



# **SCLARC Town Hall**

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Purchase of Service Data FY 16-17

March 15-16, 2018



# Agenda

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



# Meeting Overview

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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.

- The importance of understanding the Intake & Assessment process and how Person Centered Planning Process Works
- Key highlights of our POS Data
- Insights on our Data Highlights
- Plans for addressing the issues identified by the Data, you (the community), and the Regional Center



# Rules

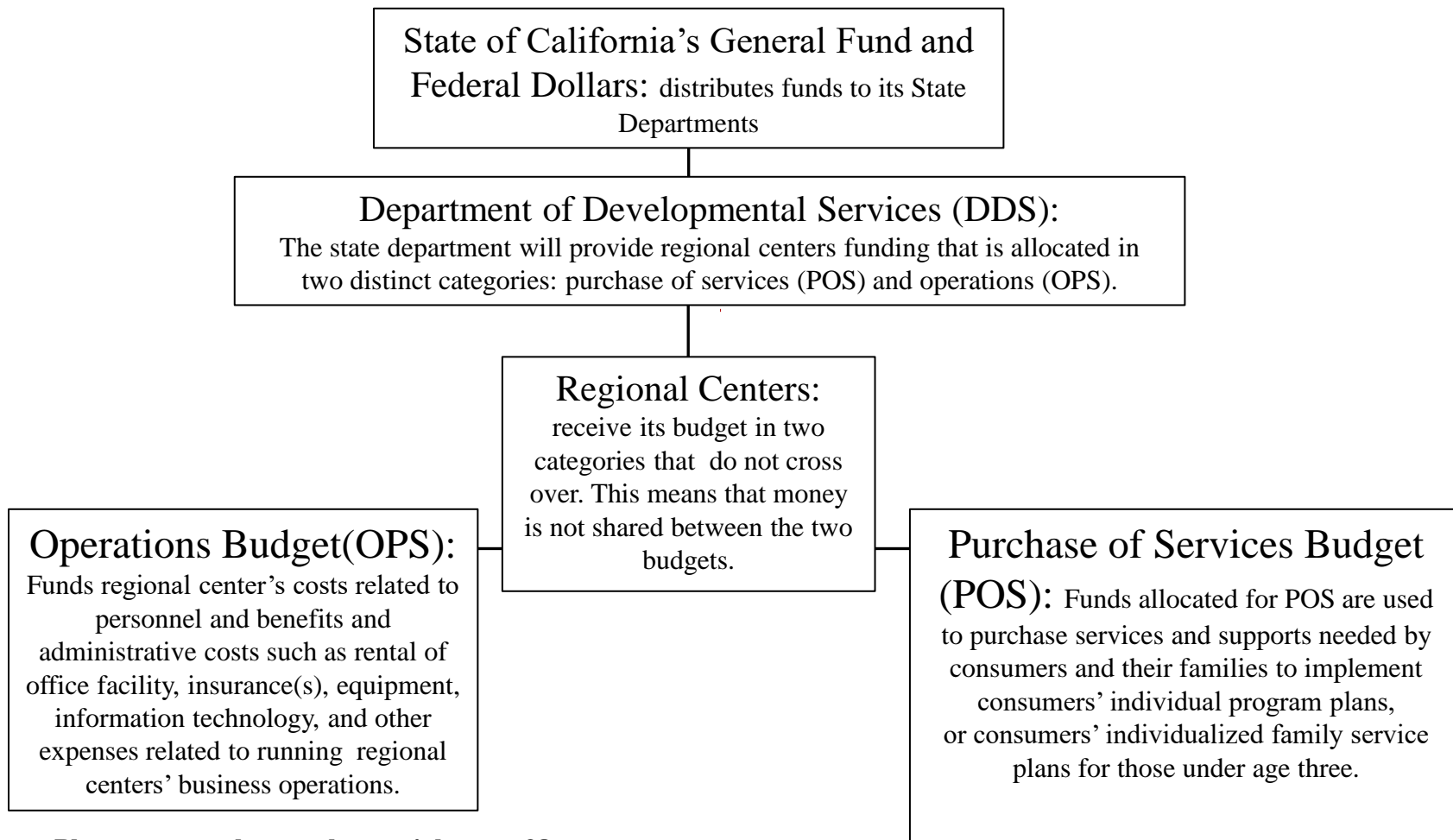
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- Please hold all questions until we have completed our presentations
- We will invite you to share your comments, concerns, and critiques during the Public Testimony period
  - 2 minutes are allotted per person
- Please be respectful and do not make personal comments
- We do not have to be adversarial
- SCLARC is committed to hearing all of your concerns and working together to develop solutions to the issues and challenges we face

