NORTH LOS ANGELES COUNTY REGIONAL CENTER

ANNUAL PURCHASE OF SERVICE MEETING

Fiscal Year (FY) 2022-2023

Presented by: Santos Rodriguez, MSW

March 26, 2024 & March 27, 2024

Welcome!

We have language interpretation available in Spanish, Armenian, Tagalog, and Farsi. Please let us know in the chat if you need help connecting.

We've turned on closed captions.

After the data presentation, we'll have breakout room discussions where we can discuss further.

How to Listen to the Zoom meeting in your Primary Language:

1. Click on 'Interpretation' ⊕ in your meeting or webinar controls.

2. Choose your primary language.

3. If you only want to hear the translated language, click 'Mute Original Audio' (this step is optional).

Notes:

1. Make sure you're using your computer's audio or VoIP to join the meeting. If you dial in or use the 'call me' feature, you won't be able to listen to language interpretation.

2. If you're in a language channel, you can speak and your voice will be broadcasted back into the main audio channel when you unmute yourself.

Meeting Agreements

- **Please keep your microphone muted until the designated Q&A session at the end of the presentation when we enter our Community Breakout Rooms.**

- **Please keep in mind that this presentation is being recorded so we ask you to refrain from sharing personal information that may be compromised.**

- **Encourage others to share and give them the space to do so.**

- **Thank you for being mindful of other attendees.**

Get to know our Presenter:
Santos Rodriguez, MSW

Santos Rodriguez has been employed at NLACRC since July 2016, initially serving as a Consumer Service Coordinator for the Transition Unit. In March 2022, Santos was promoted to Consumer Service Supervisor for the Enhanced Service Coordination Unit, a role within a DDS pilot program.

Santos holds a BA in Religious Studies with an emphasis in Traditions of the Americas from UC Santa Barbara, as well as a master's in social work (MSW) from CSUN. During Santos's MSW program, he completed fieldwork in the community and clinical settings, including providing case management support during the COVID-19 pandemic.

Prior to joining NLACRC, Santos worked for two years as a case manager in the federal benefits department of an advocacy firm focused on supporting individuals with disabilities. Before that, Santos served as a program coordinator for a federally funded tutoring program, overseeing tutors and students across various school districts, including LAUSD and New York City Public Schools.
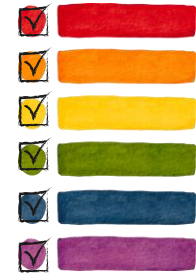
NLACRC's Mission is to create a community where each individual with a developmental disability has the opportunity to live a **healthy**, **productive** and **inclusive life**.

Today's Meeting Agenda

1.
Our Mission: What We Do

2.
Purpose of Today's Meeting

3.
Let's Review the Data Together

4.
How NLACRC is Addressing the Disparities

5.
Future Goals

6.
Community Break Out Rooms

ABOUT NLACRC

NLACRC is 1 of 21 regional centers in California.

NLACRC is the largest of the 7 regional centers in LA County.

We serve consumers in San Fernando Valley, Santa Clarita Valley, and Antelope Valley.

We served a total of 34,228 consumers as of June 30, 2023

| Active Consumers: 32,497 | Active Applicants in Intake: 1,712 | Active Consumers in Developmental Centers: 14 | Active Consumers with shared Regional Centers: 5 |

Purpose of Today's Meeting

The purpose of this meeting today is to **discuss important data** related to developmental services for underserved communities.

1. **Who?** Each regional center (organizations that provide services) meets with stakeholders (people who have an interest in these services).

2. **When?** We hold the meeting within three months of compiling the data.

3. **What?** We discuss data about developmental services.

4. **Why?** To improve how these services are provided to underserved communities.

5. **How?** The discussion is done in a way that respects different cultures and languages.

Before we Review the Data Together

Sometimes we see differences in NLACRC expenditures because:

- Where the services are located.

- Where the client or person served lives.

- Whether or not generic resources, services, and supports are available.

- The unique needs of the disability.

NLACRC wants the public to be fully informed about the data that is presented.

There are some differences between the data we are presenting today, regarding NLACRC's current census and the actual services purchased and used by our clients and persons served.

In some cases:

- Expenditures may be counted twice.

- Expenditures may not capture all services received by a consumer.

- NLACRC combines race and ethnicity data, but the U.S. Census Bureau separates these categories.

