

**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: **North Los Angeles County Regional Center**

Person filling out report: **Cristina Preuss**

Date of completion: **May 31, 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?** **2**
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

If "Other" selected enter here.

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?** **OCO 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? 3 weeks' notice
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

If "Other" selected enter here.

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

Armenian, Tagalog, and Farsi.

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

If "Other" selected enter here.

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

Based on the center's demographics, it was determined to have interpretation available for the top 5 languages for our community: English, Spanish, Armenian, Farsi, and Tagalog. The public meetings also had small breakout rooms with interpretations in the preferred language mentioned above. As our Spanish speaking population is the largest, we had 2 breakout rooms to ensure space capacity.

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, information about the purpose of the meeting was provided through the presentation and through mailing and advertisement on NLACRC's website.

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

Offered additional surveys in different languages, which were made available 2 weeks before and after the public meetings.

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

If "Other" selected enter here.

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

Service providers.

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

ICC, DOR, SCDD, FFRC, LVAC, OCRA, CHLA, and 24hr Homecare.

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	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Case management satisfaction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of regional center knowledge/service options	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of community trainings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concern with language and cultural competency	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Service coordinator/staff training concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Caseload concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communication/outreach concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lack of regional center trust	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Unmet needs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Service accessibility concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Transportation issues	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Rates and vendorization concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Vendor concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lack of community, regional center, and other community member collaboration	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Need for advocacy training and support	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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).

N/A

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.)

See Exhibit A of the attached report.

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

If "Other" selected enter here.

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)



North Los Angeles County Regional Center

NLACRC's PURCHASE OF SERVICE (POS) ANNUAL REPORT FY 2022-23

PROPER MEETING COMMUNITY INCLUSION

- ❖ In compliance with W&I Code section 4519.5 (g), please note the following:
 - Two (2) public meetings were held:
 - one on Tuesday, March 26, 2024 at 10:00 am and one on Wednesday, March 27, 2024 at 6:00 pm.
 - In an effort to accommodate community participation, these meetings were conducted virtually via Zoom.

PROPER MEETING NOTIFICATION

- ❖ In compliance with W&I Code section 4519.5 (g), please note the following:
 - The Department was informed at least 30-days prior to both meetings via OCO Email.
 - Notices for the meetings were posted on NLACRC's website 30-days prior to each meeting.
 - Individual community members impacted by disparities and barriers to equitable access to services and supports were informed with 3 weeks' notice.
 - The following outreach efforts were utilized to inform community members impacted by disparities and barriers to equitable access to services and supports of the meetings:
 - Newsletter/Ebalst
 - POS meeting specific email
 - Public meeting
 - Community partners
 - Website event page and calendar

CULTURALLY AND LINGUISTICALLY APPROPRIATE

- ❖ In compliance with W&I Code section 4519.5 (g), please note the following:
 - The following languages were offered during the meetings:
 - English
 - Spanish
 - Armenian
 - Tagalog
 - Farsi
 - The meetings included the following:
 - Meetings were held in several languages.
 - Closed captioning was provided.
 - Materials were provided in several languages:
 - Presentation: English & Spanish
 - Flyers: English, Spanish, Armenian, Farsi, & Tagalog
 - Information was presented in plain language.
 - The cultural and linguistic needs of the communities were considered as follows:
 - Based on the center's demographics, it was determined to have interpretation available for the top 5 languages for our communities: (Spanish, Armenian, Farsi, Tagalog, and English). The public meetings also had small breakout rooms with interpretations in the preferred language mentioned above. As our Spanish speaking population is the largest, we had 2 breakout rooms to ensure space capacity.

ACTIONS TO IMPROVE PUBLIC ATTENDANCE AND PARTICIPATION

- ❖ In compliance with W&I Code section 4519.5(i)(1)(A), please note the following:
 - The goal or purpose of the meeting was communicated through the presentation and through electronic mailing and advertisement on NLACRC's website.
 - The following methods were used to provide an environment that allowed attendees to feel comfortable and to interact with each other:
 - Allowed for small group conversations.
 - Introduced staff in attendance.
 - Allowed attendees to introduce themselves.
 - Provided chat rooms, via the Zoom chat function.
 - Chat feature was enabled.
 - Opportunity for public comment.
 - Provided opportunities to ask questions.
 - Offered additional surveys in different languages, which were made available for 2 weeks before and after the public meetings.
 - Based on attendance, the following was observed:
 - Attendees engaged in public comment.
 - Diverse perspectives were shared by attendees.
 - Attendees requested additional explanation/clarification on the information shared.
 - Between 100-200 individuals from the public attended the meetings.

ACTIONS TO IMPROVE PUBLIC ATTENDANCE AND PARTICIPATION (continued)

- The following efforts were taken by NLACRC to improve public attendance and participation:
 - Collaborated with community partners by requesting that community-based members that attend the Disparity Committee disseminate the information to increase attendance.
 - Offered focus groups.
 - Offered meetings in multiple languages.
 - Outreach through group meetings.
 - Outreach via flyers/public service announcements/social media.
 - Provided translated materials.
 - Offered meetings virtually.
 - Offered meetings during non-business hours.
- The following were attendees at the meetings:
 - Self-advocates.
 - Parents/family members.
 - Regional center staff.
 - Board members.
 - Community advocates.
 - Community-based organizations.
 - Department staff.
 - Service providers.
- The following partner agencies, community partners, and community-based organizations participated in the meetings:
 - ICC, DOR, SCDD, FFRC, LVAC, OCHRA, CHLA, AND 24hr Homecare.

COPIES OF MINUTES AND ATTENDEE COMMENTS

- ❖ In compliance with W&I Code section 4519.5 (i)(1)(B), please note the following:
 - Screenshots and links to presentation materials, copies of attendee comments (minutes), survey questions and responses are attached as **Exhibit A**.
 - The following themes reflect what attendees expressed as important, changes and barriers faced:

	Top Concern	Concern	Not a Concern
Regional center services satisfaction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Case management satisfaction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of regional center knowledge/service options	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of community trainings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concern with language and cultural competency	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Service coordinator/staff training concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Caseload concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communication/outreach concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lack of regional center trust	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Unmet needs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Service accessibility concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Transportation issues	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Rates and vendorization concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Vendor concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lack of community, regional center, and other community member collaboration	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Need for advocacy training and support	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



IDENTIFIED DISPARITIES IN THE POS DATA

- ❖ In compliance with W&I Code section 4519.5(i)(1)(C), please note the following:
 - NLACRC report data about number of instances when written copies of individual program plans (IPP) were not 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.
 - The types of disparities that were identified and discussed are attached as **Exhibit B**.

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

- ❖ In compliance with W&I Code section 4519.5(i)(1)(C), please note the following:
 - The following other venues were utilized, in addition to holding the POS annual meeting, to gather information to develop the NLACRC's recommendations and plan to promote equity and reduce disparities:
 - Other regional center meetings
 - Feedback requested from support groups
 - Recommendations from focus groups
 - Surveys
 - NLACRC's prior year's recommendations and plan have been implemented as follows:
 - See attached **Exhibit C**

REPORTS POSTED ON INTERNET WEBSITES

- ❖ In compliance with W&I Code section 4519.5(c)(1)(B), please note the following:
 - NLACRC posted its data as provided by the Department on December 19, 2023.
 - NLACRC posted the report developed from public meetings and all its required elements pursuant to W&I Code section 4519.5(i)(C)(1) on NLACRC's website.



NLACRC's POS ANNUAL REPORT FY 2022-23

Links to presentations: English POS (Purchase of Service) Presentation: [PDF](#) Español Presentación POS (Compra de Servicios): [PDF](#)

Fiscal Year (FY) 2022-2023
Presented by Santos Rodriguez, MSW
March 26, 2024 & March 27, 2024

1

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.

2

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

- Click on 'Interpretation' in your meeting or webinar controls.
- Choose your primary language.
- If you only want to hear the translated language, click 'Mute Original Audio' (this step is optional).

Notes:

- 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.
- 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.

3

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.

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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 Services Supervisor for the Enhanced Service Coordination Unit, a role within a DSG pilot program.

Santos holds a BA in Religious Studies with an emphasis in Theology 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.

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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.

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Today's Meeting Agenda

- Our Mission: What We Do**
- Purpose of Today's Meeting**
- Let's Review the Data Together**
- How NLACRC is Addressing the Disparities**
- Future Goals**
- Community Break Out Rooms**

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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: 33,492	Active Applicants in Intake: 3,228	Active Consumers in Developmental Centers: 34	Active Consumers with shared Regional Centers: 3
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Purpose of Today's Meeting

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

- Who?** Each regional center (organizations that provide services) meets with stakeholders (people who have an interest in these services).
- When?** We hold the meeting within three months of compiling the data.
- What?** We discuss data about developmental services.
- Why?** To improve how these services are provided to underserved communities.
- How?** The discussion is done in a way that respects different cultures and languages.

9

Exhibit A



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.

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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.

11

NLACRC DATA REVIEW

NLACRC Individuals by Diagnosis
Total Individuals Served: 37,423*

Diagnosis	Count	Percentage
Autism	16,750	45%
Other	9,982	24%
Category 16	1,457	4%
Other Intellectual Disability	5,277	14%
Other	249	1%
Cerebral Palsy	608	1%
Total Persons Served	37,423*	

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NLACRC DATA REVIEW Cont.