*Staff will be available at the back to answer any further questions you may have.*

Please see supplemental materials page 28

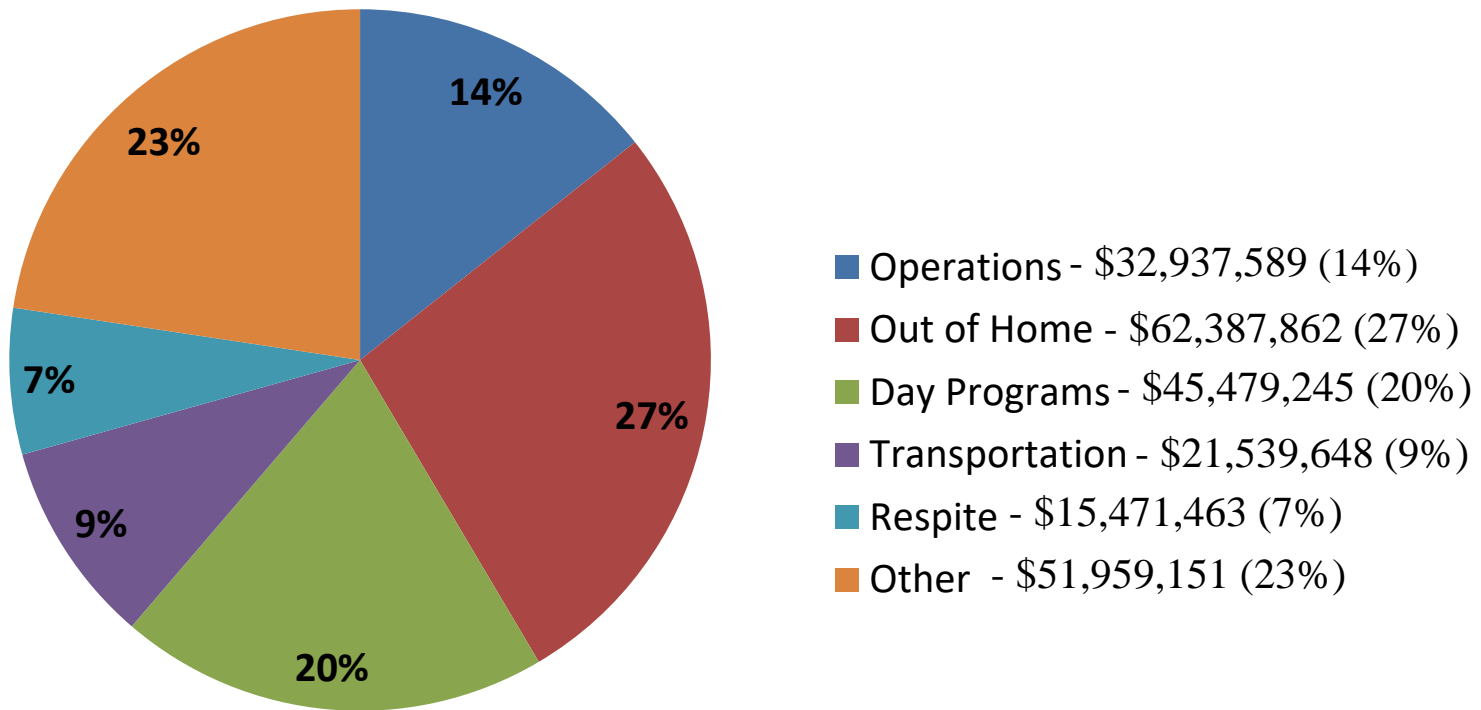
# Breakdown of Regional Center's Budget



Please see supplemental materials page 28

# POS Budgeted Expenses FY 16-17

## Purchase of Services Budgeted Expenditures Fiscal Year 2016-17



Please see supplemental materials page 29



# POS Statement

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- **Welfare and Institutions Code § 4648 (h), effective July 28, 2009**
  - Regional Centers shall provide an annual statement of services to a consumer, his or her parents, legal guardian, conservator, or authorized representative.
  - The annual statement is provided to ensure services are delivered.
  - The statement shall include the type, unit, month, and cost of all services and supports purchased.
  - The statement is based on services and supports purchased by fiscal year, July 1st to June 30th.
  - Please direct any questions on your Purchase of Services Statement to your Service Coordinator.