- The "other" category includes people who identify as multicultural or other race/ethnicity.
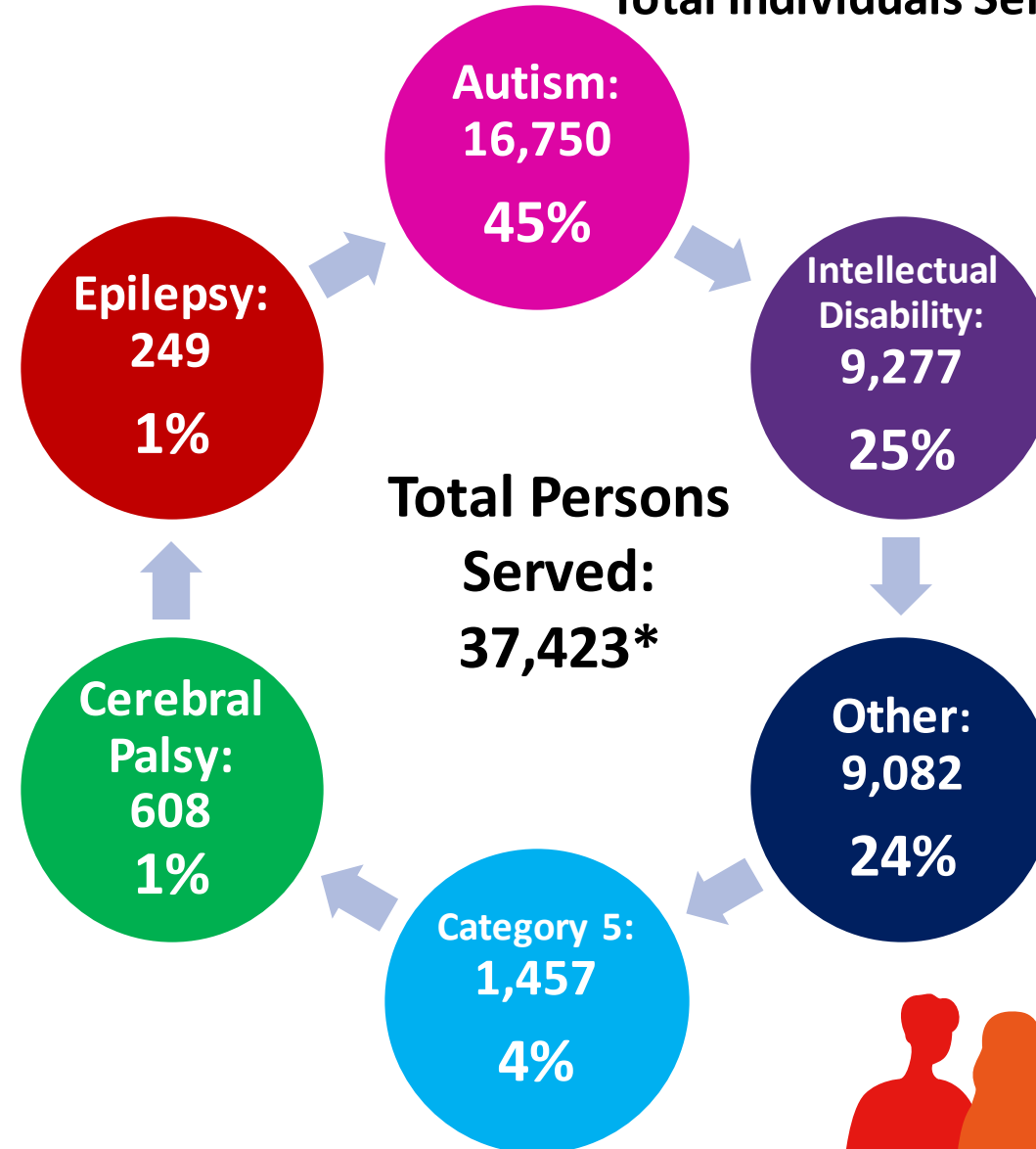
NLACRC DATA REVIEW

NLACRC Individuals by Diagnosis

Total Individuals Served: 37,423*

Autism: 16,750 45%

Intellectual Disability: 9,277 25%

Other: 9,082 24%

Category 5: 1,457 4%

Cerebral Palsy: 608 1%

Epilepsy: 249 1%

Total Persons Served: 37,423*

This data is from the Department of Developmental Services (DDS) and includes all persons that received Purchase of Service at any time during the fiscal year.

NLACRC Individuals by Age Group

NLACRC DATA REVIEW Cont.

