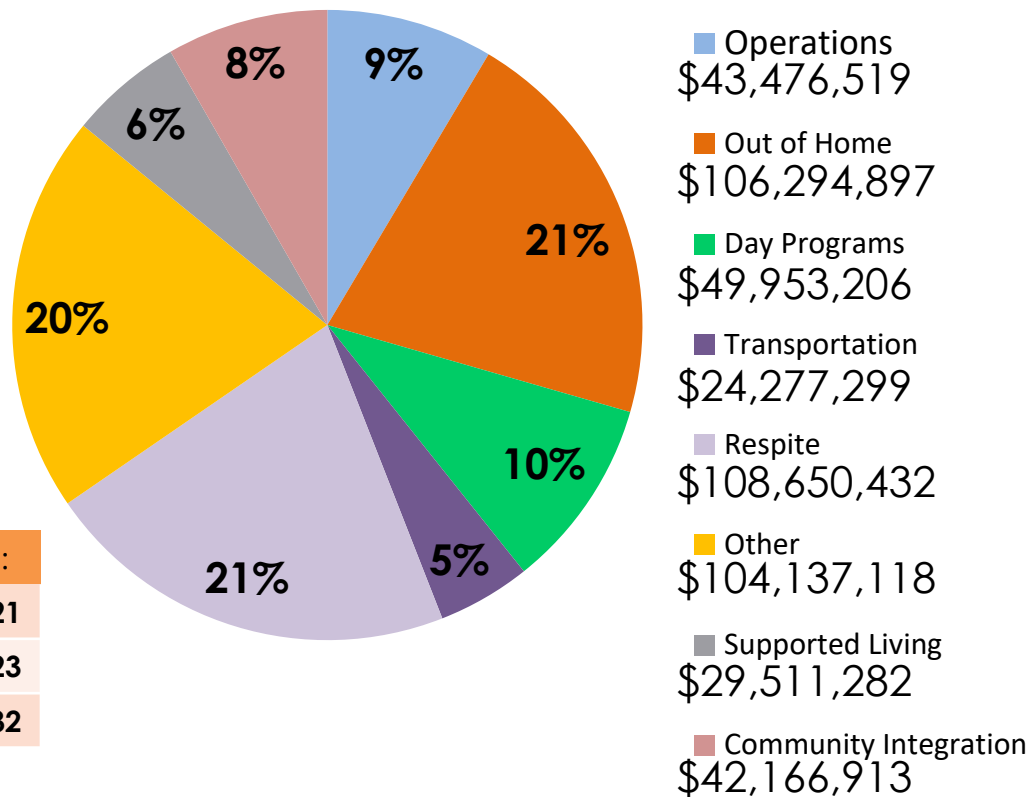**$44,737,840**

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.
$493,055,773

POS & OPERATIONS ACTUAL EXPENSES
FY 2020-2021 $508,467,666 **vs** FY 2016-2017 $235,765,423

Operations
$43,476,519

Out of Home
$106,294,897

Day Programs
$49,953,206

Transportation
$24,277,299

Respite
$108,650,432

Other
$104,137,118

Supported Living
$29,511,282

Community Integration
$42,166,913

COVID-19 Expenditures for Services for :	
Respite	**$69,294,721**
Personal Assistance	**$51,863,023**
Supported Living Services	**$583,332**

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 <u>6</u> for actual data.*

- Average POS Cost Per Individual by Diagnosis for Hispanic Individuals - *Refer to Supplemental Material on page <u>7</u> for actual data.*

- Average POS Cost Per Individual by Diagnosis for African American Individuals - *Refer to Supplemental Material on page <u>8</u> for actual data.*

- Average POS Cost Per Individual by Diagnosis for Non Hispanic or African American Individuals - *Refer to Supplemental Material on page <u>9</u> for actual data.*

- Individual Count by Ethnicity

- Average POS Cost Per Individual by Residence for All Individuals - *Refer to Supplemental Material on page <u>10</u> for actual data.*

- Per Capita Comparison by Ethnicity - *Refer to Supplemental Material on page <u>11</u> for actual data.*

- Per Capita Comparison by Age Group

- Individual With No POS by Ethnicity

- Reading the POS Cost Statement - *Refer to Supplemental Material on page <u>5</u>.*

SUMMARY INDIVIDUAL COUNT BY DIAGNOSIS

- Since FY 2016 – 2017 the number of Individuals served increased by **4,412 (24%)** roughly **1,103** new individuals were served each year through FY 2020-2021.

