SCLARC Town Hall

Purchase of Service Data FY 17-18

March 14-15, 2019

Agenda

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

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 to address the issues and challenges identified by the data.

Rules

- Please hold all questions until the presentation is complete.

- We invite you to share your comments, concerns, and critiques during the Public Testimony period.

  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 all face.

Staff will be available to answer any questions you may have.

Breakdown of Regional Center Budget

Breakdown of Regional Center's Budget

State of California General Fund and Federal Dollars:
Distributes funds to all State Departments

Department of Developmental Services (DDS):
Provide regional centers funding that is allocated to: Purchase of Service (POS) and Operations (OPS).

Regional Centers:
Regional Centers receive money in two distinct 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 operate the agency.
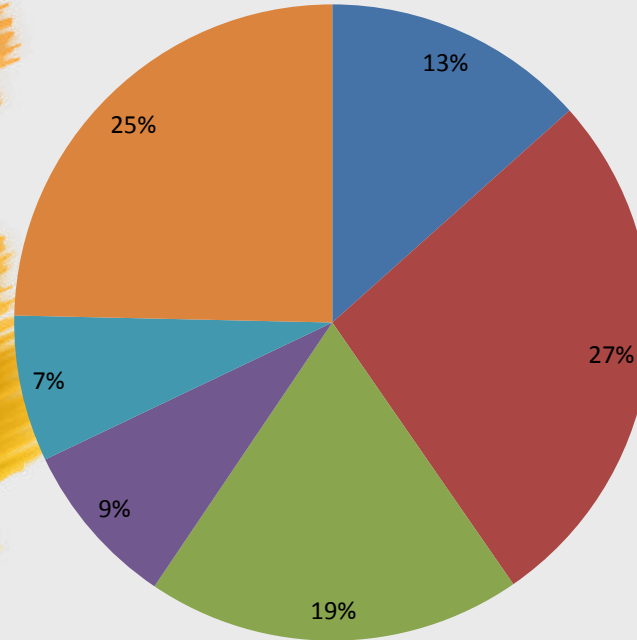
$34,621,327

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.
$224,251,919

POS Budgeted Expenses FY 17-18

- **Operations**
  - $34,621,327 (13%)
- **Out of Home**
  - $69,740,163 (27%)
- **Day Programs**
  - $49,316,907 (19%)
- **Transportation**
  - $21,903,758 (9%)
- **Respite**
  - $19,226,682 (7%)
- **Other**
  - $63,724,291 (25%)

POS Statement

Welfare and Institutions Code § 4648 (h): Regional Centers shall provide an <u>annual</u> 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 2017-2018, or have questions about the document, please contact your service coordinator.

Please see supplemental materials pages 4-6

Reading the POS Cost Statement

Service: 862 IN-HOME RESPITE SERV								Provider: ▮▮▮▮▮▮▮			Rate:	20.730
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Costs Per Month:	498	498	498	498	498	498	498	498	498	622	622	522
Units Per Month:	24	24	24	24	24	24	24	24	24	30	30	30

Year To Date Total: $6348   Total Units: 306

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:

- POS per Capita by Ethnicity

- Per Capita Expenditures by Residence Type

- POS Budget Expenditures

- Total Annual Expenditures and Authorized Services by Ethnicity or Race

Per capita means "by or for each individual person."

Consumers with no POS by Diagnosis

Consumers with no POS by Diagnosis					
Diagnosis	**Total Eligible Consumers**	**Consumers w/No Purchased Services**	**% w/No Purchased Services**	**Change from Prior Year in #**	**Change from Prior Year in %**
Autism (Au)	4,877	**1,270**	26.0%	66	5.5%
Intellectual Disability (MR)	7,571	**1,417**	18.7%	-162	-10.3%
Cerebral Palsy (CP)	331	**80**	24.2%	-11	-12.1%
Epilepsy (EP)	137	**30**	21.9%	-2	-6.3%
Category 5 (CAT5)	646	**206**	31.9%	50	32.1%
Other (NODX)	6,163	**50**	0.8%	-16	24.2%
Total	**19,725**	**3,053**	**15.5%**	**-75**	**-2.4%**