NLACRC Individuals by Age Group
Total Individuals Served: 37,423*

Age Group	Count	Percentage
Age 3-21 Years	19,252	52%
Age 22 and Older	15,579	28%
Birth to Age 2	7,292	20%

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NLACRC DATA REVIEW Cont.

NLACRC Individuals by Ethnicity or Race
Total Individuals Served: 37,423*

Ethnicity or Race	Count	Percentage
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%

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NLACRC DATA REVIEW Cont.

NLACRC Individuals by Language
Total Individuals Served: 37,423*

Language	Count	Percentage
English	28,711	77%
Spanish	7,912	21%
All Other Languages	746	2%
Vietnamese**	746	2%
Chinese / Mandarin Chinese**	20	0.05%

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NLACRC Language Representation for FY 2022-2023

Language	Count
English	24,763
Spanish	7,054
Armenian	232
Farsi	113
Russian	60
Tagalog	62
ASL	29
Vietnamese	44
Korean	37
Arabic	28

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NLACRC DATA REVIEW Cont.

NLACRC Individuals by Residence Type

Residence Type	Count
Family Home	32,540
Independent Living or Supported Living	1,828
Foster Home	1,330
Community Care Facility / Group Home	1,150
ICF Feeding/Infused Feeding Facility (IIF)	630
Other**	207

**Other housing types may include Adult General Hospital, CTR, Developmental Center, Residential Center, Sub-Adult, Respite, Psychiatric Treatment Facility

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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.

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INFORMATION POS DATA DOES NOT TRACK:

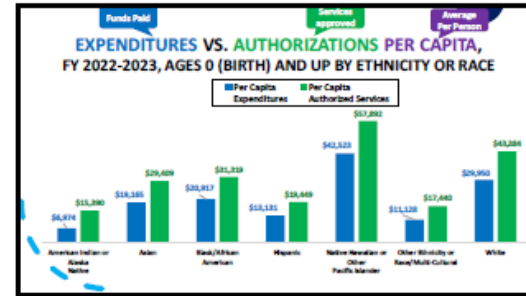
- Unrelated Diagnoses
- Legal Status
- Gender Identity
- Income
- Sexual Orientation

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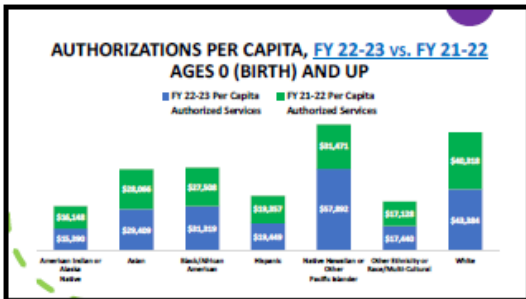
PURCHASE OF SERVICES (POS) DATA DOES NOT INCLUDE:

- 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)

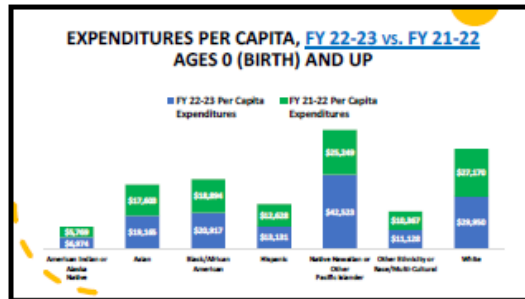
20



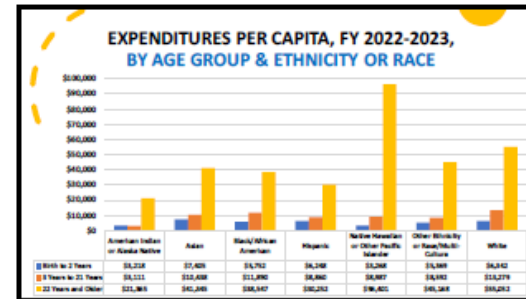
21



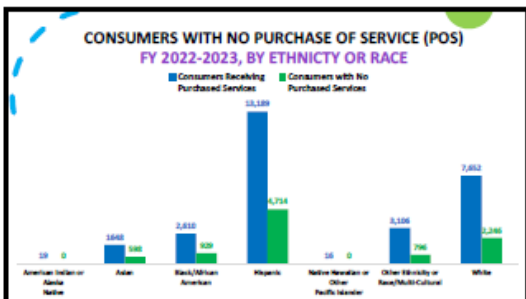
22



23



24



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Service Access & Equity (SAE) Grantees

- Autism Society**
 - Autism Hope Project: Outreach to trial communities to provide information to families regarding regional center systems. Provide I.C. training and technical assistance to parents about the assessment process. Develop a tool kit for parents to engage school systems. Provide information to health care providers regarding the importance of early identification and referral to regional center for services.
- Autism Society**
 - Cross-Cultural/Independent/Facilitator Specialization Training: Provide opportunities for more intensive training in "specialty" areas that will help our program gain skills to work with an I.D. based or independent. Program has an advisory committee, quarterly series, self-advocacy speaker's bureau, and ADA/multicultural advanced independent facilitator training.
- Autism Society**
 - Track, Apply, Assess, and Meeting (TRACK): Helping families in the Antelope Valley area by providing information and creating support systems. Offer support group every Wednesday from 11 am to 12 pm. Monthly activities to build a set of networks and contacts. Goal is to educate and advocate to reduce isolation among families and inform individuals about the regional center system. All age groups.

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

Children's Hospital LOS ANGELES

Parent Navigators/Patient Clinics to Support Service Access
Provide parent support and trainings regarding state 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.

Coalition for Public Health Initiatives Serving Individuals with Developmental Disabilities in California
The association members will work on public health initiatives to address specific challenges facing individuals with disabilities in California across the lifespan. Initiatives include IDEA, IDEA and DD partners (IDEA), and advocate organizations, family based organizations, DDCC. Clinics to inform to screen different medical conditions on DD individuals. Project has a series of fact sheets around specific areas, and each task force will prepare a written set of guidelines on available health for each issue area.

El Asa de California Healthcare Coordinating Project
El Asa de California is 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 family-friendly (NICU) departments located throughout Los Angeles and Ventura Counties. Working with families of children with visual impairments. Conduct outreach to NICU and pediatric units to provide additional support and information about Regional Center services and referrals, Medicaid, WIC, and housing resources. Support group and ongoing playdates in the community. A resource guide for families will be created and neighborhood office nurses informed consultation aspect of their support groups.

The Arc

Wayfinder

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DEIB Unit & Parent and Family Support Specialists

LAH Los Angeles Spring ADAPTS Fair

West Valley Day of Service

Bobby's Family's Market

LA County's Probation Resource Fair

NLACRC Festival Educativa

Lyds of a Mother

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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

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#3 Additional Outreach Activities

- Continuous 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

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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>

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Other Helpful Resources

- Common Services Brochures: <https://www.nlacrc.org/publications-publications-publications-community-services-brochures>
- Guide for Consumers and families: <https://www.nlacrc.org/publications-publications-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/show-published-document/6742425748121592172000>
 - Spanish: <https://www.nlacrc.org/home/show-published-document/6742425748121592172000>

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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

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

Click on Breakout Rooms

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Спасибо

감사합니다

Ծնորհակալություն

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NLACRC's POS ANNUAL REPORT FY 2022-23

Attendee comments (minutes):

POS – Notes – Meeting English Room 1 – March 26, 2024

Asked by:	Question/Feedback:	Answer:
R.V. Parent Navigator CHLA	Can we have Access to the PP?	It will be posted on website
A.R.	What is the percentage of the DEIB and Enhanced Caseload activities? Are a lot of these things getting implemented or are they already in place?	We are already implementing them and they were grantees that we are collaborating with. If you want to get information on support groups please visit our website.
R.V. Parent Navigator CHLA	Additional outreach activities were mentioned, can we refer families to attend these activities?	Sure, and they should be listed on website and social media. All services, support groups, and meetings are held throughout the month. Families can contact CSC if they need generic resources or support groups, their CSC can provide that information.
R.S. CHLA	Question #2 -In general, accessing services when we are working with a client. Right now there are families that can't get a call back from their CSC and can't get ahold of a CSC. Families qualify for services but are unable to get services such as respite care.	We provide list of vendors, if they are unable to get services from vendors let NLA know, it is important to know if a vendor is not able to provide services needed. If they want respite services we have participant directed services and Conversion workers. Families can choose providers or vendored services. Consumers can discuss options for service providers with CSC when they are vetting services. All consumers review and sign the IPP with CSC and CSC reviews SDP option. Options are outlined in IPP and client is informed.
R.V. Parent Navigator CHLA	For Early Start speech therapy start at 18 months, however; many times when there is a referral for child under 18 for language developmental delay, families are denied saying that they don't qualify.	We would look into it

	Is there another type of service that can be offered instead of denying for those services? Maybe we can get infant stimulation while we wait for child to turn 18 months.	
A.R.	Families don't know the various services they can qualify for, if they don't know they don't ask, CSC should be providing the information but doesn't appear to be the case. There are a lot of families that have \$0 POS dollars, a lot of families are familiar with respite but there is a lot of confusing about social rec for example: When I inform families about those program families are surprise and they have a hard time accessing those services. For Transitions age there is a disconnect, they know about the services they qualify for but families are not familiar with them.	We have our common service brochures that outline the commons services for each age group. We will look into that
R.V. Parent Navigator CHLA	CSC may not be able to attend IEP, and if they attend, what is their role? As far as CSC attending the IEP, can they help advocate for family? Families reported that CSC will attend but will not be able to speak.	CSC will attend transition IEP and exit IEP. There are times where we are not invited to these meetings. If families have difficulty with IEP, encourage them to involve CSC in IEP. When we are invited to IEPs to help parent review or include our education advocate to support in IEP.
R.	Consumers concerned with policy that NLA doesn't cover services that are within 30 miles from residence, 30 miles tends to be <u>far</u> which becomes a barrier. All ages.	All ages or Early Start? We will look into it



