

DEPARTMENT OF DEVELOPMENTAL SERVICES
REGIONAL CENTER PURCHASE OF SERVICE PUBLIC MEETINGS SUMMARY, RECOMMENDATIONS
AND PLAN TO PROMOTE EQUITY AND REDUCE DISPARITIES ANNUAL REPORT TEMPLATE

As indicated in Welfare and Institutions (W&I) Code section 4519.5(g) and (i), regional centers are required to hold public meetings for community members within three months of posting annual purchase of service data on their websites. Regional centers submit an annual report to the Department of Developmental Services (Department) by May 31st. The Department reviews and provides feedback to the regional centers on the report, prior to its posting by August 31st. The following pages include the required components of the report. A list of questions is provided to assist regional centers when preparing the report in addition to the inclusion of regional center's public meeting notes, public comments, presentation materials and a plan with recommendations for increasing equitable access in purchase of services and supports.

Regional center name: **South Central Los Angeles Regional Center**

Person filling out report: **Tamilyn Bonney**

Date of completion: **May 28, 2025**

PROPER MEETING COMMUNITY INCLUSION

W&I Code section 4519.5 (g)" ...each regional center shall meet with stakeholders (community members) in one or more public meetings regarding the (purchase of service) data... consider the language needs of the community and shall schedule the meetings at times and locations designed to result in a high turnout by the public and underserved communities."

1. **How many meetings did your regional center conduct?** **1**
2. **Did your regional center hold at least one meeting by March 31st?** **Yes**
3. **How were the meetings scheduled to accommodate community participation? Select all that apply.**
 - ☐ Webinar (e.g., GoToMeeting, YouTube)
 - ☒ Virtual platform (e.g., Zoom)
 - ☒ In-person
 - ☒ Hybrid
 - ☐ Other

On March 27, 2025, from 6:00PM – 8:00PM South Central Los Angeles Regional Center held a hybrid public meeting via the Zoom virtual platform and in person at the Embassy Suites Downey Hotel (8425 Firestone Blvd., Downey, CA 90241). The meeting was conducted in English with Spanish interpretation. The City of Downey location was chosen per the public's request from previous years.

PROPER MEETING NOTIFICATION

W&I Code section 4519.5(g) "...regional centers shall inform the department of the scheduling of those public meetings 30 days prior to the meeting. Notice of the meetings shall also be posted on the regional center's internet website 30 days prior to the meeting and shall be sent to individual stakeholders and groups representing underserved communities in a timely manner."

4. **Was the Department informed at least 30 days prior to ALL meetings?** **Yes**

5. How was the Department informed? Liaison direct email
6. Were notices of ALL meetings held, posted on the regional center's website 30 days prior to each meeting(s)? **Yes**
7. Select the best option that represents when individual community members impacted by disparities and barriers to equitable access to services and supports were informed? 30 days or more
8. What outreach efforts were utilized to inform individual community members impacted by disparities and barriers to equitable access to services and supports of the meetings(s)? Select all that apply.
 - ☒ Newsletter/Eblast
 - ☐ POS meeting specific email
 - ☒ Public meeting
 - ☒ Social media
 - ☒ Community partners
 - ☒ Website (e.g., event page or calendar)
 - ☐ Blog post
 - ☒ Everbridge or another type of automated phone recording
 - ☐ Mail
 - ☐ Text
 - ☐ Phone call by regional center staff
 - ☒ Other

A link to the POS Disparity Townhall Meeting Flyer was also sent through SCLARC's Family Portal App. (See Attachment A)

CULTURALLY AND LINGUISTICALLY APPROPRIATE

W&I Code section 4519.5(g) "The regional center shall provide participants of these meetings with the data and any associated information related to improvements in the provision of developmental services to underserved communities and shall conduct a discussion of the data and the associated information in a manner that is culturally and linguistically appropriate for that community, including providing alternative communication services."