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

Consumers with no POS by Ethnicity

Ethnicity	Total Eligible Consumers	Consumers w/No Purchased Services	% w/No Purchased Services	Change from Prior Year in #	Change from Prior Year in %
Asian	156	22	14.1%	2	10.0%
Black/ African-American	4,433	612	13.8%	-87	-12.4%
Hispanic	13,494	2,218	16.4%	-20	-0.9%
American Indian or Alaska Native	15	2	13.3%	1	100.0%
Other Ethnicity or Race	1,075	148	13.8%	25	20.3%
Native Hawaiian/Other Pacific Islander	12	2	16.7%	2	0.0%
White	540	49	9.1%	2	4.3%
Total	19,725	3,053	15.5%	-75	-2.4%

POS per Capita by Diagnosis

POS per Capita by Diagnosis					
Language		**Consumer Count**	**SCLARC Per Capita Expenditures**	**Change from Prior Year in #**	**Change from Prior Year in %**
Autism (Au)		4,877	**$8,535**	$437	5.4%
Intellectual Disability (MR)		7,571	**$19,552**	$1,583	8.8%
Cerebral Palsy (CP)		331	**$8,103**	$56	0.7%
Epilepsy (EP)		137	**$13,052**	$136	1.1%
Category 5 (CAT5)		646	**$8,890**	$13	0.1%
Other (NODX)		6,163	**$3,233**	$269	9.1%
	Total	**19,725**	**$11,143**	**$382**	**3.5%**

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

POS per Capita by Ethnicity

Ethnicity		Consumer Count	SCLARC Per Capita Expenditures	Change from Prior Year in #	Change from Prior Year in %
			POS Per Capita by Ethnicity		
Asian		156	**$29,687**	$738	2.5%
Black/ African-American		4,433	**$20,235**	$1,234	6.5%
Hispanic		13,494	**$7,166**	$406	6.0%
American Indian or Alaska Native		15	**$16,849**	-$535	-3.1%
Other Ethnicity or Race		1,075	**$5,842**	$176	3.1%
Native Hawaiian/Other Pacific Islander		12	**$30,203**	-$13,476	-30.9%
White		540	**$40,483**	$2,212	5.8%
	Total	**19,725**	**$21,495**	**-$1,321**	**-5.8%**

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

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POS per Capita Expenditures by Residence Type

Per Capita Expenditures by Residence Type			
Residence Type	**3 to 21**	**22 and older**	**All ages**
Out-of-State	$0	$0	$0
Home of Parent or Guardian	$2,771	$13,584	$5,691
Independent/ Supported Living	$26,245	$26,640	$26,631
Developmental Center	$0	$5,679	$5,679
Correctional Institution	$6,501	$28,030	$14,606
Community Care Facility (CCF)	$70,589	$88,420	$87,234
ICF Facility & Continuous Nursing	$279	$24,922	$23,578
Skilled Nursing Facility (SNF)	$0	$12,813	$12,813
Foster Home, Children	$1,364	$5,719	$2,567
Family Home, Adults	$43,507	$70,752	$66,238
Psychiatric Treatment Facility	$15,732	$248,228	$67,398
Rehabilitation Center	$9,284	$42,931	$32,837
Acute General Hospital	$0	$45,975	$45,975
Sub-Acute	$21	$418	$339
Community Treatment Facility	$0	$550	$550
Hospice	$0	$1,096	$1,096
Transient/Homeless	$387	$13,031	$8,363
Other	$20,791	$21,451	$21,299
Average	**$3,277**	**$28,332**	**$11,143**

Expenditures & Authorized Services by Ethnicity or Race

Total Annual Expenditures and Authorized Services by Ethnicity or Race				
Ethnicity	Consumer Count	Total Expenses	Total Authorized Services	Percent of Services Utilized
American Indian or Alaska Native	15	$252,735	$312,203	81.0%
Asian	156	$4,631,185	$5,512,052	84.0%
Black/African American	4,433	$89,699,866	$113,771,496	78.8%
Hispanic	13,494	$96,698,845	$133,902,701	72.2%
Native Hawaiian or Other Pacific Islander	12	$362,441	$401,605	90.3%
Other Ethnicity or Race / Multi-Cultural	1,075	$6,280,370	$7,884,641	79.7%
White	540	$21,860,813	$30,335,579	72.1%
Totals	19,725	$219,786,254	$292,120,279	75.2%

Of services authorized for Hispanic consumers, 72.2% of services were used.
- Of Hispanic consumers, $133,902,701 in services were authorized in 2017-18, however only $96,698,845 were used, leaving $37,203,856 unused.