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	<p>Reimbursement for social rec.; the new FMS for social rec will pay for services but they are stating that they wont until NLA will pay first, which creates delay.</p> <p>AV geographical distance is always a concern.</p> <p>Limited resources, limited vendors, ex: if you get social rec but no local vendors, families are placed on on-call basis to wait for an open spot.</p>	
A.R	<p>Accountability, post pandemic there was more accountability, individuals were in the office more and teleworking wasn't a big option. Now the working environment has changed, some regionals have staff come into the office only 2-3 times a week but since that has become an option it is difficult to contact a person, and getting individuals to return calls is a challenge. I advise families to email staff in order to have a paper trail. It went from family friendly, where calls were returned in 24-48 hrs to now they got up to 6 months for returned calls.</p> <p>CSC turnover causes families not to have contact with CSC for up to 6 months or doesn't know who they are assigned to. Concerns not being addressed, and contacts not being made.</p> <p>We have families who are not internet savvy and can't access website.</p> <p>Need better continuity of care and provide families confidence that they can contact CSC.</p>	<p>On our website we have a list of contacts to contact incase families have difficulty contacting their CSC. OD are also available to assist families. Any families is encouraged to contact Officer of the Day for any concerns if needed</p>

A.R.	<p>Question #3: Activities for inv that have more challenging behaviors or physical issues so they can participate and gain social skills and get additional support. Yes, social rec</p>	<p>Social rec? We have social rec option If a consumer has additional behavior concerns they are referred to behavior services</p>
R.V. Parent Navigator CHLA	<p>Consumers with complex diagnosis looking for nursing care; however, there are limited nursing care services. Can there be recruitment.</p> <p>Patients with G tube have parents that can take a course to learn to care for the G tube at home; however, CSC have not allowed parents to do the respite care. NLA requires nursing care for the care of G tube.</p>	<p>That is an area where we have challenges, we have agencies that have limited staff.</p> <p>Case Managers are in contact with vendors to identify staff availability. Csc will make the determination of the level of care needed. CSC will review medical requests and determine level medical care. some times other services are offered like PA for parents who need additional assistance. There are exceptions where it is determined that a certain level of care is needed. We want to always make sure that we are providing the proper level of care to meet the consumers medical needs.</p>
R.V. Parent Navigator CHLA	<p>Do more outreach for services in remote areas; there are limited resources in remote areas, for example, there is no one to do adaptive skills.</p>	<p>We are always developing more access to resources. We are working on an expo fair to provide access to generic resources and vendors</p>
R.	<p>Other regional centers do fun outdoor activities like animal experience like visiting a local zoo to engage consumers, things like that would be great for our regional center to offer.</p>	<p>Different social options are available. We will always try and provide options for the individuals that we serve</p>
R.V. Parent Navigator CHLA	<p>NLA has a release form that families can sign; however, we have not been able to get in Spanish, is it available in Spanish?</p>	<p>We do have it in Spanish and will email it to you, please provide email and we will email it to you.</p>
<p>Session concluded at 11:20am, all attendees finished their feedback.</p>		



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POS – Notes – Meeting English Room 2 – March 26, 2024

Asked by:	Question/Feedback:	Answer:
Q1. V.B. FFRC	Format of data, more detailed data to include language needs	Thank you for your feedback
Q2. .V.B. FFRC	Main barrier- not being able to reach service coordinator	We have heard from families and working on a solution
Q3. T.H.	Language barrier-hard to find interpreters	We will make note of that
Q4. T.H.	More vendor outreach needed, no group homes for deaf clients	We will share with the team
Q5. .V.B. FFRC	There needs to be more Training for parents and orientations of services for all ages. Changing the times of the current orientations. Recording of workshops	Thank you
Q6. J.K. MPH	Vendor Process; more funding for bilingual staff to get paid equally.	Yes, we understand that lack of Funding has been a challenge for all, and we are working hard to get more funds.

POS – Notes – Meeting Spanish Room 1 & 2 (breakout rooms combined) – March 26, 2024

Asked by:	Question/Feedback:	Answer:
M.L. ICC Integradora	<p>One of the barriers that families are facing frequently is the lack of CSCs that is impacting the Latino community. It's like when mothers say, "Well, my son needs a service. Who do I ask?" There's no coordinator.</p> <p>The other thing is the social recreational services. The recreational services should be faster and easier, and in reality, that's taking too long. I'm not saying only with you, the majority of RCs, there are families that are owed for months or years. This is really impacting the numbers, when the families do not have the way to pay for a recreational service, they stop paying.</p> <p>Without a CSC, the families do not have anyone and once services/ the authorization is done, there's no one to reauthorize them.</p> <p>Also, these meetings are important for families to have their input.</p> <p>RC has a high number of families, and these meetings are a way where mothers can participate and provide feedback on how they can help and how services can be improved so we are able to see changes and work together to make those changes in order to help the families. It is difficult when there are a lot of clients,</p>	<p>Internally, we know we don't have many CSCs, but many units are vacant, and this impacts how we collaborate and communicate. We have been working to increase the number of people that are hired. We have a contract with an external company that is helping us bring in new hires, but as you know we must provide the proper training for them, so they feel comfortable taking the cases, but we are working on that for the families and the companies that don't know who to call.</p> <p>In regards the recreational services, we were finally able to receive the FMS. The FMS is going to help the communities because we know that in the past if families did not have the money to pay for a ballet class for their children, they couldn't wait until they get reimburse months later so this FMS will help the families because families will not have to pay from their own pockets making it more easier and faster. There are 6-7 companies that received funding from the district to offer socialization services and classes for children. Unfortunately, when this was implemented, we didn't have time to implement it ourselves before the families came to us. It took us a bit of time, but now that summer is coming, we have everything aligned so now we can have</p>



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POS – Notes – Meeting Spanish Room 1 & 2 (breakout rooms combined) – March 26, 2024

	<p>but these meetings are very important, and the attendance of the families is very limited.</p>	<p>better services and access and not too much delay in services.</p> <p>If you know any families that were not able to be here today or cannot be there tomorrow, please tell them that we have our survey online, that's another way to share their input and the survey will be available for the next 2 weeks.</p>
L. CHLA Parent Navigator	<p>Can there be more help for families in other areas such as transportation? One of the new services we offer is to provide families with transportation when they come for a medical appointment but for therapy it is a bit different and sometimes families do not want the therapies because they cannot go due to lack of transportation and we know your RC covers a big area and I want to know what you guys are doing to assist consumer with transportation?</p> <p>I'm also a bit disoriented with the statistics that you provided at the beginning, I thought you have more people that speak Spanish, and they are not being represented. How does your number compare to the number of this side of the county.? Why Spanish people are not coming to RC? We would like the intake packet to be smaller. It can be 1-2 pages.</p> <p>We would like to have a universal application for all RCs.</p>	<p>The number of clients that have registered give us the information of what language they speak, Spanish, English, Arminian, Tagalog or any other language. That's the information that we get from the families and clients. We serve the SC AV, SFV, there is no limitations as of what % we serve. Lately we have been working with CHLA, our DEIB team & our PFSS to ensure all the families and whoever works with families are provided with all types of information in any language if they live in this area.</p> <p>A lot of families put that the families only note one language even though they speak 3 different languages at home. A lot of times, the analysis might not represent 100% of what we have because we have a lot of people here in the valley that speak Spanish. We want families to feel more comfortable.</p> <p>We want our publication and videos to be in different languages, so families feel more comfortable accessing the information and know that we are here.</p>

		<p>In regards the transportation based on our regulation if transportation is provided by a generic resource (medical insurance), we don't have the responsibility to ensure the families are receiving the service. If the transportation is for a child of 0-3 (ES), services that include speech, physical, normally those are offered at home because according to our regulations those services must be provided in a home environment.</p> <p>If for some reason families do not want services at home, we can find a place for them to go and receive those services, but this is a conversation that they need to have with their CSC.</p> <p>As per ES regulation, we can help the family get a reimbursement for transportation, but that must be discussed with their CSC. If it is an adult that wants to participate in an adult program, round trip transportation is funded. Right now, it is very confusing when we receive a case that comes from San Diego because we have different forms and documents that they used to make their evaluations and families get confused so it's better to have one for all 21 RCs.</p>
F.P. (OCRA)	I wanted to thank you for all the information. These presentations are very useful, the comments from everyone	I have a question for you, what kind of activities would you like for RC to explore? I know that OCRA works with the Hispanic