# POS Cost Statement

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- The POS statement includes services that were authorized and paid by month;
- The services are purchased from Regional Center authorized vendors;
- The services may include assessments and other clinical services performed at the Regional Center.
- If you have not received the POS statement for 2016-2017 please contact your service coordinator for a copy of the statement.

Please see supplemental materials page 4 - 6



Date: 9/21/2017

South Central Los Angeles Regional Center  
Purchase Of Services Statement  
Fiscal Year 16 - 17

Page No: 1

UCI #

Service Coordinator

EDNA ROBLES

40R

Total All Services  
Total Units

\$55441  
2803

Service: 862	IN-HOME RESPITE SERV											Provider: HW0271	MAXIM HEALTHCARE-RESPITE											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	622												
Units Per Month:	24	24	24	24	24	24	24	24	24	30	30	30												
Year To Date Total:													\$6348										Total Units: 306	

Service: 515	BEHAVIOR MGMT PROGRAM											Provider: HX0096	MILESTONE PROGRESSIVE											Rate: 80.580
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June												
Costs Per Month:	1450	1289	1450	1612	1612	1612	1612	1612	1531	1653	1631	1773												
Units Per Month:	18	16	19	20	20	20	20	20	19	23	19	22												
Year To Date Total:													\$19096										Total Units: 237	

Service: 875	TRANS COMPANIES											Provider: HX0515	PEAK PERFORMANCE											Rate: 44.450
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June												
Costs Per Month:	869	1022	933	933	869	869	869	845	1022	869	978	978												
Units Per Month:	20	23	21	21	20	20	20	19	23	20	22	22												
Year To Date Total:													\$11156										Total Units: 251	

Service: 882	TRANSP.ASSIST.											Provider: HX0515	PEAK PERFORMANCE											Rate: 9.360
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June												
Costs Per Month:	1496	1722	1672	1572	1496	1496	1496	1423	1722	1496	1647	1647												
Units Per Month:	160	184	168	168	160	160	160	152	184	160	176	176												
Year To Date Total:													\$16795										Total Units: 2008	

Service: 056	INTERDISCIPLINARY ASSESSMT SERVICE											Provider: PX0447	SHARON MCBRIDE-BROOKS											Rate: 44.090
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June												
Costs Per Month:												44												
Units Per Month:												1												
Year To Date Total:													\$44										Total Units: 1	

Service:												Provider:												Rate:
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June												
Costs Per Month:																								
Units Per Month:																								
Year To Date Total:																							Total Units:	

Please see  
supplemental  
materials page 6

September 21, 2017

RE: FOR YOUR INFORMATION ONLY- This Notice Does Not Change Services Received from South Central Los Angeles Regional Center


Dear Person Served and/ or Family Member:

South Central Los Angeles Regional Center (SCLARC) is now required by Lanterman Act, ABN4 9, Chapter 9, Statutes of 2009 to provide an annual statement to each person served by the regional center. Your statement is printed on the other side of this letter. This statement is being provided to the person being served, his or her parents, legal guardian, conservator or authorized representative and indicates any and all services purchased for the SCLARC consumer. This information is intended to give you a better understanding of the programs and supports that SCLARC purchases for you or your family member.

The statement is for the Fiscal Year 2015-16 (July 1, 2016- June 30, 2017). The list of services purchased does not include the ongoing case management support, assistance, and expertise provided by your regional center service coordinator. In addition, there may be some services purchased by SCLARC which are not shown on the statement. Some group services are purchased using a single contract and individual persons are not separately identified. Examples of such services include transportation aides and crisis intervention services. Also, we have excluded Personal and Incidental (P&I) payments.