Of services authorized for African-Americans, 80.1% of services were used.
- Of African-American consumers, $113,771,496 in services were authorized in 2017-18, however only $89,699,866 were actually used, leaving $24,071,630 unused.

SCLARC Service Data

Consumers living in residential placement have more costly services than those living at home, across all ethnicities and all ages.

- The average adult consumer living in a residential placement uses **$88,420** in services, compared to **$13,584** for a consumer living at home.

- Of African American consumers, **13%** live in residential placement, compared to **2%** of Hispanics/Latinos.

- **54%** of Hispanic/Latino consumers are school aged, compared to **36%** of African-Americans consumers

- These students, ages 3 to 21, mostly live at home and receive services from generic agencies such as school district, IHSS, MediCal, etc.

What have we done 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

Staff Training, Development & Recruitment

- **STAFF TRAINING & DEVELOPMENT INCLUDES:**
  - **Regional Center Services & Generic Agencies**
  - **Protocol For Funding Services**
  - **Annual Cost Statement**
  - **Collateral Materials (List Of Services)**
  - **Managers Shadowing Service Coordinators**
- **Frequency Of Staff Trainings:**
  - **New Service Coordinators** Receive12 Weeks Of Training
  - **All Service Coordinators** Receive Monthly Training
- **RECRUITMENT:**
  - **Hired 41 Service Coordinators Since April 2018**
    - **Helped Lower Caseloads And;**
    - **Improve Service Delivery.**

List of Services can be found in supplemental materials starting on page 15

Staff Training, Development & Recruitment

SCLARC funded
Disparity Specialist Position

- Partners and collaborates with our Navigator Program.

- Assists SCs with POS funding to improve funding of services.

- Provides hands-on training to staff regarding case management and service delivery.

- Collaborates with vendors to ensure efficient service delivery.

Policy Changes Made to Decrease Disparity

- Provide Gap funding for ABA/ Therapies

- Implemented Personal Assistance/Specialized Supervision policy

- Increased monthly Independent Living Skills hours to minimum 25

- Created new Adaptive Skills Training and Socialization Skills Training policies

- Increased nursing hours for LVN Respite care based on a new respite grid and consumer's needs

- Expanded Respite policy now allows for a respite worker to be anyone in the consumer's home/household except the parent/caregiver.

Policy Changes Made to Decrease Disparity

- **<u>Respite Hours Increase</u> (revised policy)**

  - Change in law removed the cap on respite hours

  - **April & May 2018:** Letter sent to consumers and families to notify of change in policy.