9. What languages were offered during the meeting(s)? Select all that apply.

- ☒ English
- ☒ Spanish
- ☐ Mandarin
- ☐ Cantonese
- ☐ Hmong
- ☐ Korean
- ☐ Vietnamese
- ☐ ASL
- ☐ Other

If "Other" selected enter here.

10. Did the meeting(s) include any of the following? Select all that apply.

- ☐ Meeting(s) held in several languages
- ☒ Closed captioning provided
- ☒ Materials were provided in several languages
- ☒ Information was presented in plain language (i.e. easy to understand)
- ☐ Other

SCLARC utilized Spanish interpreters both on Zoom and in person.

11. Describe how the cultural and linguistic needs of the communities were considered.

SCLARC primarily operates in English and Spanish. Accordingly, the meeting was conducted in English with Spanish interpretation available both on Zoom and in person. SCLARC also shared a presentation along with a supplemental guide that included additional information such as SCLARC contact details, a list of age-specific services, information about SCLARC committee meetings, eligibility requirements, and a POS cost statement, among other resources.

ACTIONS TO IMPROVE PUBLIC ATTENDANCE AND PARTICIPATION

W&I Code section 4519.5(i)(1)(A) "Actions the regional center took to improve public attendance and participation at stakeholder meetings, including, but not limited to, attendance and participation by underserved communities."

12. Was the goal or purpose of the meeting communicated? If so, describe how?

Yes; the goal and purpose of the meeting were clearly communicated. Feedback indicated that SCLARC presented the information in a way that was easy to read and understand. It was evident during the public comment session that families had a good grasp of the material presented.

13. What methods were used to provide an environment that allowed attendees to feel comfortable and interact with each other? Select all that apply.

- ☐ Allowed for small group conversations
- ☒ Introduced staff in attendance
- ☐ Allowed attendees to introduce themselves
- ☐ Provided chat rooms (e.g., zoom chat function)
- ☒ Chat feature was enabled
- ☒ Opportunity for public comment
- ☒ Provided opportunities to ask questions
- ☒ Other

SCLARC handed out copies of the presentation in both English and Spanish. Additionally, there was coffee, water, snacks and pastries available for those in attendance. SCLARC offered additional opportunities for feedback after the meeting by providing attendees with a link to a disparity survey that remained open for two weeks. (Attachment G)

14. Based on attendance did you observe any of the following? Select all that apply.

- ☒ Attendees engaged in public comment
- ☐ Innovative ideas suggested by attendees
- ☒ Diverse perspectives shared by attendees

- ☒ Attendees requested additional explanation/clarification on the information shared
- ☐ Other

If "Other" selected enter here.

15. Overall, how many individuals from the public attended the meeting(s)? Select best estimate.
100-200

16. What efforts did the regional center take to improve public attendance and participation, including any new strategies? Select all that apply.

- ☒ Collaborated with community partners
- ☐ Offered focus groups
- ☐ Offered meetings in multiple languages
- ☐ Offered multiple meeting opportunities
- ☒ Outreach through group meetings
- ☒ Outreach via flyers/public service announcements/social media
- ☒ Provided translated materials
- ☒ Shared via Everbridge
- ☒ Offered meetings virtually
- ☒ Offered meetings during non-business hours or on weekends
- ☐ Not applicable
- ☒ Other

SCLARC shared information about the meeting through its Family Portal App. During the meeting, SCLARC introduced the staff members who were presenting and those in attendance. The Zoom chat feature was enabled for participant comments, and ample time was provided for public comment both in person and online. Zoom participants were unmuted to share their feedback, and all attendees were given the opportunity to ask questions.

As part of the POS Service Data presentation, participants who wished to raise additional concerns or discuss their specific cases were offered several options during and after the presentation:

1. They could leave their names and contact information in the Zoom chat.
2. They were provided with SCLARC's toll-free number, (833) 725-2721, where assistance is available in their preferred language.
3. They were given the option to email **cmhelp@sclarc.org**, with support available in any language.

For those attending in person, SCLARC staff were available to assist individuals served by SCLARC and their families with individual case concerns and to answer questions. Attendees were also invited to complete a comment card if they required additional assistance, were unable to stay, or wished to submit a public comment.