Total Individuals Served: 37,423*

Age 3 – 21 Years
19,252 Individuals Served
52%

Birth to Age 2
7,592 Individuals Served
20%

Age 22 and Older:
10,579 Individuals Served
28%

*This data is from the Department of Developmental Services (DDS) and includes all persons that received Purchase of Service at any time during the fiscal year.

NLACRC DATA REVIEW Cont.

NLACRC Individuals by Ethnicity or Race

Total Individuals Served: 37,423*

Hispanic
17,871
47.75%

White
9,843
26.30%

Other / Multi-Cultural
3,882
10.37%

Black / African American
3,535
9.45%

Asian
2,234
5.97%

American Indian or Alaska Native
38
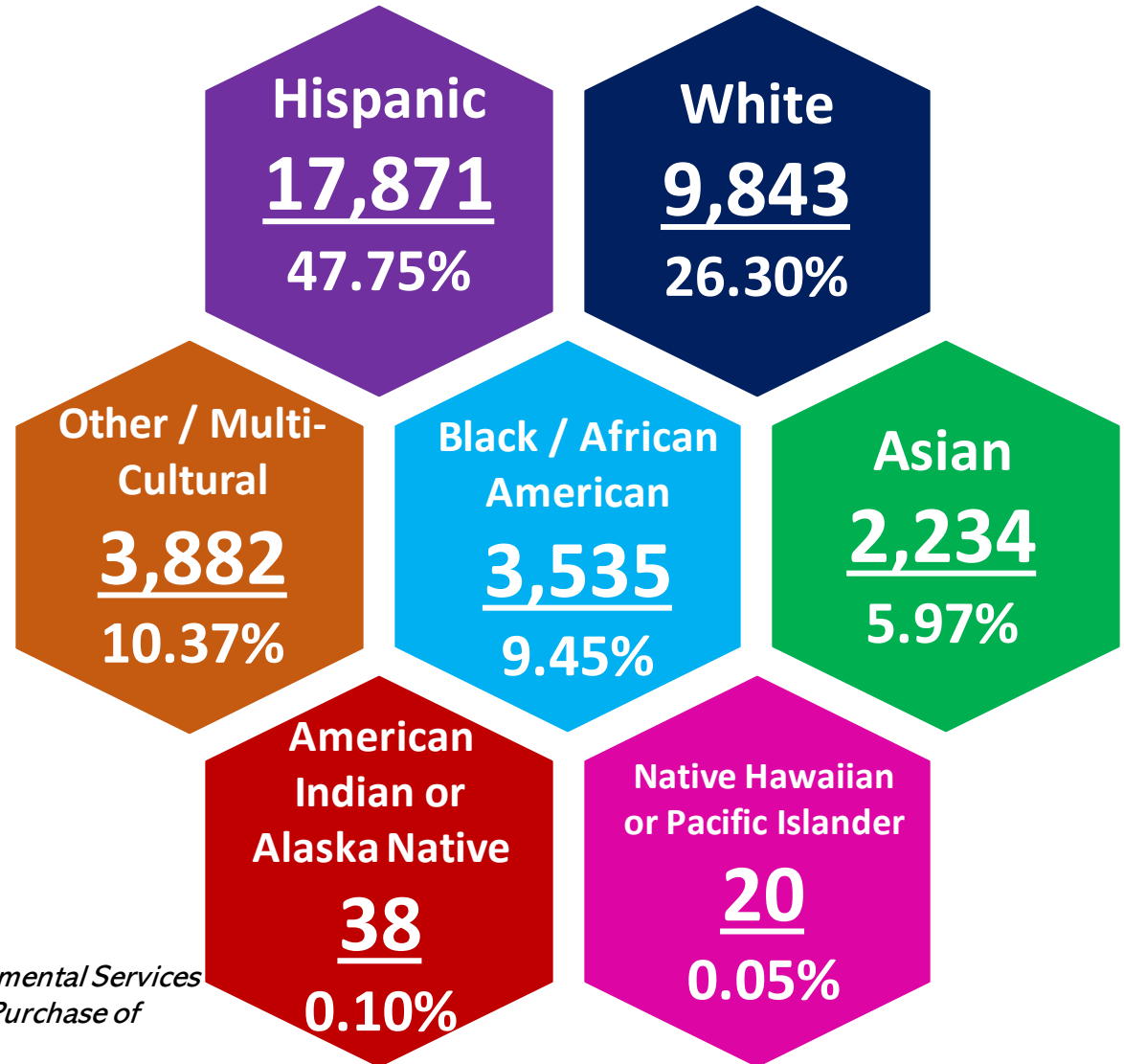0.10%

Native Hawaiian or Pacific Islander
20
0.05%

*This data is from the Department of Developmental Services (DDS) and includes all persons that received Purchase of Service at any time during the fiscal year.