Please take a few moments to review the statement. If you have any questions or you notice any errors, please contact your Service Coordinator by calling 213-744-7000.

Sincerely,



Dexter Henderson  
Executive Director

Re: PARA SU INFORMACION SOLAMENTE - Esta noticia no cambia los servicios recibidos del Centro Regional Del Sur de Los Angeles

Estimada persona servida/ o miembro de familia:

El Centro Regional del Sur de Los Angeles (SCLARC) esta requerido por el Lanterman Act, ABN4 9, Capitulo 9, Estatutos del 2009 a proveer un estado anual para cada persona servida por el centro regional. Su estado esta atras de esta carta. Este estado esta haciendo proveida a la persona servida, a sus padres, guardian legal, conservador o representante autorizado e indica cualquier y todos los servicios proporcionados para el consumidor del centro regional. Esta informacion esta dirigido a darle un mejor entendimiento sobre los programas y apoyo que SCLARC proporciona para usted y su familia.

Este estado es para el Año Fiscal 2015-16(1 de Julio del 2016 - 30 de Junio del 2017). La lista de servicios proporcionados no incluye el apoyo de manejoamiento de casos, asistencia, y conocimientos proveidos por su coordinador de servicios del centro regional. Adicionalmente, podrian ver servicios proporcionados por el centro regional que no son mencionados en este estado. Algunos servicios de grupo que son proporcionados usando un contrato solo y por personas individuales no son identificados separadamente. Tambien, hemos excluido pagos personales y incidentales (P & I).

Por favor tome unos minutos para revisar este estado. Si usted tiene alguna pregunta o si identifica errores, por favor contacte a su coordinador de servicios al 213. 744.7000

Sinceramente,



Dexter A. Henderson  
Director Ejecutivo

Please see  
supplemental  
materials page 5



# Interpreting the Data

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- 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 = by of for each individual person\**

*\*For all of SCLARC's data reports, visit the SCLARC website under the "Transparency Portal:"\**

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

# 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)	4,342	1,204	27.7%	54	4.7%
Intellectual Disability (MR)	7,521	1,579	21.0%	-179	-10.2%
Cerebral Palsy (CP)	321	91	28.3%	20	28.2%
Epilepsy (EP)	135	32	23.7%	0	0.0%
Category 5 (CAT5)	570	156	27.4%	48	44.4%
Other (NODX)	<u>5,258</u>	<u>66</u>	<u>1.3%</u>	<u>16</u>	<u>32.0%</u>
Total	18,147	3,128	17.2%	-41	-1.4%

# Consumers with no POS by Ethnicity

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	145	20	13.8%	4	25.0%
Black/ African-American	4,356	699	16.0%	-17	-2.4%
Hispanic	12,130	2,238	18.5%	-27	-1.2%
American Indian or Alaska Native	11	1	9.1%	1	0.0%
Other Ethnicity or Race	967	123	12.7%	20	19.4%
Native Hawaiian/Other Pacific Islander	10	0	0.0%	-13	-100.0%
White	<u>528</u>	<u>47</u>	<u>8.9%</u>	<u>-9</u>	<u>-16.1%</u>
<b>Total</b>	<b>18,147</b>	<b>3,128</b>	<b>17.2%</b>	<b>-41</b>	<b>-1.3%</b>

# 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)		4,342	\$8,098	\$713	9.7%
Intellectual Disability (MR)		7,521	\$17,969	\$2,774	18.3%
Cerebral Palsy (CP)		321	\$8,047	\$502	6.7%
Epilepsy (EP)		135	\$12,916	\$913	7.6%
Category 5 (CAT5)		570	\$8,877	\$683	8.3%
Other (NODX)		<u>5,258</u>	<u>\$2,964</u>	<u>-\$10</u>	<u>-0.3%</u>
	<b>Total</b>	<b>18,147</b>	<b>\$10,761</b>	<b>\$850</b>	<b>8.6%</b>