- Since FY 2016-2017 Autism diagnosis increased by **2,765 (64%)** roughly **691** new Individuals were diagnosed with Autism each year through FY 2020-2021.

Refer to Supplemental Material page 6.

SUMMARY FOR AVERAGE COST PER INDIVIDUAL BY ETHNICITY

- Hispanic Individuals account for **70%** of the people served and **54%** of expenditures.

- African American Individuals account for **21%** of the people serviced and **35%** of expenditures.

- Overall utilization of services decreased by an average of **4.4%** 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 **$36,116.**

- Across all ethnicities, the Autism diagnosis accounts for the second highest number of Individuals served, roughly **32%** and the second highest average cost per Individual roughly **$18,950**.

INDIVIDUAL COUNT BY ETHNICITY

	A	B	C	D
1		**FY 2020-2021**	**FY 2016-2017**	
2	**Ethnicity**	**Individual Count**	**Individual Count**	**Difference**
3	American Indian or Alaska Native	19	11	8
4	Asian	176	145	31
5	Black/African American	4,813	4,356	457
6	Hispanic	15,826	12,130	3,696
7	Native Hawaiian or Other Pacific Islander	23	10	13
8	Other Ethnicity or Race / Multi-Cultural	1,184	967	217
9	White	518	528	10
10	**Totals**	**22,559**	**18,147**	**4,412**

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 **22,559** Individuals with annual expenses totaling **$459,614,248** and an average cost of **$20,374** for all residence types with a **61.5%** utilization rate.

- Of the **22,559** Individuals served by SCLARC:
  - **18,842** lived at home with a parent(s) or guardian
    - The total expense to support these Individuals was **$256M** with an average per person cost of **$14k** and a **56%** utilization rate.
  - **1,049** lived in a Community Care Facility
    - The total expense to support these Individuals was **$138M** with an average per person cost of **$131k** and a **73%** utilization rate.

- The highest average cost per Individual totaled **$165k** for **6** individuals residing in a psychiatric treatment facility.   *Refer to Supplemental Material page 10.*

SUMMARY AVERAGE POS COST PER INDIVIDUAL BY RESIDENCE AND ETHNICITY

- Of the **15,826** Hispanic Individuals served:
  - **14,439 (91%)** lived at home with a parent(s) or guardian total expenses to support these individuals was **$191M** with an average cost per person **$13K** and a **57%** utilization rate.
  - **286 (2%)** reside in a Community Care Facility total expenses to support these individuals was **$38M** with an average cost per person **$134K** and a **78%** utilization rate.

- Of the **4,813** African American Individuals served:
  - **3,171 (66%)** lived at home with a parent(s) or guardian total expenses to support these individuals was **$52M** with an average cost per person **$16K** and a **53%** utilization rate.
  - **543 (11%)** reside in a Community Care Facility total expenses to support these individuals was **$70M** with an average cost per person **$129K** and a **74%** utilization rate.

- Of the **1,920** Non Hispanic or African American Individuals served:
  - **1,232 (64%)** lived at home with a parent(s) or guardian total expenses to support these individuals was **$14M** with an average cost per person **$11K** and a **50%** utilization rate.
  - **220 (11%)** reside in a Community Care Facility total expenses to support these individuals was **$29M** with an average cost per person **$131K** and a **67%** utilization rate.

Refer to Supplemental Material page 11.

SUMMARY PER CAPITA COMPARISON BY AGE GROUP AND ETHNICITY

- Of the **22,559** Individuals served **15,884** or **70%** are under 21 years old and the majority are Hispanic:

  - Hispanic Individuals **12,208**
  - African American Individuals **2,400**
  - Other Individuals **1,276**

  Total **15,884**

- Of the **22,559** Individuals served **6,675** or **30%** are over 22 years old and the majority are Hispanic.

  - Hispanic Individuals **3,618**
  - African American Individuals **2,413**
  - Other Individuals **644**

  Total **6,675**

PER CAPITA COMPARISON BY AGE GROUP

Individuals Served by Age and Ethnicity for FY 2020-2021					
Age Group Description All Ethnicity Groups	**Total Individuals**	**Hispanic**	**African American**	**All Others**	**Total Percentage**	
Birth To 2 Years	4,516	76%	14%	10%	100%	
3 to 21 Years	11,368	77%	16%	7%	100%	
22 and Older	6,675	54%	36%	10%	100%	
Total	**22,559**					
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	3,432	22%	637	13%	447	23%
3 to 21 Years	8,776	55%	1,763	37%	829	43%
22 and Older	3,618	23%	2,413	50%	644	34%
Total Individuals Served Per Each Ethnicity	**15,826**	**100%**	**4,813**	**100%**	**1,920**	**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.