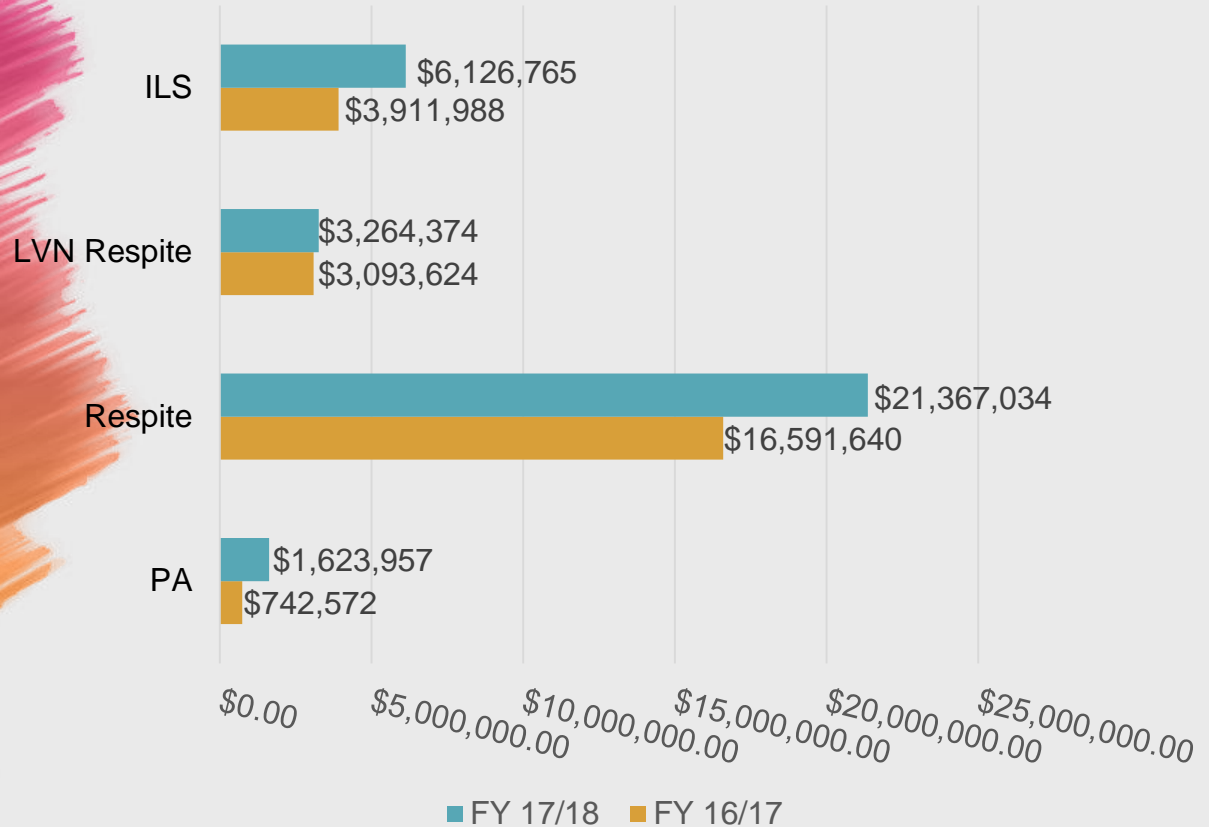 - **June/July 2018 & Ongoing:** Implement revised respite policy