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	<p>have been very informative. Our offices have been helping families and I'm just here listening.</p> <p>It would be better if we could include the families in meetings so they can contribute their input but that's something I can discuss with my supervisor and then provide a report to RC.</p>	<p>community and that helps us have a different type of perspective because you also provide direct services for families.</p>
D.C. ICC Integradora	<p>I have admired NLACRC because they had a collaboration with ICC where they would conduct forms, so families were to be included and maybe share their challenges.</p> <p>I also wanted to ask about outreach, what is RC doing to find reach people in small towns in those places like antelope valley?</p> <p>Another challenge is that zoom might go away. Not having virtual meetings might affect parents that are not able to meet with their CSC. Our organization is not in favor of this because if CSC has 80 cases, the CSC is not going to drive for an hour to meet with the families. I know families that haven't seen their CSC in 3 years.</p>	<p>We have community learning forums conducted in different languages, we discuss different speakers and topics monthly. We would like for more people to join. We also have "ask Mariana" so families can learn techniques, or activities that they need to have as caregivers if the child has a disability. We also have the Townhalls</p> <p>The only thing that we have eliminated is in person Cafecito.</p> <p>Cynthia and Sandy work at the AV and they have been making connections with school, attending fairs, and outreach.</p>
S. ICC Parent	<p>The only person helping me is from ICC. I never knew about services such as recreational services. RC never communicates with us. It took a year to communicate with my worker.</p>	<p>Hearing your concerns of not knowing what type of services are available. If you are not able to contact your CSC please let us know.</p>
Y. ICC Parent	<p>I'm speaking in general; I have been with ICC. I know a lot of mothers that don't receive any notifications or information from their CSCs. They don't</p>	<p>I thank you because you are representing people. Like we said in this room, we have take notes of your concerns. If you</p>

	<p>motivate parents instead, they scare them, and I don't think that's okay. During the pandemic, I asked for more services, and I felt threatened when my CSC told me I was going to lose my other services if I changed the services.</p>	<p>work with families, please fill out the survey.</p>
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POS – Notes – Meeting Spanish Room 2 (refer to Meeting notes for Room 1, breakout rooms for Spanish 1 & 2 were combined as only 2 members joined room 2)

POS – Notes – Meeting Armenian – March 26, 2024

Asked by:	Question/Feedback:	Answer:
J.K. MPH	<p>The vendor "Creative Minds" informed us that they have currently approved CFS services, providing training and flyers. The vendor would like to meet with Santos to discuss scheduling the training sessions.</p>	<p>Outreach Language Specialist will follow up.</p>

The Armenian Breakout room closed at 10:50 AM as no one else joined the room.



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POS – Notes – Meeting Tagalog – March 26, 2024

Asked by:	Question/Feedback:	Answer:
C.C.	Provide suggestion to tell families about resources Children's Hospital can provide to families when a child is diagnosed with disability. Personal experience they have been helpful for families. Requesting information for Waive Finder Family Services	Kristine agreed to provide WayFinder Family Service information after the presentation.
J.L.	Question about data presented during meeting as she was late to join. Stated that most parents are in the denial stage in the beginning. Asians are well known for being smart. Family members are mostly in the medical field in which they get suggestions from.	The data was presented based on race, language, diagnosis of consumers. Kristine agreed that the presentation can be shared to them after.
C.C.	Question about data relating to Filipino families. Shared personal perspective that Filipino families are not really represented within NLACRC because they are "in denial" about child's diagnosis.	Thank you for your feedback and your concerns.
B.	Came into meeting late. Asked if horse therapy is now covered in Social Recreation and the FMS.	Kristine answered yes and suggested they must contact their CSC for Social Rec. She will also share the Social Rec Resource Guide.
L.H.	No questions or feedback as she came in late.	Kristine noted to questions or feedback.
A.	Feedback was she got approved but hasn't received any services yet. She was asked to apply for IHSS and SSI, but doctor hasn't signed records yet. Expressed frustration that enrolling and applying to activities is hard. Asked if it's possible to just recommend a provider for them.	Kristine got the parent's information to follow up for a consult. She will also share the Social Rec Resource Guide.
B.	Shared that they have attended SDP orientation.	Kristine affirmed.

C.C.	Shared to Bella about FMS and reimbursement program, and qualification for services.	Kristine affirmed that they would have to contact CSC to initiate the FMS process.
R.S.	Missed the presentation, asking about transferring to Inland Empire this summer and if anyone knows resources there. Expressed that he was not satisfied with services at school and feels like there's some type of service that is lacking. He prefers ABA as a one-on-one service for his child.	Kristine affirmed.
J.L.	Responds to Rob and asked if his child is receiving BII at school since ABA is at the center. Shared similar experience with her son and affirmed him that it's going to be difficult and hard, but he will learn as he goes.	Thank you for your feedback and your concerns.
B.	Responds to Rob Sales about ABA services. Suggests that ABA services also be used for socialization opportunities.	Thank you for your feedback and your concerns.
V.D	Provides positive feedback and appreciation for Kristine's patience and persistence. Asked for copy of presentation. Asked for several information: Conservatorship, Understanding SSI, IHSS, CalABLE, Trust, ILS, and Tax Docs provided to her child.	Kristine agreed to provide presentation. She will be following up with parent for a consult.
M.MC	Shared that she has no contact with Service Coordinator, and Officer of the Day did not respond from months ago. Her case is currently vacant.	Kristine will be following up with parent for a consult.



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POS – Notes – Meeting English Room 1 – March 27, 2024

Question/Comment from: (community member name)	Question/Feedback:	Answer:
F.G. ICC	<p>Breakout sessions is a fiasco. It is a barrier to access to equity. ICC has been a collaborating partner and continues to be and we weren't mentioned during presentation, why was ICC omitted? Presentation gets a 10, it looks pretty and it has nice visuals, but the nitty gritty of disparity is still there.</p> <p>Largest groups doesn't seem to be improving, it's getting worse. Those are things that we need to deal with.</p> <p>How was the data for other received? When these are people who opted in to be in that category and identified as such. I want to see a breakdown of category by ethnicity, this is probably 3rd largest group served and most impacted and no one is understating what "other" means, I want to understand the category of "other"</p>	Thank you
Question 2		
W.T.	<p>I provide support to NLA clients and generic services. Lisa Carrey is here to provide access not only to NLA but to other generic resources. Issues that we face and calls that we get is the inability to assess someone to speak to somebody that is consistent, I think NLA is already aware. The issue is the amount of CSCs that are available and the workload of the CSCs and just being able to call the mainline and being able to get someone that can actually provide support and even calling the OD and leaving a voicemail and not getting call back within 24-48 hours.</p> <p>That's the feedback that I get and have experience. I might call and get somebody really good or might not. We need consistency in order to make sure the clients are receiving consistent services.</p>	<p>Thank you for your input. I do want to let you know that if there is an individual that is on an open case load where there is no assigned coordinator those calls automatically go to the operator. Everyone on a caseload that we have staff for, has a voicemail that will direct you to who their supervisor is if that you can reach if they are not responding.</p> <p>We also have a list on our website of various managers supervisors,</p>

	Consumers are getting the repercussion and consequences of the lack of staff	directors, they can contact if they are not receiving any response or assistance.
Question 3		
C.K.	<p>I have a few clients as an independent facilitator, if there could be team building activities within NLA to be supportive and collaborate to ask for help from each other. I feel like there is miscommunication sometimes from clients about some of the barriers and issues, so that if they are struggling to feel trust. And on the flip side social workers don't know where to access information. Everyone is an island of their own thoughts and information maybe that's a struggle that carries over.</p> <p>I have gotten the support I needed for my clients but in general I wanted to respond to providing some input. some of the barriers is the miscommunication, things come up that are difference of opinions or maybe the client doesn't understand all the rules and it stays there and doesn't move forward because it's left alone.</p>	<p>I appreciate that information. We do have roundtable monthly for the SDP program hopefully you are participating in that. We have various support groups and internally we have many sites that case management can go to looking to access information. We also have a series of up to 55 virtual training programs that every service coordinator needs to do. If you are having a certain situation where a service coordinator is having a difficult time, please reach out to us.</p> <p>Through the SDP program we have 7 specialist that is assigned a case that is going into SDP to assist our service coordinator through the process from start to finish.</p> <p>I appreciate your input</p>
M.	I have a 32 year old son who just recently started receiving services from NLA. I am grateful for Maria Lopez and Gabriela Romero at ICC for helping me get connected to NLA. All the ICC group is great and thank you NLA for approving services for my son.	Thank you for your feedback



	<p>CSC has been addressing all my son's needs. I'm grateful and hope all moms get the help they need. It took me many years to get the help and hope other moms that needed get it too. My son never received services prior to NLA. If it wasn't for the ICC group I wouldn't know about NLA. I am a single mother and didn't know about NLA, maybe if he would have received services before maybe he would be better. Jessica Arias, our CSC, thank you for addressing all of my son's needs and ICC thank you for helping me and for supporting me.</p>	
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POS – Notes – Meeting English Room 2 – March 27, 2024

Question/Comment from: (community member name)	Question/Feedback:	Answer:
Question 1		
Lisa Carey	Does data presented include SDP participation ? Lots of Disparities in SDP	Not sure, but can ask.
Question 2		
Fernando	Breakout rooms feel segregated. all attendees should be together and be allowed to ask questions. Break down of who are the "other" category. Split data, traditional and SDP Quarterly meetings will help families understand data better	We will share your concerns with the team.
Question 3		
Lisa Carey	Not enough staff and resources for FMS in SDP. Not enough staff at nlacrc, case workers not knowledgeable on services. Families being told by csc there is not much more RC can do after child reaches age 3.	There are lots of components and more to learn about SDP. as we receive information, we make sure families are informed. We are actively looking and working to hire more staff. Families should be informed about lanterman services before clients turns three years of age.
Question 4		
Fernando	More Support for service coordinators to better support families.	We do have staff available to train and assist new service coordinators.
Question 5		
Fernando	Need to include families in decision-making. Engage community to participate. Bring back trust and respect of community.	We will take your comments in consideration as we plan future presentations.



