

Welcome! ¡Bienvenidos! ܠܘܚܢܠܘܡ! ܠܘܚܢܠܘܡ!

خوش آمدیدا!

Maligayang pagdating!

Добро пожаловать!



ANNUAL PURCHASE OF SERVICE (POS) MEETING FISCAL YEAR (FY) 2023 - 2024

Presented by: Santos Rodriguez, MSW
Tuesday, March 25, 2025
1:00 pm & 6:00 pm





We have language interpretation available in Spanish, Armenian, Farsi, Tagalog, Russian, and ASL.



We've turned on closed captions.



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

Please let us know in the chat if you need help connecting.



HOW TO LISTEN TO THE ZOOM MEETING IN YOUR PRIMARY LANGUAGE

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

Note:

- **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.



A PDF with instructions will be shared on screen momentarily.

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.





Angela Pao-Johnson began her role as Executive Director of the North Los Angeles County Regional Center (NLACRC) in September 2024, bringing over 20 years of experience in the field of developmental disabilities.

Angela's passion for supporting individuals with developmental disabilities is deeply rooted in her upbringing as the daughter of immigrant parents. Growing up, her family faced significant challenges in accessing essential services due to fear and a lack of understanding. This experience shaped her commitment to ensuring families receive the support they need in meaningful and accessible ways.

Angela started her career in the field of Applied Behavior Analysis (ABA) as a behavior technician and later became a Board Certified Behavior Analyst (BCBA). She has held executive leadership roles within an international ABA agency before founding and leading her own multi-state ABA organization.

Angela holds a Bachelor of Arts in Psychology from the University of California, San Diego, and a Master of Arts in Psychology from Pepperdine University. In addition, she is a certified Project Management Professional (PMP) and a Lean Six Sigma Black Belt.



Get to know our Presenter

Santos Rodriguez, MSW



Santos Rodriguez has been employed at NLACRC since July 2016, initially serving as a Consumer Service Coordinator for the Transition Unit. In March 2022, Santos was promoted to Consumer Service Supervisor for the Enhanced Service Coordination Unit, a role within a DDS pilot program, and in 2024 he also began overseeing the Diversity, Equity, Inclusion, and Belonging (DEIB) department.

Santos' experience in advocacy, supporting individuals with disabilities and their families has been instrumental in his role, where he continues to support the center's outreach initiatives and work with the staff and his team that is dedicated to addressing barriers and disparities.

Santos holds a BA in Religious Studies with an emphasis in Traditions of the Americas from UC Santa Barbara, as well as a master's in social work (MSW) from CSUN.

TODAY'S MEETING AGENDA

1. Our Mission: What We Do

2. Purpose of Today's Meeting

3. Let's Review the Data Together

4. How NLACRC is Addressing Disparities

5. Last Year's Goals and Feedback

6. Future Goals

7. Community Break Out Rooms



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.



Purpose of Today's Meeting



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

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

Before we Review the Data Together

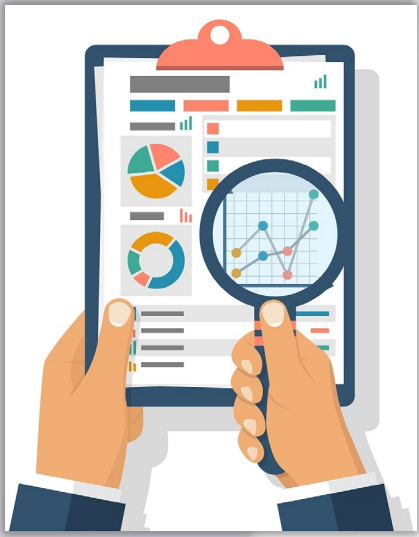


Sometimes we see differences in NLACRC expenditures because of:

- Where the services are located.
- Where the client or person served lives.
- Whether or not generic resources, services, and supports are available.
- The unique needs of the disability.

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

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



In some cases:

- Expenditures may be counted twice.
- Expenditures may not capture all services received by an individual.
- 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.