NLACRC DATA REVIEW Cont.

NLACRC Individuals by Language*

English
28,711
77%

Spanish
7,912
21%

All Other Languages
746
2%

Vietnamese**

Cantonese / Mandarin Chinese**

HELLO

ทักทาย

HOLA

سلام

NLACRC Language Representation for FY 2022-2023

English 24,763

Tagalog 62

Spanish 7,054

Arabic 29

Farsi 113

Korean 37

ASL 29

Russian 60

Vietnamese 44

Armenian 232

NLACRC DATA Review Cont.

NLACRC Individuals by Residence Type

Family Home: 32,540

Independent Living or Supported Living: 1,576

Foster Home: 1,330

Other housing types may include Acute General Hospital, CTF, Developmental Center, Rehab Centers, Sub-Acute, Homeless, Psychiatric Treatment Facility

Community Care Facility / Group Home: 1,150

ICF Facility/Skilled Nursing Facility (SNF): 620

Other: 207**

Before We Review the Expenditure Data Together:

Definitions:

- **POS**: Purchase of Service - When a specific service is approved for someone by a specific provider.

- **Expenditures**: Cost of services that was paid for by the Regional Center – The money spent by the Regional Center to pay for the approved services.

- **Authorization**: Cost of services approved - The amount of money approved for the services needed.

- **Per Capita**: Per Person - This is the average cost or amount per persons served.

- **FY**: Fiscal Year- This means the financial year, which runs from July to June.
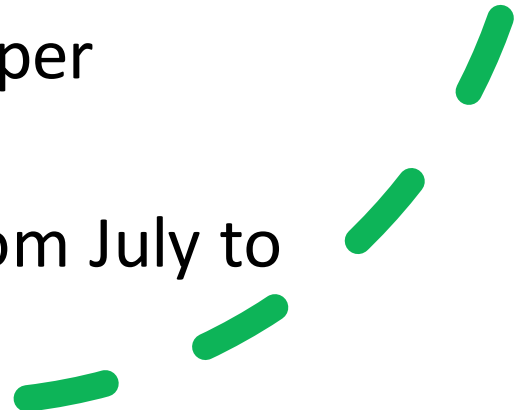
INFORMATION POS DATA DOES NOT TRACK:

Unrelated Diagnoses

Legal Status

Gender Identity

Income

Sexual Orientation

PURCHASE OF SERVICES (POS) DATA DOES *NOT* INCLUDE:

- Any Services coordinated through a Generic Resource such as:
  - Contracted Services
  - In-Home Support Services (IHSS)
  - Medi-Cal
  - Medicare
  - Private Insurance
  - School System
  - Social Work as a service
  - Supplemental Security Income (SSI)

EXPENDITURES VS. AUTHORIZATIONS PER CAPITA, FY 2022-2023, AGES 0 (BIRTH) AND UP BY ETHNICITY OR RACE

Funds Paid

Services approved

Average Per Person

Legend:
- Per Capita Expenditures
- Per Capita Authorized Services

Ethnicity or Race	Per Capita Expenditures	Per Capita Authorized Services
American Indian or Alaska Native	$6,974	$15,390
Asian	$19,165	$29,409
Black/African American	$20,917	$31,319
Hispanic	$13,131	$19,449
Native Hawaiian or Other Pacific Islander	$42,523	$57,892
Other Ethnicity or Race/Multi-Cultural	$11,128	$17,440
White	$29,950	$43,384

AUTHORIZATIONS PER CAPITA, FY 22-23 VS. FY 21-22
AGES 0 (BIRTH) AND UP

■ **FY 22-23 Per Capita Authorized Services**   ■ **FY 21-22 Per Capita Authorized Services**