# POS per Capita by Ethnicity

POS Per Capita by Ethnicity					
Ethnicity		Consumer Count	SCLARC Per Capita Expenditures	Change from Prior Year in #	Change from Prior Year in %
Asian		145	\$28,949	\$3,049	11.8%
Black/ African-American		4,356	\$19,001	\$2,295	13.7%
Hispanic		12,130	\$6,760	\$465	7.4%
American Indian or Alaska Native		11	\$17,384	\$4,508	35.0%
Other Ethnicity or Race		967	\$5,666	\$155	2.8%
Native Hawaiian/Other Pacific Islander		10	\$43,679	-\$15,341	-26.0%
White		528	\$38,271	\$7,347	23.8%
	Total	18,147	\$22,816	\$354	1.6%

# Per Capita Expenditures by Residence Type

Per Capita Expenditures by Residence Type			
<b>Residence Type</b>	<b><u>3 to 21</u></b>	<b><u>22 and older</u></b>	<b><u>All ages</u></b>
Out-of-State	\$0	\$0	\$0
Home of Parent or Guardian	\$2,397	\$12,707	\$5,276
Independent/ Supported Living	\$18,451	\$25,064	\$24,894
Developmental Center	\$0	\$2,267	\$2,267
Correctional Institution	\$3,658	\$10,417	\$8,125
Community Care Facility (CCF)	\$72,983	\$83,247	\$82,428
ICF Facility & Continuous Nursing	\$4,777	\$19,460	\$18,696
Skilled Nursing Facility (SNF)	\$0	\$6,579	\$6,579
Foster Home, Children	\$1,439	\$3,975	\$2,785
Family Home, Adults	\$5,523	\$69,438	\$64,277
Psychiatric Treatment Facility	\$21,494	\$101,654	\$74,934
Rehabilitation Center	\$32,284	\$48,873	\$42,237
Acute General Hospital	\$45	\$12,246	\$10,810
Sub-Acute	\$22	\$152	\$115
Community Treatment Facility	\$29	\$9	\$14
Hospice	\$0	\$21	\$21
Transient/Homeless	\$0	\$11,850	\$10,772
<u>Other</u>	<u>\$654</u>	<u>\$24,928</u>	<u>\$21,986</u>
<b>Average</b>	<b>\$3,090</b>	<b>\$26,352</b>	<b>\$10,761</b>





# Expenditures and Authorized Services by Ethnicity or Race

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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	11	\$191,224	\$236,575	80.8%
Asian	145	\$4,197,610	\$4,958,334	84.7%
Black/African American	4,356	\$82,766,997	\$103,323,019	80.1%
Hispanic	12,130	\$82,000,046	\$111,441,222	73.6%
Native Hawaiian or Other Pacific Islander	10	\$436,790	\$487,717	89.6%
Other Ethnicity or Race / Multi-Cultural	967	\$5,479,169	\$6,842,208	80.1%
White	528	\$20,206,889	\$28,332,136	71.3%
Totals	18,147	\$195,278,726	\$255,621,211	76.4%

**Of services authorized for Hispanic, 73.6% of services were used.**

- Of Hispanic consumers, \$111,441,222 in services were authorized in 2016-17, however only \$82,000,046 were used, leaving \$29,441,176 unused.