<u>**Respite Hours Data**</u>

Total Respite Outreach: <u>**2917**</u> total number of consumers

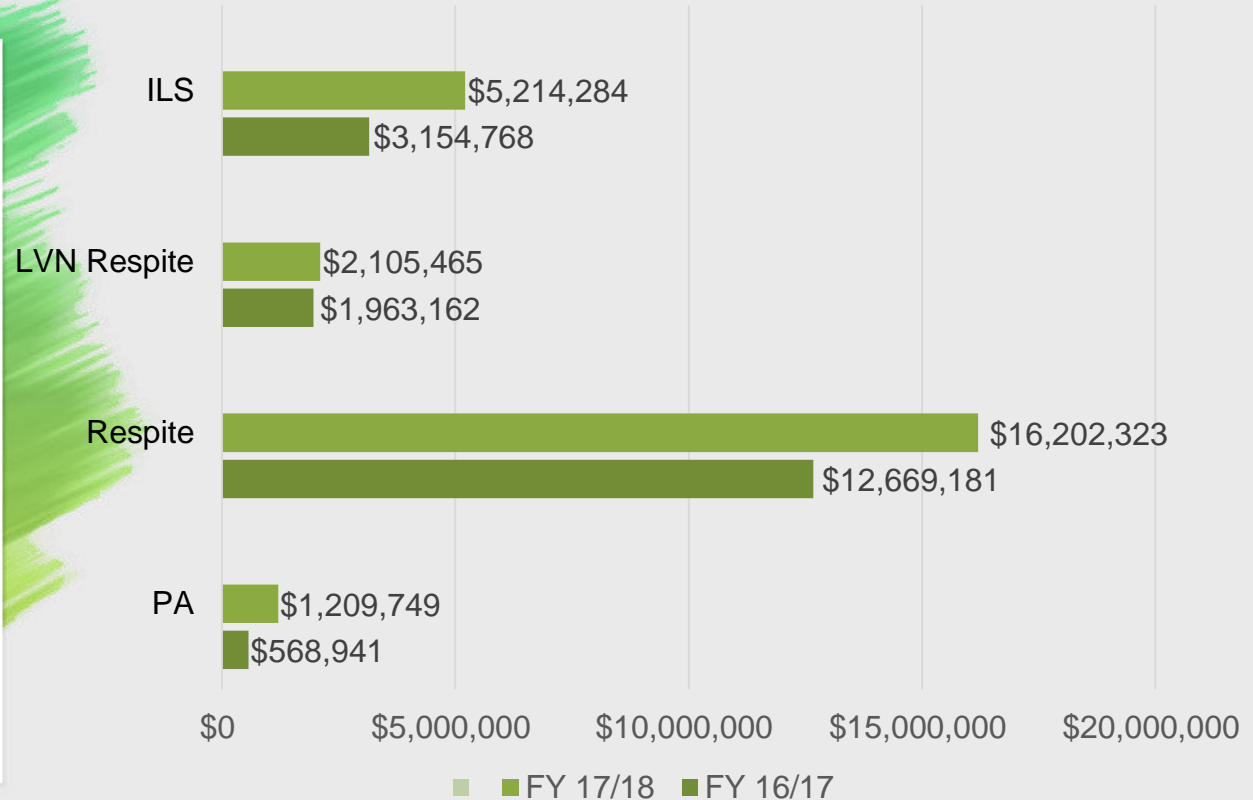Total Respite Hours Increased :   <u>**2218**</u> consumers
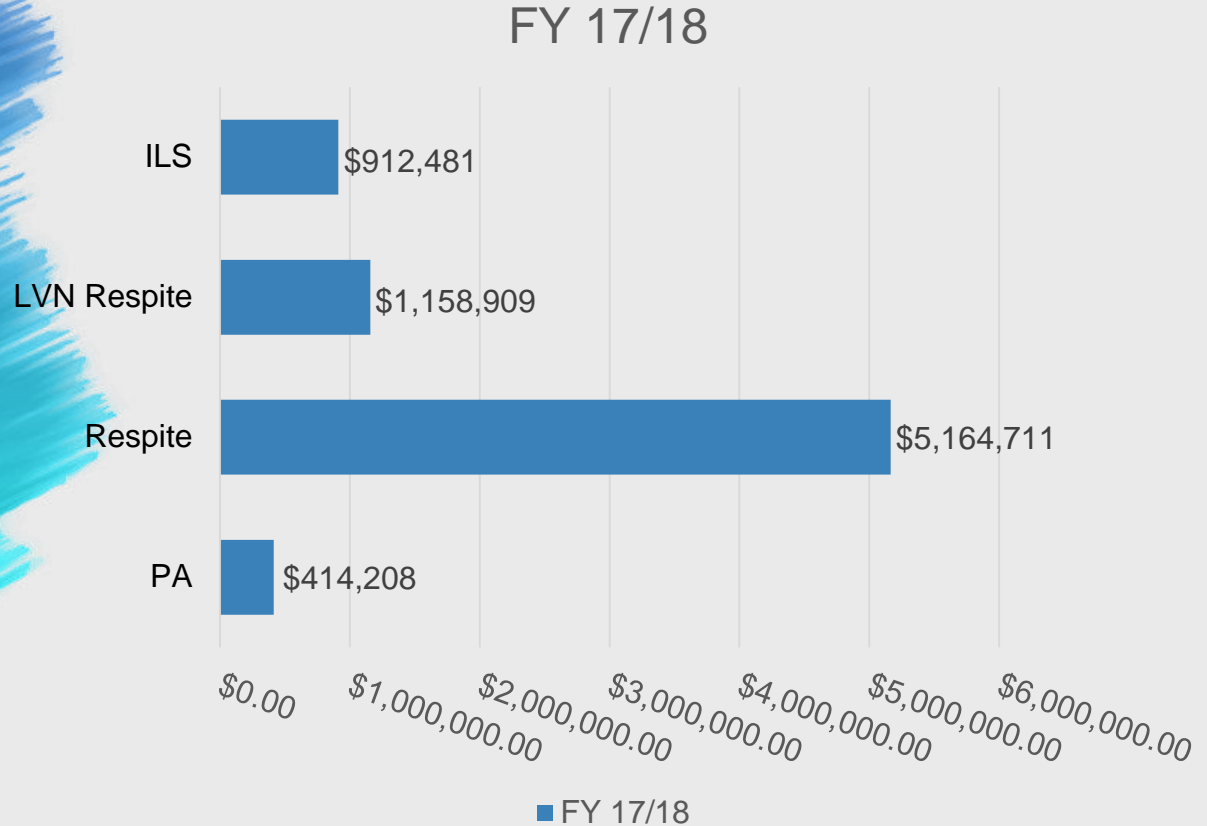
POS Authorized for FY 16/17 & FY 17/18 By Service