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

- In **FY 2020-2021** SCLARC had **3,230 (14%)** Individuals who did not have a POS authorization.

INDIVIDUALS WITH NO POS BY ETHNICITY

	A	B FY 2020-2021				C FY 2016-2017			
	Ethnicity	**Individual w/POS**	**% w/POS**	**Individual w/No POS**	**% no POS**	**Individual w/POS Svc.**	**% w/POS Svc.**	**Individual w/No POS Svcs.**	**% no POS Svcs.**
3	American Indian or Alaska Native	17	89.47%	2	10.53%	10	90.91%	1	9.09%
4	Asian	147	83.52%	29	16.48%	125	86.21%	20	13.79%
5	Black/African American	4,210	87.47%	603	12.53%	3,657	83.95%	699	16.05%
6	Hispanic	13,437	84.90%	2,389	15.10%	9,892	81.55%	2,238	18.45%
7	Native Hawaiian or Other Pacific Islander	18	78.26%	5	21.74%	10	100.00%	0	0.00%
8	Other Ethnicity or Race or Multi-Cultural	1,025	86.57%	159	13.43%	844	87.28%	123	12.72%
9	White	475	91.70%	43	8.30%	481	91.10%	47	8.90%
10	**Totals**	**19,329**	**85.68%**	**3,230**	**14.32%**	**15,019**	**82.76%**	**3,128**	**17.24%**

POS AUTHORIZED SERVICES

- In **FY 2020-2021**, SCLARC authorized almost **$406 million** of services which include Independent Living Skills, Respite, LVN Respite, Personal Assistance, and Day Services. (see data supplemental guide)

- In **FY 2020-2021** SCLARC's Authorized service amount is a **445% increase** from **FY 2016-2017**

- In **FY 2020-2021,** SCLARC **Paid $228,391,084** for these services, a **320%** increase when compared to **FY 2016-2017**

- In **FY 2020-2021 $177,521,162** POS dollars were not utilized.

POS Authorized services actual data can be found in the Supplemental Material Pg. 67

AUTHORIZATIONS NOT UTILIZED

- 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.).

CHALLENGES

In reviewing FY 2020-2021 POS data SCLARC identified two challenges facing the regional center:

1) % of Individuals with No POS

2) Authorizations not utilized

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

SCLARC'S PLAN
TO ADDRESS
POS CHALLENGES!

1. Implement the ***ENHANCED CASE MANAGEMENT PROGRAM*** to further reduce % 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 will consist of one Enhanced Case Management Supervisor and five Enhanced Case Management Specialists
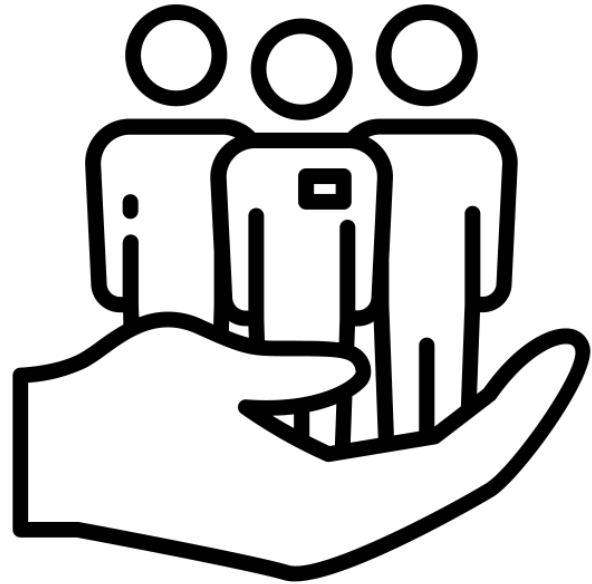
ENHANCED CASE MANAGEMENT SPECIALIST

Enhanced Case Management Specialist (ECMS) will:

- Manage a 1:40 caseload.

- Carry Children or Adults caseloads.

- Utilize Person Centered approach to the Individual Program Plan Process.

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.

- 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.

- Identify and reduce barriers in accessing services and supports.