**Of services authorized for African-Americans, 80.1% of services were used.**

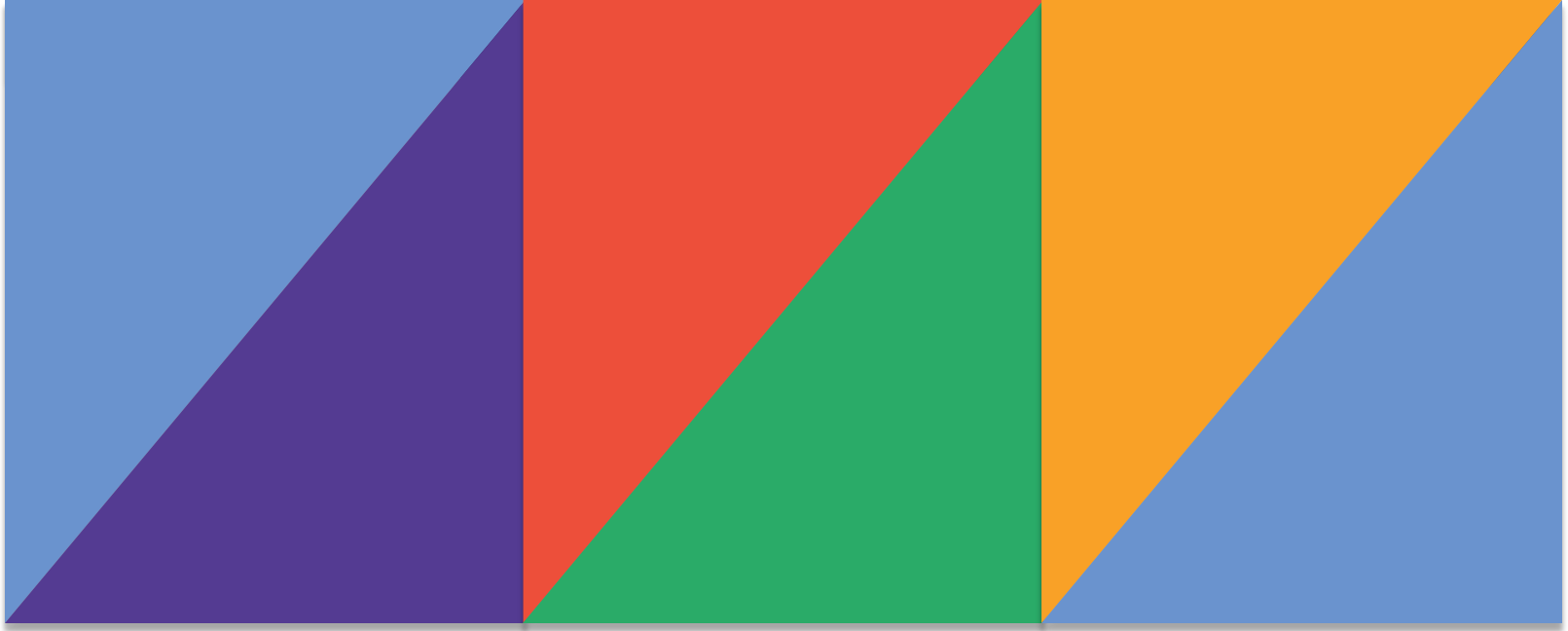
- Of African-American consumers, \$103,323,019 in services were authorized in 2016-17, however only \$82,766,997 were actually used, leaving \$20,556,022 unused.



# SCLARC Service Data

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- 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 \$83,247 in services, compared to \$12,707 for a consumer living at home.
  - Of African American consumers, 14% live in residential placement, compared to 2% of Latinos.
- 53% of Hispanic consumers are school aged, compared to 33% 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, Medi-Cal, etc.



# **COMMUNITY FEED BACK & RESPONSE**

Consumers/Families Not Utilizing Services

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# Not Utilizing Services

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**158 Consumers sampled and contacted (Services Authorized and Not Utilized)**

- **Types of Services authorized by percentage**
  - Respite (41%)
  - Day Program (16%)
  - Behavior Services (10%)
  - Supported Living Services (SLS) (10%)
  - Other (short term services, including after school programs, Personal Assistance and Crisis Response Project) (10%)
  - Transportation (9%)
  - Facility (4%)



# Not Utilizing Services cont.

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- **Reasons services have not been utilized or billed:**
  - Respite Worker Availability/Approval
    - Family Respite Worker had not completed approval process by the respite agency
    - Pending Change in Respite Worker per family request
    - Respite Worker's First Aid and CPR had expired
    - Consumer's level of care changed requiring nursing services and family was not sure if they could accommodate a nurse in their home
    - Nursing Agency was not able to accommodate the family's requested schedule or nurse was unable to meet families requests (i.e. Spanish speaking nurse, male nurse, etc.)
  - Vendor has been unable to reach the consumer to coordinate start of service (Service Coordinator has not been able to reach the consumer to update case record).
  - Time Limited Service ended and vendor had not billed
  - Vendor had not billed (consumer/ family confirmed service has been utilized and requests to continue)



# Community Feedback

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Other concerns reported as following:

- Lack of assistance during the eligibility process
- More workshops and trainings needed in their areas
- SCLARC needs to disseminate information more widely
- Poor customer service by reception staff
- SCLARC needs to increase flexibility in regards to meeting times
- Families experience difficulty qualifying for services
- Many families don't understand the role of school districts and their responsibility in providing services
- Distance of agency to the community



# Case Management

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- Program Managers review the protocol for funding respite services and annual review of authorized services with their respective units on an ongoing basis.
- Service Coordinators are required to review the Annual Cost Statement with consumers/ families annually to confirm service utilization and determine if services continue to meet the consumer's needs.
- Additionally, SCLARC continues to hire staff and since April of 2017 the Department of Children and Adult Services hired 41 Service Coordinators who have helped lower caseloads and improve service delivery.