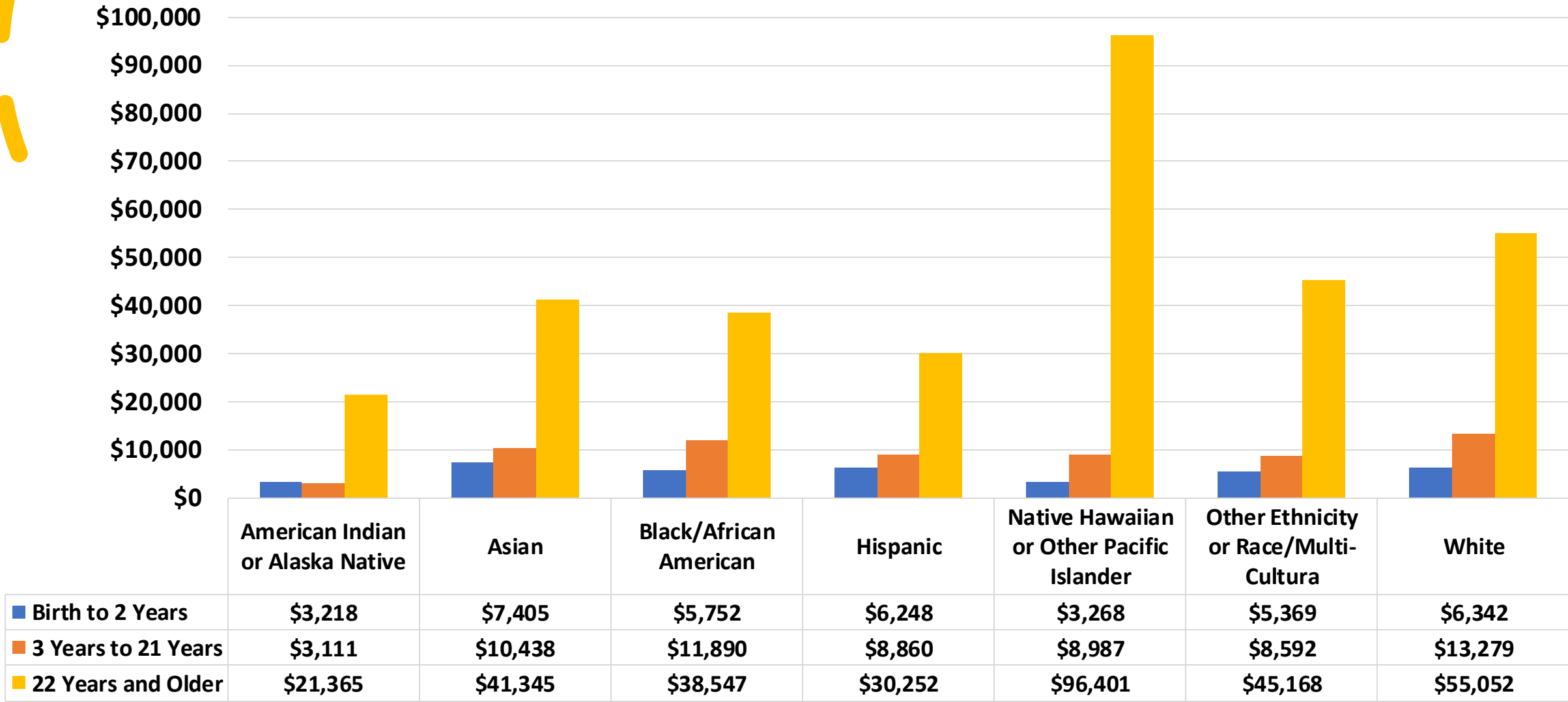| Ethnicity	FY 22-23 (blue)	FY 21-22 (green)
American Indian or Alaska Native	$15,390	$16,148
Asian	$29,409	$28,066
Black/African American	$31,319	$27,508
Hispanic	$19,449	$19,357
Native Hawaiian or Other Pacific Islander	$57,892	$31,471
Other Ethnicity or Race/Multi-Cultural	$17,440	$17,128
White	$43,384	$40,318

EXPENDITURES PER CAPITA, FY 22-23 vs. FY 21-22 AGES 0 (BIRTH) AND UP

Legend:
- FY 22-23 Per Capita Expenditures (blue)
- FY 21-22 Per Capita Expenditures (green)