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POS – Notes – Meeting Spanish Room 1 – March 27, 2024

Question/comment from: (name of attendee)	Question/Feedback:	Answer:
O	One year w/out a RC. I do not have a CSC and my son only has respite services, no therapies. I have waited from my CSC, and she never resolved anything.	We cannot resolve your individual case in this platform, but we hope to resolve your issue. Currently we know that all RCs have had a change in staff, and we have not been able to provide the services needed. We have contracted with an agency to assist with hiring of temporary staff. We know that impact of not having service coordinator and we are working on hiring CSC to provide the services to our clients. Families may call the Office of the Day or the Family Advocates for assistance if you are currently without a CSC and they can help you.
K.	I am a bit stressed over the SDP process, and I am sure that like me there are other families. You should train the CSCs to learn to respect parent especially single parents like me. I also have not seen the Cafecito Entre Nos meetings advertised	We are looking at the SDP process with guidance from DDS. With regards to Cafecito, they are still there, the Aprendiendo session has changed to Community Forums that touch on various topics. We saw the success that this platform had so we decided to do the same in other languages on a monthly basis with different topics. Cafecitos are still active every 3 months.
R.	We feel that it is important to have ICC as they are our support as parents. We would like to have in-person ICC meetings in AV to express our concern, especially on SDP.	We are expanding and we are looking at having more meeting in-person. We want to start a platform called Conversation with the Director for everyone to come and speak and express

		how they feel. Please check our website starting in April for more information.
R.C.	It is very hard to navigate this system and sometimes the CSCs do not help at all. I was able to find ICC and they have assisted in this difficult system. We need lots of information, assistance, and guidance.	With regards to training, we have unfortunately lost a lot of CSCs and we are aware that sometimes the communication and collaboration is not always there. Our goal is to provide services to people with dev. Disabilities and we are focusing not only on training, but also on tools that may assist families. We are working on Parent University, which will have many of the resources needed by families. We want you to know that we are trying to work as much as we can to move forward not backwards and have heard from our consumers, families, and the community. We are working on making changes and have attended legislative meetings in the community to advocate for our services to advocate that the governor does not cut our services so that we can continue to hire more CSCs. We encourage families to contact your legislators to advocate for continued funding to our system.
I.G.	The last CSC has not come to provide services. She never offered respite services. The CSC would cancel meetings and would only come by to try to have me sign a document. I have not been	It is unfortunate to hear that your experience has not been positive, as this is not our practice/mission. If you know that a CSC is not meeting your needs, you have the right to change service



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	receiving services from the RC since 2021 and my daughter needs services. All of this has been very frustrating. The first CSC was good, but the second one was not.	coordinators. You may also contact the supervisor to find out what is happening with your case/services. We have a new brochure that has the services that can be provided to consumers/families which has been posted on our website. You may also contact the officer of the day or the parent advocate.
E.G.	Why do we have barriers now? We have been working with NLA for the past 5 years. I ask that our collaboration continue, but with direct services.	We have never intended to remove ICC from our platforms, but we do have now other resources available to families to learn and grow. We are creating other forums as the work that we do is based on the needs of the people we serve. We want more opportunities and resources for families.
M.R.	I have seen the change at the RC with respect to the CSCs. They are more attentive and provide information, but I have to follow-up with my CSC when she does not call me back. I also want ICC meetings to continue as they have been extremely helpful.	We want to assure you that the ICC meeting have not terminated. They continue to take place, but the schedule has changed as there are other resources/platforms/forums that are being provided to consumer and families.
A.	What are the dates for the ICC meetings, if in fact they have not been removed?	The next Cafecito is April 11 th , and the Aprendiendo Entre Nos meetings have new platforms such as Community Learning Forums, with various topics which are monthly for families to participate and learn. The next Community Learning Forum will also be on April 11 th at 9:30 a.m. before Cafecito, which is at 11 am.

O.	I have a child with down syndrome, and we have been without a CSC for a year. My child only has respite and right now we don't have any other services. I did talk to my previous CSC, but she never got back to me. My son needs services. He has behavioral problems at school so please take that into consideration,	Thank you for sharing your concerns but at this meeting, we won't be able to assist with everything, but we can address your concerns. We are aware that for some reason employees come and go. Currently, we have a contract with an agency, and this will give us the opportunity to start working faster. Next week we have 15 people starting as CSCs. I want you to know that we are working on hiring more people. Right now, people can call the OD or the family specialist like Cynthia that works in the AV and Maria that works in the SFV. If they have any questions in regards services.
K.	I'm here representing my 2 children so they can be successful in the future. I'm sad and stressed because of how difficult and lengthy the SDP process is. We (my family) have been disrespected and I'm very sorry that we had to experience that. The reason that I'm here is so this can be changed. You need to train your CSCs better. We also want to see if we can keep Cafecito Entrenos because at this meeting we will get the help we need.	In regards SDP, all the RCs have been reviewing the SDP process to see how it can be faster. Along with DDS, we have explored the options that we have such as revising the format, etc. In regards Cafecito, the meetings are still available, we just had to reorganize them. What we have now it's a Community Learning Forums. Community forums are being provided with translation so the families can learn more information. We offer it monthly and every month there are different topics. Another forum is "Ask Mariana", those are in Spanish with translation in English. We want to also provide Tagalog, Farsi, Arminian to all different demographics.

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	<p>my child and it's very hard to navigate RC services. I don't know if they don't have good training for the CSCs and we need help. Having a child with special needs is not easy and we need someone to help us get what we need. It's very frustrating when a CSC instead of helping, they put more barriers. As single mother, I don't not have the time to go over everything and it feels like I'm drowning.</p>	<p>"University for Parents" so parents can discuss and analyze the resources available. Like you said, you might not be here in the future so what are you leaving for those that need help. We are looking into getting feedback. Please communicate with other participants because we need their feedback. RC is not the only organization that can help you. There are more federal, state places that can work with us to help you better.</p> <p>We are currently waiting for a budget from the state. The governor needs to create a budget and we heard that there might be cuts in this year's budget because they think that social, recreational services are not needed. Next week, I will be going to Sacramento to advocate so they don't cut our funding. If they give us the proper budget, we could hire more CSCs, we can lower the cases so CSCs will be able to provide more help and better-quality services. I recommend you talk to your senators so they can help us at some time.</p>
M.G.	<p>I have a 16-year-old with Autism. In my case, things were fine at the beginning until they started switching my CSC. The last CSC that was here didn't even mention respite services. She would just come to collect a signature and I would have to</p>	<p>I'm very sorry that you had to experience that. Like I was saying, when there is concern or when there is no CSC assigned to the case, or when no one is answering, you have the right to complain. We have the OD to help in case there's</p>

	<p>go downstairs to sign. I went to RC's office to talk to someone and unfortunately, I got the same answer there. MY CSC was never at the office and when I called, they would tell me she was not there. Since 2020, I don't receive any services. My child wants to go to school. I want to reactive my case because my child needs the services. The 1st csc was good but the second one never got back to me or did anything to help.</p>	<p>no CSC assigned. We have the family specialists so they can provide you with information that you need. We created more publications to make families aware of services and flyers with definitions of services. What we want is for you to have that information available so you can ask your CSC for services in case the CSC does not provide you with any information. What I would recommend is for you to call the OD, Cynthia or Telma so they can help you. Please provide mother with GI & insert information.</p>
E.G.	<p>I want to be transparent with you. There's a lot of barriers that affect families. Internally sometimes CSCs do not like the participation with ICC because our work brings transparency to families. ICC is the only organization that takes a grant and helps the families, some other agencies offer training, but they don't provide direct support like us. It was sad to see that ICC was removed from the grants group. We have work with RC for the past 5 years and we don't cost RC a dime, the last thing I want you to know is that is good that RC is reaching the other communities, but this should never affect the most needed community such as the Hispanic community. Please continue to collaboration with ICC and keep the meetings that</p>	<p>We have never thought about removing ICC because you guys provide support to different valleys and all over the state. You are a very strong organization. We would like for someone to work with us. Please send me an email so we can plan for the future. We are creating forums, having meetings with the families and with the community. What we do is based on the needs of the community. We want to improve our system, we want more funds, more things for families. Before we didn't have camp for recreational services, this year we don't know that is coming but please keep supporting us and provide your feedback. After this presentation, we have already put a survey on our page that</p>



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	were scheduled for the past 5 years.	we would like for you to answer. If you know of any other families, please let them know to complete the survey because the mor information we get, the more we can help.
M.R.	I have noticed the changes of CSCs. I would like for them to keep the services that were agreed in the IPP. We have to call them and be chasing them for them to answer. I know that little by little changes are happening. I would like for ICC to continue with the meetings like Cafecitos, it's very important for us mothers to have that support. Please do not remove them.	Cafecitos continue. We have the forums, Ask Mariana, etc. I would like to know what topics you would like to discuss. We know there are some topics that are more important than others.
A.	Complained about FFRC. They don't offer proper help. I was there Friday, and they didn't help with anything. I asked questions and they didn't help or wanted to help until I signed a paper where it stated they were going to help me. It was early in the morning, it was a program, but I can't remember the name, I believe it was "Aprendiendo Entrenos" I'm the SFV and it was this past Friday.	Please contact Cynthia. We will check because we didn't have "Aprendiendo entrenos" this past Friday.