About
NLACRC

NLACRC is 1 of 21 regional centers in California

NLACRC is the largest of the 7 regional centers in LA County and 3rd largest in California

We serve individuals in the San Fernando Valley, Santa Clarita Valley, and Antelope Valley

We served a total of 40,557[†] individuals as of June 30, 2024

[†] NLACRC Data:

Active individuals:
32,497[†]

Active applicants in
Intake: 1,811[†]

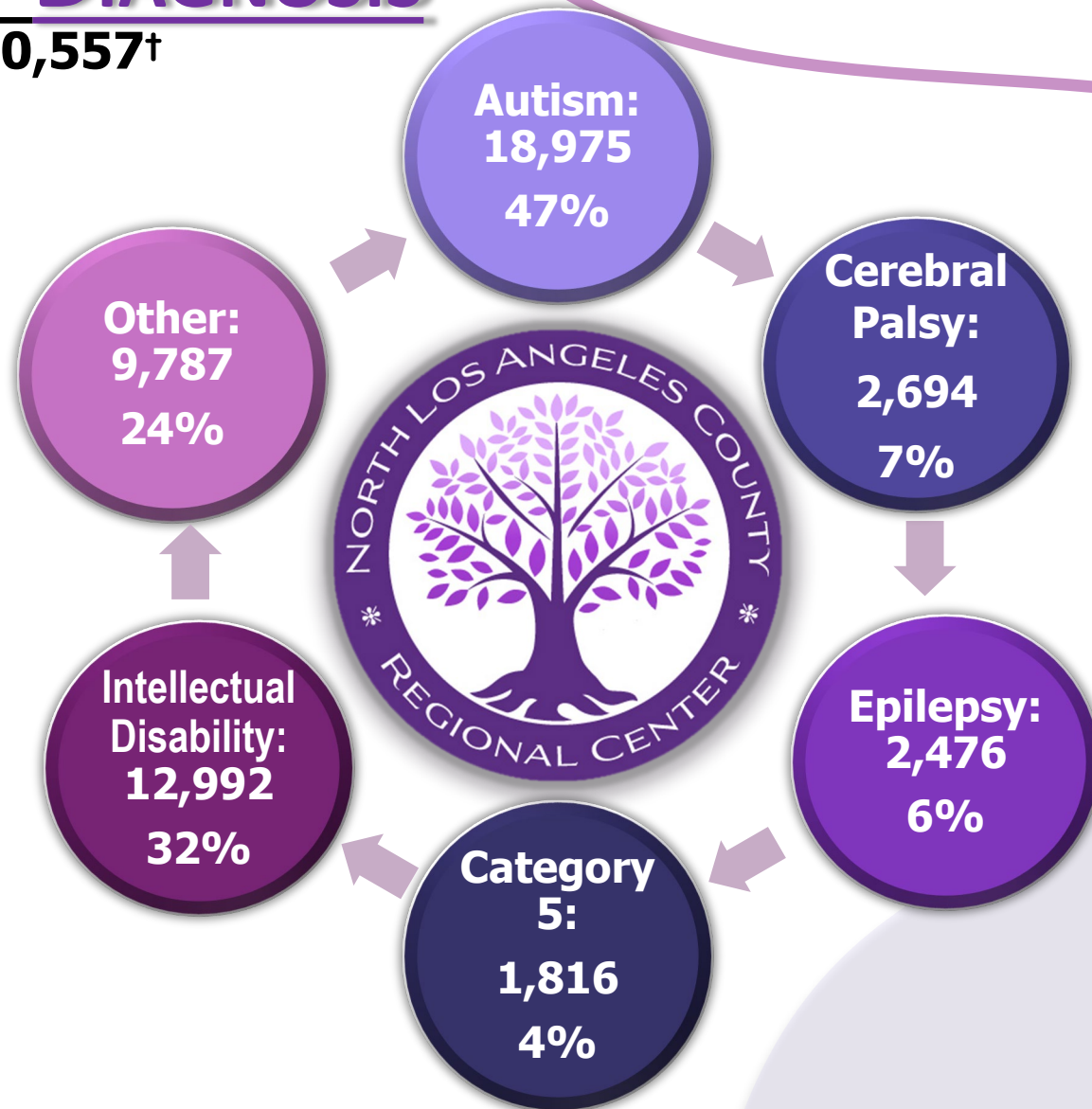
Active individuals in
Developmental Centers: 12[†]

Active individuals with
shared Regional Centers: 15[†]

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

NLACRC Individuals by **DIAGNOSIS**

Total Individuals Served: **40,557†**



†This data is from the Department of Developmental Services (DDS) and includes all persons that received Purchase of Service at any time during the fiscal year. Data provided by DDS: [AnnualPOSReportDeid_NLACRC_20241220.xlsx](#)

††Total number of individual served does not total the total number of individuals by Diagnosis, as individuals may have more than one diagnosis and therefore may be counted more than once within the data presented above.