Category	FY 22-23 Per Capita Expenditures	FY 21-22 Per Capita Expenditures
American Indian or Alaska Native	$6,974	$5,769
Asian	$19,165	$17,603
Black/African American	$20,917	$18,894
Hispanic	$13,131	$12,628
Native Hawaiian or Other Pacific Islander	$42,523	$25,249
Other Ethnicity or Race/Multi-Cultural	$11,128	$10,367
White	$29,950	$27,170
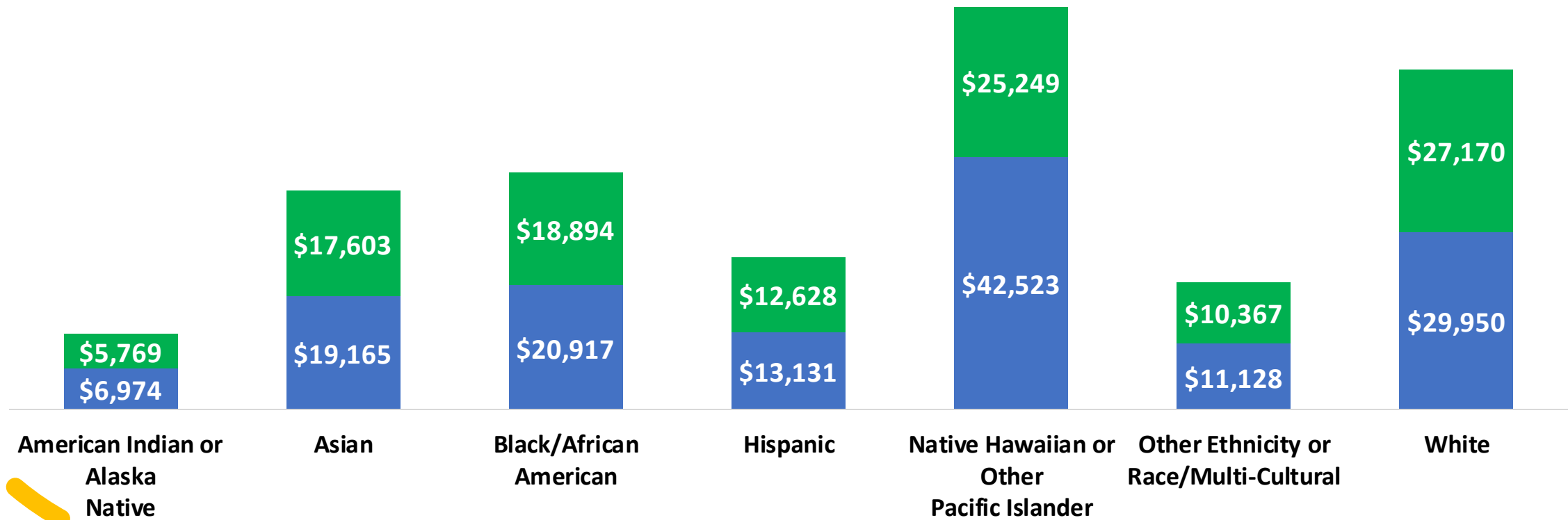
EXPENDITURES PER CAPITA, FY 2022-2023,
BY AGE GROUP & ETHNICITY OR RACE

	American Indian or Alaska Native	Asian	Black/African American	Hispanic	Native Hawaiian or Other Pacific Islander	Other Ethnicity or Race/Multi-Cultura	White
Birth to 2 Years	$3,218	$7,405	$5,752	$6,248	$3,268	$5,369	$6,342
3 Years to 21 Years	$3,111	$10,438	$11,890	$8,860	$8,987	$8,592	$13,279
22 Years and Older	$21,365	$41,345	$38,547	$30,252	$96,401	$45,168	$55,052

CONSUMERS WITH NO PURCHASE OF SERVICE (POS)
FY 2022-2023, BY ETHNICTY OR RACE

■ Consumers Receiving Purchased Services   ■ Consumers with No Purchased Services