The meeting was conducted in English, with translation services provided in both Spanish and American Sign Language (ASL). For the Zoom portion, 126 individuals registered. Approximately 40 individuals attended in person, although not all signed the sign-in sheets (see Attachments B and C).

17. Who were the meeting(s) attendees? Select all that apply.

- ☒ Self-advocates
- ☒ Parents/family members

- ☒ Regional center staff
- ☒ Board members
- ☒ Community advocates
- ☒ Community based organizations
- ☒ Department staff
- ☒ Other

SCLARC Service Providers.

18. List the names of the partner agencies, community partners, and community-based organizations that participated in the meeting(s).

Attendees for the meeting included self- advocates, parents, family members, individuals served by SCLARC, regional center staff and SCLARC board members. Including ICC/Disability Voices United, Disability Rights California, El ARCA Inc., Aveanna, 24 Hour Homecare, DDS, and the State Council on Developmental Disabilities.

COPIES OF MINUTES AND ATTENDEE COMMENTS

W&I Code section 4519.5 (i)(1)(B) "Copies of minutes from the meeting and attendee comments"

19. Does the regional center report include a copy of the meeting minutes (notes) and a copy of the raw attendee comments? [Yes](#)

20. Which of the following themes reflect what attendees expressed as important, challenges and barriers faced? Select as top concern, concern or not a concern for each.

	Top Concern	Concern	Not a Concern
Regional center services satisfaction	☐	☐	☒
Case management satisfaction	☐	☒	☐
Lack of regional center knowledge/service options	☐	☐	☒
Lack of community trainings	☐	☐	☒
Concern with language and cultural competency	☐	☐	☒
Service coordinator/staff training concerns	☐	☒	☐
Caseload concerns	☐	☒	☐
Communication/outreach concerns	☐	☐	☒
Lack of regional center trust	☐	☐	☒
Unmet needs	☒	☐	☐
Service accessibility concerns	☐	☒	☐

Transportation issues	☒	☐	☐
Rates and vendorization concerns	☒	☐	☐
Vendor concerns	☒	☐	☐
Lack of community, regional center, and other community member collaboration	☐	☐	☒
Need for advocacy training and support	☐	☐	☒

21. Were there any additional topics or themes mentioned in the meeting(s) that are not listed in question 20? Please list and indicate if they were a top concern (mentioned by multiple people).

NO additional topics or themes.

IDENTIFIED DISPARITIES IN POS DATA

W&I Code section 4519.5 (i)(1)(C) "Whether the data...indicate a need to reduce disparities in the purchase of services among consumers in the regional center's catchment area."

- 22. Did the regional center report data about number of instances when written copies of individual program plans (IPP) were provided at the request of consumers or their legal representatives more than 45 days for threshold languages and 60 days for non-threshold languages after request was made?**

No

- 23. Summarize the type of disparities that were identified and discussed (e.g., by race/ethnicity, primary language, residence, age, diagnosis, etc.)**

The SCLARC Disparity Presentation is attached for your review (see Attachment J). The document includes SCLARC's data and plan shared during the meeting. Through the analysis of previous and current Purchase of Service (POS) data, SCLARC identified areas that illustrate a disparity among different groups for individuals residing in the family home when compared to those residing in an out of home placement.

For SCLARC, 92% of the individuals SCLARC served were Hispanic/Latino and African American (see slide 10) and 85% of those served reside at home with a parent or guardian (see slide 18). When it comes to age, SCLARC served over 21,166 individuals under 21 years of age (an 8.09% increase from 2013) and 7,489 Individuals ages 22 and over (a 5.6% increase from 2023) (see slide 21). The largest group residing at home with a family or guardian were Hispanic/Latino at 19,989 with an average cost of 10K and utilization of 69%. For African Americans it was 4,164 with an average cost of 14K and utilization of 63%. For all others it was 1,977 with an average of 8K and utilization of 66% (see slide 20). The per capita numbers show that the African American individual is higher at 14K followed by the Hispanic/Latino individual 10K and all other individuals at 8K. It is important to note that most of the Hispanic/Latino individuals are children residing in the home with a parent or guardian.