# ENHANCED CASE MANAGEMENT PROGRAM IMPLEMENTATION

March 2022

- Established Unit
- Updated Case Management System
- Identified and Hired Staffing
- Initiated trainings for Enhanced Case Management Specialists
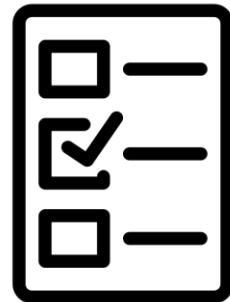
April 2022

- ECM Specialists will begin to contact families
- Conduct pre-test surveys
- Finalize caseloads

Additional Enhanced Case Management Program information can be found in the Supplemental Material on Pg. 69
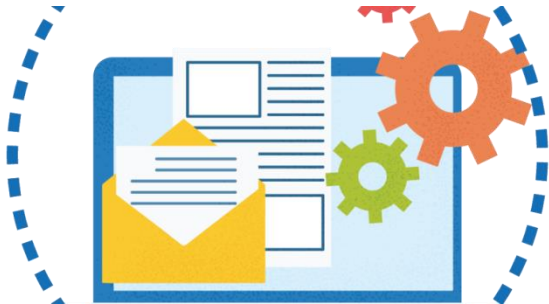
2. Hire ***PARTICIPANT CHOICE SPECIALISTS*** to improve authorized POS utilization.

ROLE OF THE PARTICIPANT CHOICE SPECIALIST

- Provide information, training and outreach to SCLARC staff, individuals and families served, vendors and community on Self Determination and Participant Directed Services.

- Recommend services and supports for individuals with identified unmet needs or changes in circumstance.

- Support the process for securing services by helping to identify providers (including generic resources), sending referrals and processing funding documents.

- Work with individuals and families to troubleshoot issues related to accessing service and service utilization.

- Increase enrollment into the Self Determination Program.

Additional information on the Role of Participant Choice Specialists can be found in the Supplemental Material Pg. 71

PARTICIPANT CHOICE SPECIALISTS

Rocio Rodriguez
RocioR@sclarc.org
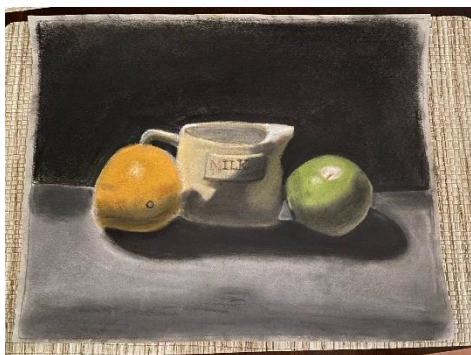Department of Adult Services

Cynthia Rivera
CynthiaR@sclarc.org
Department of Children Services

For general questions and inquiries related to Self Determination:
SelfDetermination@sclarc.org

SELF DETERMINATION PARTICIPANT DATA

SCLARC SDP PARTICIPANT STATUS DATA March 2022	
Completed Orientation	208
Completed Person Centered Plan	91
Budget Certified	70
Spending Plan Completed/Agreed Upon	58
Receiving Services Under SDP Program	58
Scheduled to Begin Services 04/01/2022 *Waiting for approval of workers	7*
DATOS DE ESTADO DE PARTICIPANTE DE SCLARC SDP Marzo de 2022	
Orientación Completada	208
Plan Centrado en la Persona Completado	91
Presupuesto Certificado	70
Plan de Gastos Completado / Acordado	58
Recibir Servicios Bajo el Programa SDP	58
Programado para Comenzar los Servicios 04/01/2022 *Esperando la aprobación de los trabajadores	7*

3. Promote and Provide In-Person/Zoom Trainings to Parent Groups within SCLARC's Catchment area regarding the Lanterman Act requirements, regional center services and the need for individual assessments.

4. Conduct In-Person English Person-Centered Thinking Parent Trainings and Spanish Person-Centered Thinking Parent Trainings in Fall of 2022.

5. Previously opened two Saturdays per month and plan to resume the Saturday openings in Summer of 2022 so that our individuals and families have more opportunities and flexibility to meet with SCLARC Staff.

6. Continue the utilization of SCLARC's case management email cmhelp@sclarc.org and 1-833-725-2721 number for family's having a difficult time connecting with their Service Coordinator and/or to discuss other case management concerns/issues.

SCLARC

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 to encourage and promote enrollment of SCLARC's new Family Portal App.