Ethnicity or Race	Consumers Receiving Purchased Services	Consumers with No Purchased Services
American Indian or Alaska Native	19	0
Asian	1648	598
Black/African American	2,610	929
Hispanic	13,189	4,714
Native Hawaiian or Other Pacific Islander	16	0
Other Ethnicity or Race/Multi-Cultural	3,106	796
White	7,652	2,246
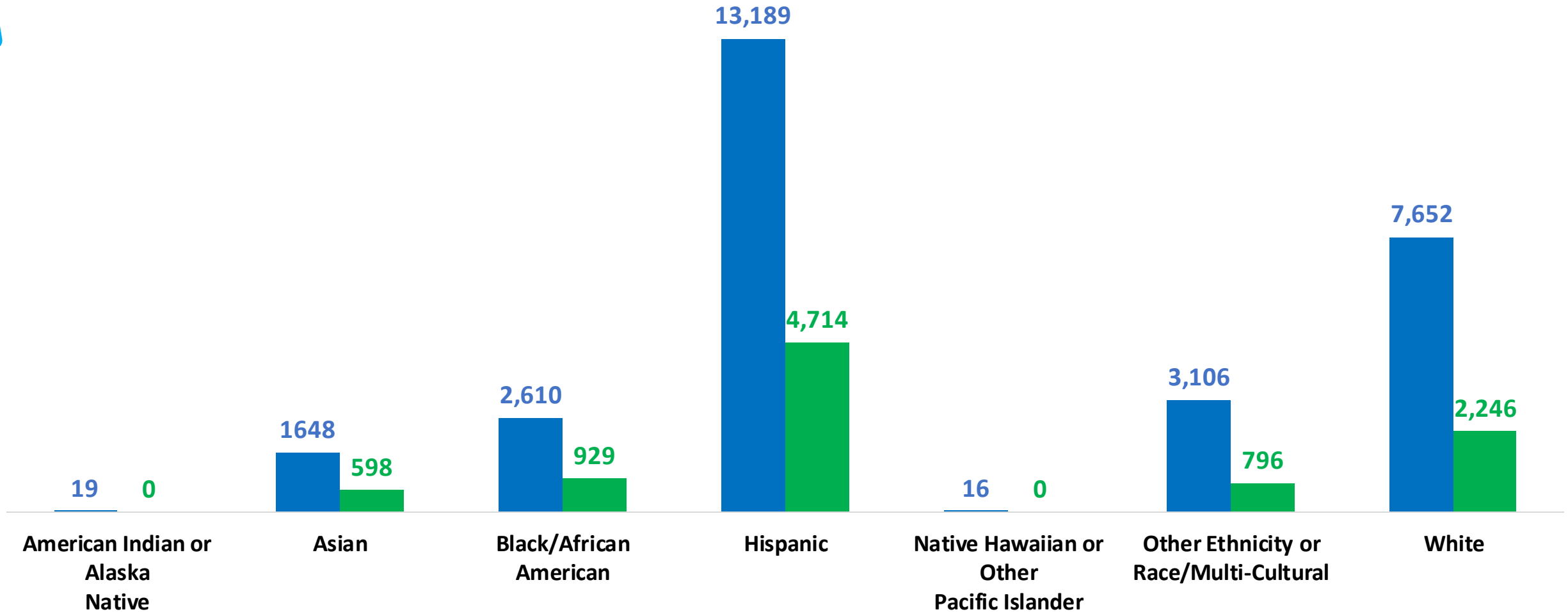
How NLACRC is Addressing the Disparities

Language Access Grants

Enhanced Caseload Team

Deaf Specialist on our team

Community Learning Forums

CULTURAL COMPETENCY TRAINING FOR ALL STAFF, PROVIDERS, AND BOARD MEMBERS

Increasing relationships with community-based organizations and partners

Diversity, Equity, Inclusion and Belonging Team

Town Hall Meetings

Service Access and Equity Grants

Focus on increasing Outreach Efforts to our Community

Parent and Family Support Specialists

Spotlighting Success

Updating our Website

QR CODES For Easier Access

Person Centered Practices

Service Access & Equity (SAE) Grantees

Harley's Hope Project

Outreach to tribal communities to provide information to families regarding regional center system. Provide 1:1 training and technical assistance to parents about the assessment process. Developed a tool kit for parents to navigate school systems. Provide information to Indian Health clinics regarding the importance of early identification and referral to regional center for services.

Cross-Cultural Independent Facilitator Specialization Training

Provide opportunities for more intensive training in "specialty" areas that will help participants gain skills to work within an IF team or independently. Program has an advocacy warmline, speaker series, self-advocacy speaker's bureau, and ASLA multicultural advanced independent facilitator training.

Trust, Equity, Access, and Healing (TEACH)

Helping families in the Antelope Valley area by providing information and creating support systems. Virtual support group every Wednesday from 11 am to 12 pm. Monthly activities to build a set of networks and coalitions. Goal is to educate and advocate to reduce isolation among families and inform individuals about the regional center system. All age groups.

Service Access & Equity (SAE) Grantees (Cont.)

Parent Navigators in Pediatric Clinics to Support Service Access
Provide parent support and trainings regarding intake and referral information for Regional Center services. Increase outreach efforts through parent navigators to the Native American community and the deaf and hard of hearing community.