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POS – Notes – Meeting Spanish Room 2 – March 27, 2024

Question/Comment from: (community member name)	Question/Feedback:	Answer:
Started in room 1 at 6:51 pm		
K.I.ICC	So, ICC will not participate in the groups? It is because since January I have not seen anything.	Thank you for your comment.
R. ICC	<p>What I would like to share is that ICC needs to participate because they are our support. NLA should restart collaborating with ICC. I think NLA should offer an in-person meeting for us to share our concerns, conversate, and NLA hear our concerns. Parents need support from the ICC as they do not know the law. ICC has helped me a lot, and I have learned a lot.</p> <p>My concern is SDP, as there has been a delay since January with my case.</p> <p>Do you have an approximate date of when we will meet? That way it gives us hope.</p>	<p>CP- We are looking to expand our in-person services, although we are not fully out of COVID. We are looking to offer something like Coffee with the Director. We understand that ICC is here to help and support families.</p> <p>Please refer to our website, and information will be shared.</p>
R.C.	We need to learn, I just started to join these types of meetings. It is difficult to navigate the RC system. Unfortunately, CSCs don't help. She found ICC and they have helped her a lot. I needed someone to help so my son could go to college and CSC told her there was no help. The RC needs to help us. I need help to ensure my child has a future when I am no longer here. I don't know if the CSCs need more training. Having a child with Special needs is very hard and we must learn from O. We need guidance.	<p>We thank you for sharing your concerns and comments.</p> <p>We are reviewing our training curriculum as we have heard from families that the meetings are not informative.</p> <p><i>(moved to room2)</i></p>
N.	My heart breaks when I see the report and see that Hispanics continue to have less, and English and Pacific Islander families are higher.	Thank you for your comment.

	I have been without a CSC for 1 year and I am waiting for Social Rec. I have talked to the ODS and Emmanuel and they don't help or do anything. I was told I would be assigned a CSC and nothing. They question me why I want the service. I have been paying out of pocket for my son to receive Music Therapy and Social Rec. No one cares. NLA says they are trying to hire, but when they hire the CSCs don't know about the services. NLA says that we want to integrate, but they are lies.	
M.L. ICC	From my understanding during the POS meeting as a mother and ICC Integradora, the RC needs to report on the money received. I did not see any real details of how much money they received, how many clients they served, and how many clients had O POS. From my understanding, The RC should have provided that information. NLA is offering classes and training, but it feels like there is conflict as ICC cannot be part of it. There is a big disparity with Hispanics. There are gaps and a lot of data missing about how NLA manages the funds.	Thank you for your comment.
K	<p>I have a son who is 18 years old and I am concerned about him, I want to learn about the services available for young adults. I think the NLA needs to focus on SDP, as we don't have vendors, and we as parents must find the vendors.</p> <p>We need the RC to take the lead, we don't just want to hear about what you will do but want you to act.</p> <p>We moms want our children to learn how to be independent as we won't be here forever.</p> <p>It is tough for us to navigate the RC, and ICC has helped us.</p> <p>RC a government agency, we expect the same thing from you.</p>	Thank you for your comment.



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	Act and show us the progress you have made.	
M.A. ICC	<p>Thank you for opening the doors to individuals of all languages. My preference would be instead of having two Spanish rooms that we are all in one room, so I can hear what the others share.</p> <p>How are the consumers being informed about everything presented today, as her son is a consumer, and she did not get informed?</p> <p>I was in room 1 and changed to room 2, but before I left, I made a comment and Cristina let me know that this session was not the platform for that to be discussed. I want to know if this is not the platform what is it?</p>	Thank you for your comment.
M.	<p>From my understanding the POS meeting is supposed to be for the community, what are you doing to invite the community and for them to share their comments? Year to year, we hear the same thing. All the 21 RCs do have similarities... and it is disparity and discrimination. Every year we hear the same thing, that they will hire new staff and train them. The RCs should train families on the same things that staff are learning.</p> <p>A family not knowing what services are available is like going to a restaurant without a menu.</p> <p>General information should be more clear, simple, and detailed.</p> <p>Share information about events with the families via text, voicemail, and email. Be more specific and different languages.</p> <p>What is the RC doing to reach families for them to know what an available? For SDP what are we doing to inform them and help with the transition to SDP?</p>	Thank you for your comment.
G.	I am a mother of a boy in RC. I want to know where I can go to know how much money	Thank you for your comment.

	<p>NLACRC received, how much was left over, and how many clients you have with no POS. There is a big disparity between Latinos and Pacific Islanders, they received \$40,000 more.</p> <p>This meeting was important for her as last year. As parents, the RC needs to tell us how much money we receive. With all the money that NLA returned we could have trained staff, provided services to the consumers, and focused on other ideas.</p> <p>For example, I have met families who have a son/daughter who is 30 years old, and they don't even have respite, that is a shame.</p> <p>NLA received millions and millions of dollars, and millions of dollars were returned. NLA must tell us about the money they received.</p>	
R.	<p>We need ICC to return, we need them to guide and teach us. For example, I call for help and the CSC says she is in training. Who can help then? ICC helps us.</p> <p>NLA needs to provide more information on and support for the SDP, the waitlist is too long. We need to go hand and hand with the RC.</p>	Thank you for your comment.
M.	<p>ICC came to change the relationship with the RC.</p> <p>To help with system changes.</p> <p>The RCs need an organization of parents for parents that is outside of the RC.</p> <p>I learned how to collaborate with the RC.</p> <p>ICC is a collaboration that can help the RC collaborate with families and make systematic changes. All moms agree that ICC needs to return as they have seen changes.</p> <p>Working with RC we encounter obstacles:</p> <ul style="list-style-type: none"> • like not knowing or having info, we need to work on informing families • Hispanic families have a lot of barriers • A lot of time is wasted with denials 	Thank you for your comment.

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	<ul style="list-style-type: none">The children are the ones more impacted by the RC not sharing info or services.	
G.ICC	<p>Continue to train the CSCs. CSCs make errors and a lot of time is wasted. It is frustrating when you ask us for our opinion, and nothing is done. CSCs tell us I don't know but let me ask and I will get back to you, we trust them, and nothing is done.</p>	Thank you for your comment.



Purchase of Service Survey Questions:

1. Who is completing the survey?
 - a. Individual served by the regional center
 - b. Family member
 - c. Guardian
 - d. Other (please specify)
2. What is the age of the individual served by the regional center?
 - a. 0 to 2
 - b. 3 to 4
 - c. 5 to 22
 - d. 23 to 44
 - e. 45 and older
3. Where does the individual served by the regional center live?
 - a. Antelope Valley
 - b. San Fernando Valley
 - c. Santa Clarita Valley
 - d. Other City (please specify)
4. How did you learn about the North Los Angeles County Regional Center's (NLACRC) services?
 - a. Consumer Service Coordinator
 - b. NLACRC website
 - c. NLACRC Facebook or other social media
 - d. NLACRC News You Can Use emails
 - e. NLACRC brochures about services
 - f. Other publications about regional center services, for example Office of Client's Rights Advocacy and State Council on Developmental Disabilities
 - g. Family Focus Resource Center (FFRC)
 - h. From others (parents, vendors, or at a conference)
 - i. Other (please specify)
5. Are you using all of North Los Angeles County Regional Center (NLACRC) approved services?
 - a. Yes
 - b. No
6. Which services approved by North Los Angeles County Regional Center (NLACRC) have you **NOT** been able to use?
 - a. Respite
 - b. Adaptive skills
 - c. Personal Assistance
 - d. Day Program/Individualized Day Services
 - e. Supported Employment/Vocational Services
 - f. Supported Living
 - g. Independent Living
 - h. Participant Directed
 - i. Other (please specify)

7. Can you check the reason why you have **NOT** used the approved services? (for each service type - check all that apply)
 - a. The individual served by the regional center may **NOT** be fully informed about the service that is going to be provided.
 - b. Service provider does **NOT** have staff available to provide the service.
 - c. The individual served by the regional center is on a waitlist for the service.
 - d. Service provider does **NOT** have a bilingual staff available to provide the service.
 - e. Service provider does **NOT** have a particular staff person available, for example, a male staff person.
 - f. Service provider cannot provide services during the time that it is needed.
 - g. The individual served by the regional center's work/family schedule makes it hard for them to participate in the service.
 - h. The individual served by the regional center decided during COVID to stop in-person services and remote service delivery doesn't work.
 - i. The individual served by the regional center has services from other places* which currently meet the needs. *This can include services from places such as IHSS (In Home Supportive Services), Department of Rehabilitation, school, or health insurance
 - j. The individual served by the regional center may **NOT** feel comfortable having others in the home.
 - k. Other (please specify)
8. Are there services that you think are still needed that NLACRC has **NOT** authorized?
 - a. Yes
 - b. No
9. What services has North Los Angeles County Regional Center (NLACRC) **NOT** approved?
 - a. Respite
 - b. Adaptive skills
 - c. Personal Assistance
 - d. Day Program/Individualized Day Services
 - e. Supported Employment
 - f. Supported Living
 - g. Independent Living
 - h. Participant Directed Services
 - i. Residential Program
 - j. Other (please specify)
10. Are there services that are **NOT** available from the regional center?
 - a. Yes
 - b. No
 - c. If yes, what type of service? (Fill in the blank)
11. If the answer is "No", have you found an alternative provider?
 - a. Yes
 - b. No
12. If North Los Angeles County Regional Center (NLACRC) denied a service and you disagreed, did you receive a written notice, called a Notice of Action*? *A Notice of Action explains the reason

- why the North Los Angeles County Regional Center (NLACRC) did **NOT**/could **NOT** agree to the service request.
- a. Yes
 - b. No
 - c. Does **NOT** Apply
13. If you received a Notice of Action from the North Los Angeles County Regional Center (NLACRC), did it also include information about the fair hearing process?
 - a. Yes
 - b. No
 - c. Does **NOT** Apply
 14. If you received a Notice of Action from the North Los Angeles County Regional Center (NLACRC), did it include information about how to get help with a fair hearing?
 - a. Yes
 - b. No
 - c. Does **NOT** Apply
 15. Please feel free to leave any additional feedback or suggestions including any additional services that NLACRC can offer to meet your needs.