SCLARC launched the new Family portal app in May 2021. The app allows those served by SCLARC to access their case file, directly message 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.

SERVICE ACCESS & EQUITY FUNDED PROGRAMS

formerly known as Disparity Programs

SERVICE ACCESS & EQUITY FUNDED PROGRAMS

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

Previously Funded Programs

- Staff Capacity Building Trainings
- Outreach Campaign
- Develop New Service Providers
- 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 March 2022

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 TO 2022 OUTCOMES

- **4,216** individuals/families referred since March 2017
  - o **2,284** successfully completed the program
  - o **491** cases currently active
- **556** individuals served by SCLARC received new POS
- **69** individuals served increased POS services
- **563** received new generic services such as SSI, IHSS, Medi-Cal, ABA, school district and others
- **83** increased an existing generic service

NAVIGATOR PROGRAM OUTCOMES 2017-2022

Of Individuals served by Navigator Program:

- o **42%** live in the southeastern portion of our service area
- o **50%** percent are monolingual Spanish speaking.
- o **82%** are Latino/Hispanic, **12%** African-American, **4%** Other

- **1,635** Individuals did not previously have POS services prior to participating in Navigator Program.
  - o **260** have successfully worked with a Navigator to receive a new POS authorization for service.
  - o **293** of those put a new generic service in place such as IHSS, SSI, ABA services, or other generic agency services.
  - o **233** are currently working with a Navigator

- **517** Individuals referred for support with the intake process
  - o **391 children and adults have been found eligible** after receiving Navigator support.
  - o **191** of those also received new POS services

NAVIGATOR PROGRAM
APRIL 2021 – MARCH 2022

- **903** Individuals/families referred since April 2021
- **286** successfully completed the program

- **409** 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 Servi**ces: 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 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 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 population.

Program will be implemented in the 2022 calendar year.

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 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 2021

EARLY START OUTREACH COORDINATOR

- Maria Zaparolli 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 Disparity funds received is $159,979 – will end March 2022

- Received continuation funding through Service Access & Equity in the amount of $150,000 for 24 months – will continue until March 2024

EARLY START OUTREACH COORDINATOR OBJECTIVES

- Connect Latino and African-American children and individuals we serve with children ages birth to three to SCLARC's Early Start Program
  - Children screened for services
  - Children referred for services
  - Children eligible for services

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)
- Hold developmental screening days and events with community partners
    - Watts Community Center
        - Screen children
        - Provide parent education
        - Submit referrals to Early Start Intake
        - Monitor progress of case and assist when needed
- 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

2020-2022 OUTCOMES

Families and children served by the program:

- Served:
  - **93** African American people were served
  - **462** Latino people were served
- Screened:
  - **63** African American children were screened
  - **239** Latino children were screened
- Referred:
  - **38** African American children were referred
  - **145** Latino children were referred
- Eligible
  - **23** African American children were eligible for Early Start Services after receiving support
  - **88** Latino children were referred

Events / Presentations:

- **13** Events attended / presentations provided (due to pandemic, in person outreach events and community presentations were limited)

Referrals from some key community partners:

- **81** Referrals from Watts Community Center
- **92** Referrals from Partners for Children South LA
- **20** Referrals from Bell Gardens Community Clinic
- Additional referrals are obtained from other sources

SCLARC COMMUNITY COMMUNICATIONS

- <u>Trainings</u>: 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.

- <u>Parent Advisory Committee (PAC)</u>: Leader's of local community parent groups who meet quarterly to work collaboratively with SCLARC to discuss issues important to our stakeholders.

- <u>Family App:</u> 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.

- <u>Sign up to our e-newsletter</u> : https://sclarc.org/news-and-media.php

- <u>SCLARC At A Glance</u>: You can find information on our programs, services and advisory committees on our brand new program book. Find a copy of SCLARC At A Glance on our website at: www.sclarc.org.

- <u>Additional Resources</u>: Stay up to date on our activities and community resources by connecting to SCLARC's Facebook and Instagram pages.

f 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.

Check out our website, visit us at

www.sclarc.org!

KEEPING CONNECTED

- Although SCLARC's buildings are currently closed to the public, our staff are available 5 days per week, Monday through Friday, during regular business hours to assist the Individuals and families we serve.

- SCLARC will tentatively schedule in person appointments May 2022 and will tentatively open it's doors to the public June 2022.

- 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

Connecting With Regional Center Personnel: Refer to Supplemental Material page 74.