# Staff Development

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- Service Coordinators continue to receive monthly training on Regional Center Services and Generic Agencies.
- Service Coordinators participated in a Motivational Interviewing training session.
- Service Coordinators received copies of Collateral Materials (List of Services) to aid in discussing services with consumers and families.
- Program Managers shadow Service Coordinators during outreach efforts when discussing Regional Center Services and Generic Agencies.





# Policy Changes

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## **Changes in Policy to decrease POS Disparity**

- Gap funding for behavioral services and short term therapies until primary health insurance/Medi-Cal begins to fund.
- Respite hours were increased.
- Personal Assistance/Specialized Supervision Service Policy is currently under review by DDS



# Our Goal is Better Service Delivery

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SCLARC's goal is to meet our consumers' and families' needs. As we look at our Purchase of Service Data together as a community, we are reminded that, “coming together is a beginning. Keeping together is progress. Working together is success.”



# Better Service cont.

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- 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.



# Better Service cont.

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- 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 Program Updates

## Goal of Navigator Program:

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



# Navigator Program Updates

## Services Provided:

- Navigation Specialists (2) and Navigators (5) provide one on one assistance with support, education, and information for individuals and families who encounter barriers in accessing services.
- Appointments available to families:
  - After eligibility decision to discuss diagnosis, psychological reports
  - Available SCLARC services
  - Generic resources
  - Provide support in applying for benefit programs.
- Support SCLARC parents in requesting and advocating for regional center POS services.

## What Was Done for FY 16-17:

- SCLARC hired two Navigator Specialists and five navigator staff in March of 2017.
- System Navigation training was conducted for new staff from March through May.
- Navigators began shadowing/carrying cases during months of May – July.



# Navigator Program cont.

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Families Served from February to June 2017:

- 168 families referred
- 163 families were supported through the program.
- 56 families were found eligible for regional center services
- 76 families received new or an increase in POS services
- 30 families received a new or an increase in services from generic agencies
- 142 families were educated on regional center services and how to request services



# Navigator Program cont.

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Families Served Overall through Navigator Program:

Of the 372 consumers served by the Navigator Program in the last year:

- 161, or 43 percent live in the southeastern portion of our service area, the communities most impacted by issues of disparity in service provision;
- 195, or 52 percent are Spanish speaking;
- 209, or 56 percent were school aged (3 to 21 years old);
- 117 consumers did not previously have POS services prior to being served by the Navigator Program. Of those, so far 35 have received Navigator support with receiving a new POS authorization for service, or an increase in an existing POS service.
- 124 were found eligible for SCLARC services after receiving support with navigating the intake process. Of those, 76 were/ have already been connected with ongoing POS services.





# Disparity Funded Programs

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## **SCLARC is Addressing the Differences**

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

In FY 17-18 SCLARC applied for \$1,262,367, but was awarded \$524,957 in continued funding for:

- Navigator Program
- Staff Capacity Building Trainings



# Enhancing Customer Services

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We continue to work towards building the skills and capacity of our staff

- Monthly trainings for Service Coordinators
  - Technical and Soft Skills Training
    - Motivational Interviewing,
    - Professionalism
    - Customer Service
    - New changes to regulations and services (respite policies, Employment First, etc.)
    - Information/Training Sessions from Generic Resources