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Responses to survey questions in English and Tagalog (no Spanish or Armenian responses were received):

Purchase of Service Survey Questions

7 Responses

07:53 Average time to complete

Closed Status

1. Who is completing the survey?

Individual served by the regional center	2
Family member	5
Guardian	0
Other	0



2. What is the age of the individual served by the regional center?

0 to 2	0
3 to 4	0
5 to 22	2
23 to 44	2
45 and older	3



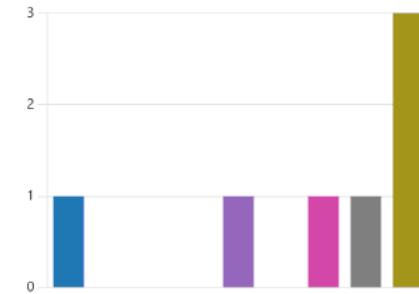
3. Where does the individual served by the regional center live?

Antelope Valley	2
San Fernando Valley	2
Santa Clarita Valley	2
Other	1



4. How did you learn about the North Los Angeles County Regional Center's (NLACRC) services?

Consumer Service Coordinator	1
NLACRC website	0
NLACRC Facebook or other social media	0
NLACRC News You Can Use email	0
NLACRC brochures about services	1
Other publications about regional center	0
Family Focus Resource Center (FFRC)	1
From others (parents, vendors, etc.)	1
Other	3



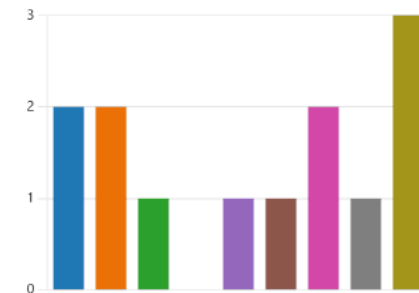
5. Are you using all of North Los Angeles County Regional Center (NLACRC) approved services?

Yes	2
No	3



6. Which services approved by North Los Angeles County Regional Center (NLACRC) have you NOT been able to use?

Respite	2
Adaptive skills	2
Personal Assistance	1
Day Program/Individualized Day Program	0
Supported Employment/Vocational Training	1
Supported Living	1
Independent Living	2
Participant Directed	1
Other	3



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7. Can you check the reason why you have NOT used the approved services? (for each service type - check all that apply)

- The individual served by the reg... 0
- Service provider does NOT have... 1
- The individual served by the reg... 0
- Service provider does NOT have... 0
- Service provider does NOT have... 0
- Service provider cannot provide... 0
- The individual served by the reg... 0
- The individual served by the reg... 0
- The individual served by the reg... 1
- The individual served by the reg... 0
- Other 5



8. What services has North Los Angeles County Regional Center (NLACRC) NOT approved?

- Respite 0
- Adaptive skills 0
- Personal Assistance 1
- Day Program/Individualized Day... 0
- Supported Employment 0
- Supported Living 0
- Independent Living 0
- Participant Directed Services 0
- Residential Program 1
- Other 1



9. Are there services that you think are still needed that NLACRC has NOT authorized?

- Yes 1
- No 4



10. Are there services that are NOT available from the regional center? (If yes, please specify)

- Yes 2
- No 0
- Other 4



11. If the answer is "No", have you found an alternative provider

- Yes 0
- No 1



12. If North Los Angeles County Regional Center (NLACRC) denied a service and you disagreed, did you receive a written notice, called a Notice of Action*? *A Notice of Action explains the reason why the North Los Angeles County Regional Center (NLACRC) did NOT/could NOT agree to the service request.

- Yes 0
- No 2
- Does NOT Apply 5



13. If you received a Notice of Action from the North Los Angeles County Regional Center (NLACRC), did it also include information about the fair hearing process?

- Yes 1
- No 0
- Does NOT Apply 5



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14. If you received a Notice of Action from the North Los Angeles County Regional Center (NLACRC), did it include information about how to get help with a fair hearing?

Yes	2
No	0
Does NOT Apply	4



15. Please feel free to leave any additional feedback or suggestions including any additional services that NLACRC can offer to meet your needs.

2
Responses

Latest Responses

Response #1: When RC started, I asked for speech therapy for 5 years. Since I had a new worker every year, I never got feedback from anyone, so I gave up asking. Then when he was to move to a new program, I would search & tell RC which one I wanted, we did not agree & they finally gave in. Long journey. I hope RC has improved. He now lives at ARC with no \$ help from RC. Please let me know if you would like any more info, I know I could help.

Response #2: I Don't Even Know If Any Service Im Supposed To Get Is Denied Or Not Or Even If I Can Have Them All Or Not! Im Completely In The Dark On This issue And Do Not Know anything about It at all Nor Am i Even Interested! End Of Discussion!!!!



Mga Tanong sa Survey ukol sa Pagbili ng Serbisyo:

6 Responses

03:12 Average time to complete

Closed Status

1. Sino ang kumukumpleto ng survey?

Indibidwal na pinaglilingkuran n...	5
Miyembro ng pamilya	1
Tagapangalaga	0
Iba pa (pakitukoy)	0



2. Ano ang edad ng indibidwal na pinaglilingkuran ng regional center?

0 hanggang 2	1
3 hanggang 4	1
5 hanggang 22	3
23 hanggang 44	1
45 at pataas	0



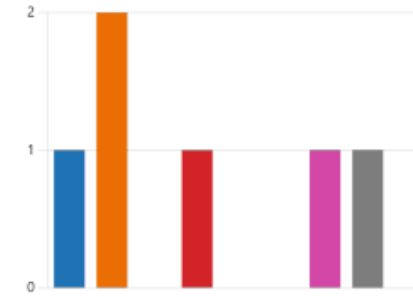
3. Saan nakatira ang indibidwal na pinaglilingkuran ng regional center?

Antelope Valley	0
San Fernando Valley	3
Santa Clarita Valley	2
Iba pang Lungsod (pakitukoy)	1



4. Paano mo nalaman ang tungkol sa mga serbisyo ng North Los Angeles County Regional Center (NLACRC)?

Consumer Service Coordinator	1
Website ng NLACRC	2
Facebook o iba pang social med...	0
Mga email ng Balitang Maari ...	1
Mga brochure ng NLACRC tung...	0
Iba pang lathalain tungkol sa m...	0
Family Focus Resource Center (F...	1
Mula sa iba pa (mga magulang, ...	1
Iba pa (pakitukoy)	0



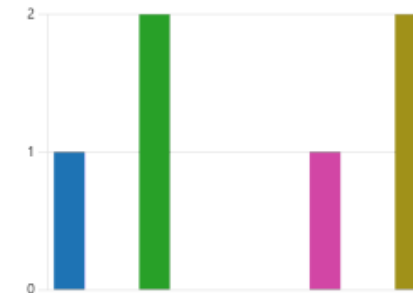
5. Ginagamit mo ba ang lahat ng aprubadong serbisyo ng North Los Angeles County Regional Center (NLACRC)?

Oo	2
Hindi	3



6. Aling mga serbisyong inaprubahan ng North Los Angeles County Regional Center (NLACRC) ang HINDI mo nagagamit?

Pahinga	1
Mga kasanayan sa pag-angkop	0
Personal na Tulong	2
Programa sa Araw/Mga Pang-in...	0
Suportadong Pagtatrabaho/Mg...	0
Suportadong Pamumuhay	0
Independiyenteng Pamumuhay	1
Pinamamahalaan ng Kalahok	0
Iba pa (pakitukoy)	2



7. Maaari mo bang lagyan ng check ang dahilan kung bakit HINDI mo nagagamit ang mga aprubadong serbisyo? (para sa bawat uri ng serbisyo - lagyan ng check ang lahat ng naaangkop)

- Ang indibidwal na pinaglilingkur... 2
- Ang service provider ay WALAN... 0
- Ang indibidwal na pinaglilingkur... 0
- Ang service provider ay WALAN... 0
- Ang service provider ay WALAN... 0
- Hindi nakapagbigay ng serbisyo... 0
- Ang iskedyul ng trabaho/pamilya... 0
- Ang indibidwal na pinaglilingkur... 0
- Ang indibidwal na pinaglilingkur... 0
- Ang indibidwal na pinaglilingkur... 0
- Iba pa (pakitukoy) 2



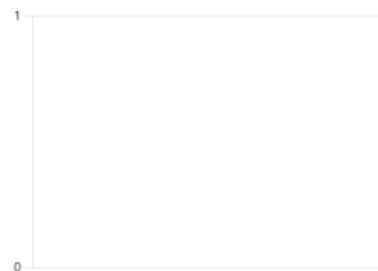
8. Mayroon bang mga serbisyo na sa tingin mo ay kailangan na HINDI pa inaaprubahan ng NLACRC?