Comparing Authorized Services

Service	FY 17/18	FY 16/17
ILS	$6,126,765	$3,911,988
LVN Respite	$3,264,374	$3,093,624
Respite	$21,367,034	$16,591,640
PA	$1,623,957	$742,572

■ FY 17/18 ■ FY 16/17

Comparing Authorized Services

POS Paid for FY 16/17 & FY 17/18 By Service

- ILS: FY 17/18 $5,214,284; FY 16/17 $3,154,768
- LVN Respite: FY 17/18 $2,105,465; FY 16/17 $1,963,162
- Respite: FY 17/18 $16,202,323; FY 16/17 $12,669,181
- PA: FY 17/18 $1,209,749; FY 16/17 $568,941

Legend: FY 17/18 | FY 16/17

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Comparing Authorized Services

POS Not Used for FY 17/18 By Service

FY 17/18

Service	FY 17/18
ILS	$912,481
LVN Respite	$1,158,909
Respite	$5,164,711
PA	$414,208

Responding to Community Feedback

SCLARC Hears You

- **Reevaluations:** SCLARC has made it easier to request a reevaluation for regional center eligibility and LVN respite.

- **Workshops and trainings in the Southeast:** SCLARC continues to partner with parent groups to provide workshops and trainings in Downey, Huntington Park, and Bell in both English and Spanish.

- **More access to information:** SCLARC has launched 2 social media channels in order to stay connected with those we serve with up to date information.

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

SCLARC Hears You

- **Customer service:** SCLARC has improved our phone system to insure those who call are connected to a live person if reception is not available.

- **Flexible meeting times and venues:** SCLARC continues to make every effort to schedule meetings in both the evening and morning, as well as in the Northern and Southern portion of our service area in an effort to ensure that meetings are convenient and accessible.

- **Qualifying for services**: SCLARC has reevaluated policies to increase qualifying factors for services, such as the utilization of the LVN Respite Waiver.

- **Agency too far:** SCLARC has opened an office in South Gate where those we serve and their families can meet with their service coordinators by appointment.

Our Goal is Better Service

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

Our Goal is Better Service

- We continue to hold language-focused consumer 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.

PAC group information can be found on page 36

Our Goal is Better Service

- We continue to encourage our consumers and families to request to be part of the Self-Determination Program.

- We continue to encourage our consumers 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 are open two Saturdays a month so that our consumers and families have more opportunities and flexibility to meet with SCLARC staff.

Navigator Updates

Goal of Navigator Program:

- To decrease disparities in service utilization as consumers 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 ones diagnosis and in accessing appropriate supports.

Navigator Updates

Families Served from February 2017 to January 2019:

- **1,193** families referred

- **546** families have successfully completed the program.

- **142** children and adults were found eligible for regional center services

- **236** consumers received new POS services

- **11** families received an increase in an existing POS service.

- **117** families received a new service, or an increase in services from generic agencies such as IHSS, SSI, etc.

- **321** families were educated on regional center services and how to request services

Navigator Updates

Families Served Overall through Navigator Program:

Of the **1,052** consumers served by the Navigator Program:

- **38%** live in the southeastern portion of our service area, the communities most impacted by issues of disparity in service provision.

- **51 %** are Monolingual Spanish speaking.

- **81%** are Latino/Hispanic.

- **575** consumers did not previously have POS services prior to being served by the Navigator Program. Of those, so far **209** have received Navigator support with receiving a new POS service.

- **142** were found eligible for SCLARC services after receiving support with navigating the intake process.

Disparity Funded Programs

Addressing the Disparities

In FY 16-17, SCLARC was awarded **$690,571** in funding to address disparity through the following projects:

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

Disparity Funded Programs

Addressing the Disparities

In FY 17-18, SCLARC was awarded **$524,957** in continued funding for:

- Navigator Program
- Early Start Outreach Position

In FY 18-19, SCLARC was awarded **$651,969** in continued funding for:

- Navigator Program
- Early Start Outreach Position
- Develop New Service Providers

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.

- Consider "opting-in" to receiving text message updates from SCLARC.

- Don't forget to visit us on Facebook and Instagram.

- Visit SCLARC's Website for more information at www.SCLARC.org

Connecting With Regional Center Personnel: Please see supplemental materials page 5

Questions/Comments