Consortium for Public Health Initiatives Serving Individuals with Developmental Disabilities in California
The consortium members will work on public health initiatives to address specific challenges facing individuals with disabilities in California across the lifespan. Includes UCLA, CHLA, USC and DD partners (SCDD, self-advocate organizations, faith-based organizations, DRC). Clinics in wheels to screen different medical conditions on DD individuals. Project has a series of task forces around specific areas, and each task force will generate a written set of guidelines on public health for each focus area.

El Arc de California Statewide Coordinating Project
Eliminate disparities in regional center purchase of services by improving our system of support and services and organize political power for the Latino disability community .

Early Intervention Family Navigator
Conduct in-person outreach to families and hospital personnel at twenty-five (25) NICU departments located throughout Los Angeles and Ventura Counties. Working with families of children with visual impairments. Conduct visits to NICUs and pediatric units to provide additional support and information about Regional Center services and referrals, Medi-cal, WIC, and housing resources. Support group and ongoing playdates in the community. A resource guide for families will be created and navigators will utilize trauma informed curriculum as part of their support group.

DEIB Unit & Parent and Family Support Specialists

NORTH LOS ANGELES COUNTY REGIONAL CENTER

Lake Los Angeles Spring Jubilee Fair

West Valley Day of Service

Baby's Farmer's Market

LA County Probation Resource Fair

NLACRC Festival Educacional

Eyes of a Mother

FUTURE GOALS

Through the Language Access Plan, we continue to:

#1 Assess accessibility & develop response plan

- **Identify/install needed emergency response equipment to ensure access (Deaf +)**
- **Review, update, post linguistically accessible signage**

#2 Improve language access to the community

- **Identify translation/interpreter needs for meeting use (i.e., board, public, etc.)**
- **Increase number of translation / interpreter agencies for POS & Operations use**

#3 Additional Outreach Activities

- **Continue Outreach activities**
- **Outreach Listening sessions**
- **Outreach meetings to diverse communities/community leaders**
- **Deaf+ outreach**
- **Native American outreach**
- **Parent University**
- **Self-Advocacy Academy**

#4 Website Redesign

- **Identify areas to improve**
- **Translate documents and web content**
- **Conduct community advisory panel review**
- **Include videos in different languages**

Please stay in touch with us!

Social Media Links:

Instagram English: **@NLACRCofficial**

Instagram Español: **@NLACRCespanol**

Facebook: **www.facebook.com/NLACRC/**

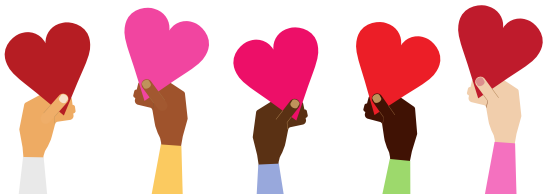Facebook Español: **www.facebook.com/NLACRCespanol**

Website: **https://www.nlacrc.org/**

X (Twitter): **@NLACRC - http://twitter.com/NLACRC**

Other Helpful Resources

- **Common Services Brochures**: https://www.nlacrc.org/publications-resources/publications/common-services-brochures

- **Guide for Consumers and Families**: https://www.nlacrc.org/publications-resources/publications/guide-for-consumers-and-families

- **NLACRC's calendar of events**: https://www.nlacrc.org/about-us/calendar-of-events

- **Service Standards**:
  - **English**: https://www.nlacrc.org/home/showpublisheddocument/9257/637237853749770000
  - **Spanish**: https://www.nlacrc.org/home/showpublisheddocument/9275/637237873156970000
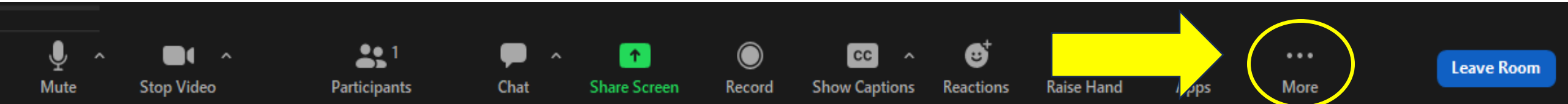
We invite you to join a breakout room of a language of your preference.

Le invitamos a participar en un grupo en el idioma de su preferencia.

ما از شما دعوت میکنیم که به یک اتاق جدا که مختص زبان دلخواه شما است بپیوندید

Հրավիրում ենք Ձեզ տեղափոխվել Ձեր նախընտրած լեզվի համար հատկացված սենյակ

Iniimbitahan namin kayong sumali sa breakout room base sa inyong wika.

Click on **Breakout Rooms**