- Oo 5
- Hindi 1



9. Anong mga serbisyo ang HINDI inaprubahan ng North Los Angeles County Regional Center (NLACRC)?

- Pahinga 0
- Mga kasanayan sa pag-angkop 0
- Personal na Tulong 0
- Programa sa Araw/Mga Pang-in... 0
- Suportadong Pagtatrabaho 0
- Suportadong Pamumuhay 0
- Independiyenteng Pamumuhay 0
- Mga Serbisyo na Pinamamahala... 0
- Programang Pantirahan 0
- Iba pa (pakitukoy) 0



10. May mga serbisyo ba na HINDI makukuha mula sa regional center?

- Oo 0
- Hindi 0
- Kung oo, anong uri ng serbisyo?... 0

11. Kung ang sagot ay "Hindi", nakahanap ka na ba ng alternatibong provider?

- Oo 0
- Hindi 0

12. Kung ang North Los Angeles County Regional Center (NLACRC) ay tumanggi sa pagbigay ng serbisyo at hindi ka sumang-ayon, nakatanggap ka ba ng nakasulat na abisong tinatawag na Notice of Action*? *Ipinapaliwanag ng Notice of Action ang dahilan kung bakit HINDI pumayag/HINDI makapayag ang North Los Angeles County Regional Center (NLACRC) na ibigay ang hinihinging serbisyo.

- Oo 0
- Hindi 0
- HINDI Naaangkop 0

13. Kung nakatanggap ka ng Notice of Action mula sa North Los Angeles County Regional Center (NLACRC), kasama rin ba rito ang impormasyon tungkol sa proseso ng patas na pagdinig?

- Oo 0
- Hindi 0
- HINDI Naaangkop 0

14. Kung nakatanggap ka ng Notice of Action mula sa North Los Angeles County Regional Center (NLACRC), kasama ba rito ang impormasyon kung paano makakakuha ng tulong para sa isang patas na pagdinig?

- Oo 0
- Hindi 0
- HINDI Naaangkop 0



15. Mangyaring huwag mag-atubiling mag-iwan ng anumang karagdagang feedback o mungkahi kabilang ang anumang karagdagang serbisyo na maaaring ialok ng NLACRC upang matugunan ang iyong mga pangangailangan.

0
Responses

Latest Responses

NLACRC's POS ANNUAL REPORT FY 2022-23

The types of disparities that were identified and discussed:

Ethnicity or Race		
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%
Total:	37,423	

Primary Language		
English	28,711	77%
Spanish	7,912	21%
All Other Languages	746	2%
*Vietnamese		
*Cantonese / Mandarin		

Language Representation	
English	24,763
Spanish	7,054
Armenian	232
Farsi	113
Tagalog	62
Russian	60
Vietnamese	44
Korean	37
Arabic	29
ASL	29

Residence Type	
Family Home:	32,540
Independent or Supported Living	1,576
Foster Home	1,330
Community Care Facility/Group Home	1,150
ICF Facility/Skilled Nursing Facility	620
**Other	207

Diagnosis		
Epilepsy:	249	1%
Cerebral Palsy:	608	1%
Category 5:	1,457	4%
Other:	9,082	24%
Intellectual Disability:	9,277	25%
Autism:	16,750	45%
Total:	37,423	

Age		
Birth to Age 2:	7,592	20%
Age 3-21 Years:	19,252	52%
Age 22 and Older:	10,579	28%
Total:	37,423	

*In accordance with DDS Data De-Identification Guidelines, counts of one through ten have been suppressed.

*In accordance with DDS Data De-Identification Guidelines, complementary cells have been suppressed.

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

Exhibit B



NLACRC's POS ANNUAL REPORT FY 2022-23

NLACRC's prior year's recommendations and plan have been implemented as follows:

<p>Inclusion, Equity, and Diversity</p>	<p>The Inclusion, Equity and Diversity Board Policy was developed, and the language was added to our HR documentation.</p> <p>Bridging Voices conducted training for all staff in 2023 and currently for 2024, there are four (4) additional cohorts that include Cultural Proficiency topics. A Train the Trainer group has also been created for ongoing, year-round training for staff as they are onboarded. Additionally, through the growth of the Diversity, Equity, Inclusion & Belonging Unit (DEIB), a group of Outreach Language Specialists have been providing support and consultations to the families from different demographic groups, including Armenian, Farsi, Tagalog, and Spanish speaking communities.</p>
<p>Staff and Community Trainings, Engagement, and Events</p>	<p>In response to the Department's proposed performance measure for consumers' service plan to demonstrate person centered standards, NLACRC has developed the Person Centered IPP Guide and IFSP Guide as easy-to-use information to assist staff with understanding and developing person centered IPPs. Additionally, we have offered plain language training to improve our written communications with our communities.</p> <p>In addition to the New Parent Orientation, NLACRC hosts Community Learning Forums; Town Halls; Different Thinkers, Different Learners; Cafecito; Armenian, Farsi, Tagalog, and Black/African American Support Groups.</p> <p>Due to our continuous efforts to provide information to the community and individual that we serve, the presentations previously mentioned have continued and have evolved as part of the resources for families.</p> <p>In addition, we have developed an insert of service definitions translated in Armenian, Farsi, Tagalog, and Spanish, which provide information on each of the services available based on age groups to assist families. During IPP planning.</p>
<p>Language Access</p>	<p>In addition to facilitating Spanish translation during our public meetings, NLACRC has added translation in Armenian, Farsi and Tagalog and we continue to have available IPPs translated in family's preferred language.</p>
<p>NLACRC's Guide for Consumers and Families</p>	<p>We translated the Guide for Consumers and Families into Armenian, Tagalog, and Farsi and this publication is available for distribution during outreach events.</p>
<p>Common Services Brochure</p>	<p>We translated the Common Services Brochure into Armenian, Tagalog, and Farsi and this publication is available for distribution during outreach events.</p>

Exhibit C



NLACRC's POS ANNUAL REPORT FY 2022-23

<p>Local Grassroots Outreach</p>	<p>The DEIB team has established partnerships and connections with multiple community-based organizations to offer training and technical assistance, informational sessions and consultations regarding regional center systems and services.</p>
<p>Parent and Family Support Specialists</p>	<p>Parent and family Support Specialists continue to assist families through consultations, trainings, and presentations to ensure understanding about the regional center systems and services.</p> <p>We have an additional two (2) Spanish speaking outreach language specialists to assist Spanish speaking families during outreach events and community collaboratives.</p>
<p>NLACRC Website/Email/Social Media</p>	<p>The website is going through revamping to provide an easier way to access information, resources, and the newsletter. The new version will be launched in September 2024.</p>
<p>NLACRC Disparity Committee and Partnerships with Community-Based Organizations (CBOs)</p>	<p>The NLACRC Disparity Committee is comprised of NLACRC staff, board members and community partners, as well as all stakeholders in our disparity-related efforts. Our community partners on the committee include:</p> <ul style="list-style-type: none"> • Family Focus Resource Center (FFRC) • Integrated Community Collaborative (ICC) • State Council on Developmental Disabilities (SCDD) • PathPoint • Mixteco Indígena Community Organizing Project (MICOP), • So'oh-Shinálí Sister Project, • USC in collaboration with Children's Hospital L.A. • UCLA's Tarjan Center • LALGBTQ Center <p>Through monthly meetings, the committee has been involved in discussions to improve POS expenditure, survey development for POS presentation, data analysis on disparity. The efforts of this committee continue to be an improvement of services, closing the gap on disparity and increase of informational opportunities for families and individuals we serve.</p>
<p>Caseload Reduction</p>	<p>Recruitment, retention, and re-engagement have been the three (3) focus areas from the organization to hire staff for the case management department to ensure a manageable caseload ratio. Additionally, we will be conducting an employee survey to determine activities recommended by staff for engagement and morale improvement.</p>



Enhanced Service Coordination	The Enhanced Service Coordination Unit continues to provide enhanced case management services to a total of 240 consumers and their families who have utilized zero to under \$1,999 of purchase of services, per Fiscal Year, through the regional center.
On-Duty (OD) Specialist Call Center	Due to the growth of our caseloads and by analyzing data, a decision was made to have ODS assigned back to each department and utilizing the floor OD model to make sure calls and requests are responded to in a timely manner.
Strategic Plan	<p>The strategic plan includes 5 Focus areas: Diversity, Equity, Inclusion, and Belonging; Development and Growth of Engaged Workforce; Employment and Day Services; Health and Wellness; and Safe, Affordable, and Accessible Housing. NLACRC continues to create opportunities to meet goals for each of the focus areas.</p> <ol style="list-style-type: none"> 1. DEIB – conducts outreach to communities, provides informational sessions to community-based organizations; is available for consultations to support families and consumers; develops focus groups to get feedback from diverse communities; facilitates support groups in different languages; translates available presentations in Armenian, Tagalog, Farsi, and Spanish. 2. Workforce – review of current training models for new and existing employees to provide tools that can be used during daily work activities. Creation of engagement activities to boost morale and to have professional growth opportunities available. 3. Employment – continue to engage in the community with potential employment opportunities for consumers to have more choices for work experience. 4. Wellness – activities available for staff to create life/work balance and to have ways to support a healthy work environment. 5. Housing – continue looking for options related to housing to have available for consumers that choose to live independently.
Legislative Advocacy Empowerment & Training	NLACRC continues to participate in annual ARCA grassroots events to speak with legislators about the needs of our communities and how legislation can support consumers and families through the assistance of the Legislative Educator Consultant and teams representing NLACRC have conducted visits to local legislators as well as staff members have participated in their sponsored events in the community.