For those residing in an out of home placement the largest group were African Americans at 554 with an average cost of 160K and utilization of 76%. For Hispanic/Latinos it was 306 with an average cost of 173K and utilization of 82%. For all others it was 215 with an average cost of 36K and utilization of 77%. The numbers show that the average per capita cost regardless of ethnicity/race is almost the same.

In addition, SCLARC reviewed the individuals with NO POS and POS Utilization. SCLARC determined that the percentage of individuals with NO POS across all ethnicities continues to decline (see slide 22). When reviewing POS authorizations, SCLARC authorized \$765 million which is \$67 million more than the previous year and paid out \$549 million, \$83 million more than last year even though the non-utilized dollars are a little less than last year at \$216 million (see slide 23). As a result, the percentage of authorizations not utilized continued to decrease even though more services were authorized, and the individuals served continued to increase.

Additional information regarding SCLARC's plan to address disparities in the coming year can be found on slides 30 through 62.

In summary, SCLARC believes it continues to move in the right direction to reduce the disparity in our community. For the past seven years SCLARC has consistently decreased the number of "No POS" and increased POS authorizations for services utilized by individuals who live at home with their families.

SCLARC's POS per capita by ethnicity continues to grow across all ethnicities. These numbers are great indicators that we are progressing and moving towards decreasing disparity. SCLARC's decisions to modify POS policies based on public feedback, flexibility with providing services, and responding to the community's feedback over the years has made a difference with reducing disparity.

SCLARC's positive public comments regarding services and the Self Determination Program demonstrate our efforts in collaborating with our community and responding to their needs. SCLARC is committed in continuing its efforts to address the inequities in our service system by implementing the plan, responding to public feedback, addressing the non-utilization of services, reducing the percentage of NO POS and ensuring that the needs and the health and safety of our individuals' and their families are met.

REGIONAL CENTER'S RECOMMENDATIONS AND PLANS TO PROMOTE EQUITY AND REDUCE DISPARITIES

W&I Code section 4519.5 (i)(1)(C) "...If the data do indicate that need, the regional center's recommendations and plan to promote equity, and reduce disparities, in the purchase of services."

24. What other venues were utilized, in addition to holding the POS annual meetings, to gather information to develop the regional center's recommendations and plan¹ to promote equity and reduce disparities? Select all that apply.

- ☒ Other regional center meetings
- ☒ Feedback requested from support groups
- ☐ Recommendations from focus groups
- ☒ Surveys
- ☐ Call for public input (e.g., social media, eblasts, website)
- ☒ Other

SCLARC shared a survey link after the meeting for additional input. (Attachment G).

¹ Regional center to attach recommendations and plan.

25. Does the regional center’s attached report include how the prior year’s recommendations and plan were implemented? [Yes](#)

REPORTS POSTED ON INTERNET WEBSITES

W&I Code section 4519.5 (c)(1)(B).

The Department posted final, de-identified Fiscal Year 2023/24 Annual POS reports on its website. Regional centers shall post a link on its internet website to the reports on the Department's webpage.

26. Did the regional center post a link on its internet website to the reports on the Department’s webpage? [Yes](#)

IDENTIFIED RESTORED SERVICES IN POS DATA

W&I Code section 4519.5(a)(8) “the numbers, percentages, and total and per capita expenditure and authorization amounts, by age, as applicable, according to race or ethnicity and preferred language, for all combined residence types and for consumers living in the family home, regarding the following service types...”

27. Did the regional center report data on the numbers, percentages and total and per capita expenditure and authorization amounts, by age, as applicable, according to race or ethnicity and preferred language, for all combined residence types and for individuals living in the family home, specific to the following service types:

Select all that apply:

- ☒ Camping and associated travel expenses
- ☒ Social recreation activities
- ☒ Educational services
- ☒ Nonmedical therapies, including, but not limited to, specialized recreation, art, dance and music