

**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: Jesse Rocha, Director of Adult Services

Date of completion: May 24, 2024

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, 2024, at 6:00PM, South Central Los Angeles Regional Center held a hybrid public meeting via the Zoom 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's main languages are English and Spanish. Therefore, the meeting was conducted in English with Spanish interpreters available both on zoom and in person. SCLARC shared the presentation and a supplemental guide in both languages and provided paper copies for those in person and electronic versions for those on zoom. The documents were uploaded to the chat and available on our website. The guide includes regional center information such as SCLARC contacts, list of services by age group, SCLARC committee meetings calendars, eligibility information, and how to read the POS cost statement just to name a few (see attachment E).

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 was communicated effectively. The feedback we received after the meeting from those present and on zoom was that the presentation was easy to follow and had enough details where they understood the data that was being shared.

The State Council did share in the chat that SCLARC should consider alternate ways of presenting the information and providing materials in plain language as well as discussing only related efforts. They further recommended sharing early start and other non-disparity information at a separate meeting. However, feedback on zoom and those in attendance shared that the data and information was easy to comprehend and should continue to be shared the same in future meetings.

(For public comment see attachment F, for zoom chat see attachment G, for Disability Rights comment see attachment I).

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 provided presentation and supplemental guide handouts in English and Spanish as well as coffee, water, pastries, and snacks for those in attendance. In addition, SCLARC offered additional opportunities for feedback after the meeting by providing families with a link to a disparity survey that remained open for two weeks. (Survey responses are attached for your review).

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

The regional center shared meeting information through SCLARC's family portal app. During the meeting SCLARC introduced the staff who were presenting and in attendance, enabled the chat feature in the zoom for comments, gave ample time and opportunity for public comment both in person and on zoom by unmuting participants, and provided the opportunity for questions.

As part of SCLARC's POS Service Data presentation, participants who wished to discuss additional concerns or their specific cases were provided with options during and after the presentation: 1) they were able to leave their names and contact information in the chat, 2) were given SCLARC's 1-800 number (833) 725-2721 and would be assisted in the language of their choice, and/or 3) were given an email cmhelp@sclarc.org for those interested in sending an email in the language of their choice.

For those attending in person, SCLARC staff were available to assist individuals served by SCLARC and their families to discuss individual case issues or answer any questions about

their case. Those in attendance also had the opportunity to complete a comment card if they needed additional assistance and were not able to stay and/or if they wanted to make a public comment.

The meeting was conducted in English with translations in Spanish and American Sign Language (ASL). For the Zoom portion of the meeting, SCLARC had 88 individuals registered and 79 attended the meeting through Zoom. SCLARC had over 37 individuals attend in person as not everyone signed the sign in sheets (see Attachments B, C, and D).

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, Impact Solutions, 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 THE 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 H). 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 8) and 85% of those served reside at home with a parent or guardian (see slide 16). When it comes to age, SCLARC served over 19,582 individuals under 21 years of age (73%) and 7,081 Individuals ages 22 and over (27%) (see slide 19). The largest group residing at home with a family or guardian were Hispanic/Latino at 17,629 with an average cost of 9K and utilization of 64%. For African Americans it was 3,677 with an average cost of 13K and utilization of 57%. For all others it was 1479 with an average of 7K and utilization of 59% (see slide 18). The per capita numbers show that the African American individual is higher at 13K followed by the Hispanic/Latino individual 9K and the all other individuals at 7K. 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 548 with an average cost of 150K and utilization of 74%. For Hispanic/Latinos it was 302 with an average cost of 154K and utilization of 79%. For all others it was 220 with an average cost of 162K and utilization of 78%. 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 20 and 23). When reviewing POS authorizations, SCLARC authorized \$698 million which is \$76 million more than the previous year and paid out \$466 million, \$74 million more than last year even though the non-utilized dollars remained almost the same as last year at \$232 million (see slide 21). 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.

Finally, when compared with all other regional centers, SCLARC was able to improve in the average per capita expenditures by ethnicity for in home individuals across all four ethnicities that included White, Hispanic, Black/African American, and Asian (see slide 24). Additional information regarding SCLARC's plan to address disparities in the coming year can be found on slides 25 through 60.

In summary, SCLARC believes it continues to move in the right direction to reduce the disparity in our community. For the past six 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 J).

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)

"...Commenting December 31, 2023, each regional center shall post its data uniformly with all other regional centers, using the same criteria, format, and organization."

26. Did the regional center post its data as provided by the Department on December 19, 2023? [Yes](#)

W&I Code section 4519.5 (i)(1)(C)(2)

"Each regional center and the department shall annually post the reports required by paragraph (1) ²on its website by August 31."

27. Did the regional center post on its website the report developed from public meetings and all its required elements pursuant to W&I Code section 4519.5(i)(C)(1)? [Yes](#)

¹ Regional center to attach recommendations and plan.

² W&I Code section 4519.5(i)(C)(1)