# Connecting with Regional Center

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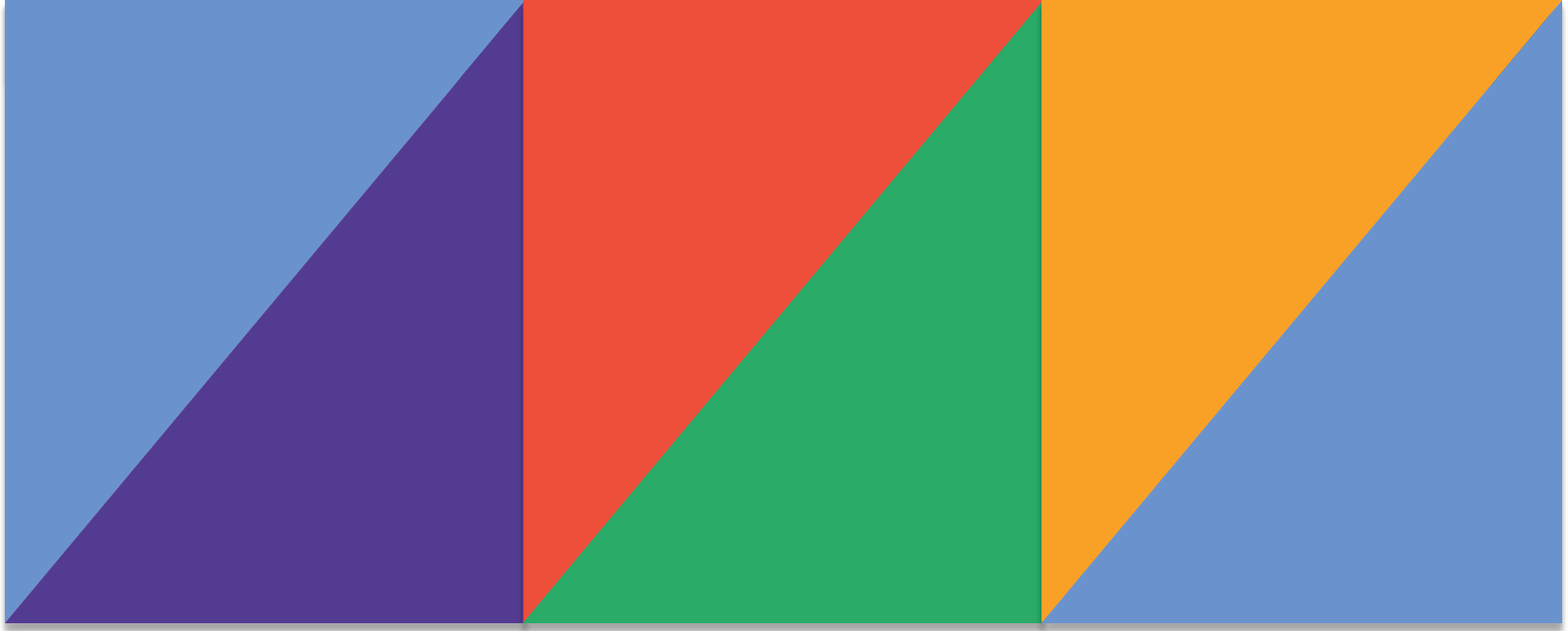
- If you have a question regarding your services, call your Service Coordinator at their direct number.
- If you do not know your Service Coordinator's phone number, dial SCLARC's main number at 213-744-7000.
  - \*Ask the receptionist for their phone number first, then have them connect you.\**
- If you call your service coordinator and they do not answer, please leave a message with a number where you may be reached. He/she will return your phone call within 24-48 hours.
- If you are not able to leave a message, ask to speak with the Officer of the Day (OD) for your Service Coordinator's Unit.
- If you do not hear from your Service Coordinator within 24-48 hours, call their Program Manager. They will return your phone call within 24-48 hours.
- If you do not hear from the Program Manager within that time, contact Kimberly Bernardez, Jenice Turner, Jesse Rocha (Management for Consumer Supports). They will return your phone call within 24-48 hours.

For a full list of SCLARC's Management, please visit our website at [www.sclarc.org](http://www.sclarc.org)



# Keeping Connected

- Please make sure to update your contact information with Service Coordinators
- The option to opt-in to receiving Text message updates from the regional center
- Fill out the SCLARC Contact Information Update Form
- Visit SCLARC's Website for more information
  - [www.SCLARC.org](http://www.SCLARC.org)



# **PUBLIC COMMENT**

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