NLACRC Individuals by AGE GROUP

Total Individuals Served: **40,557**[†]

Birth to Age 2
8,052 Individuals Served
20%



Age 3 – 21 Years
21,567 Individuals Served
53%



Age 22 and Older:
10,938 Individuals Served
27%



NLACRC DATA REVIEW

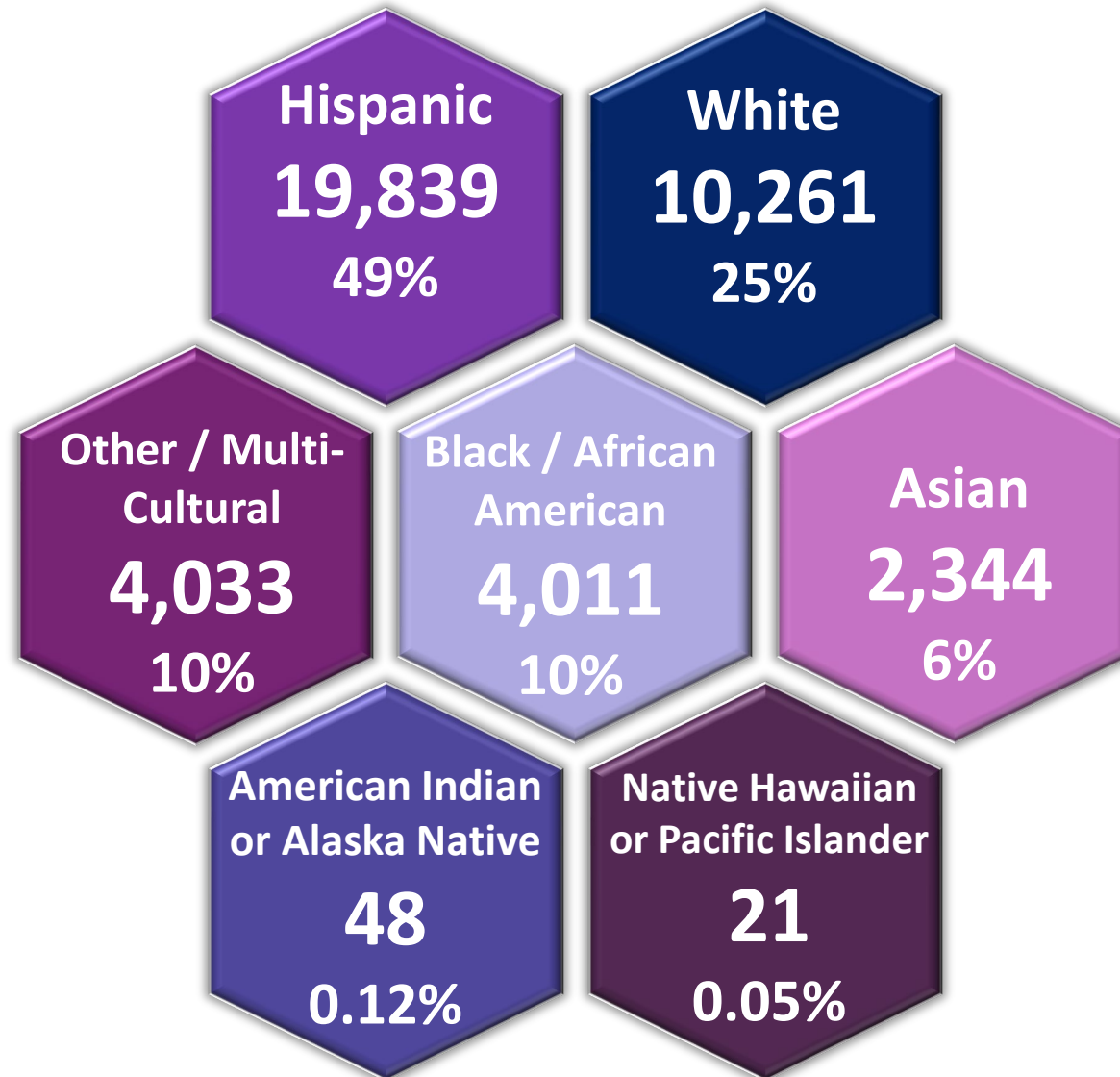


[†]This data is from the Department of Developmental Services (DDS) and includes all persons that received Purchase of Service at any time during the fiscal year.

Data provided by DDS: [AnnualPOSReportDeid_NLACRC_20241220.xlsx](#)

NLACRC Individuals by RACE OR ETHNICITY

Total Individuals Served: **40,557**[†]



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

^{††}Individuals may not have identified their race or ethnicity.

NLACRC Individuals by LANGUAGE

Total Individuals Served: **40,557†**



NLACRC Language Representation FY 2023-2024

†NLACRC Data



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

*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.

NLACRC Individuals by RESIDENCE TYPE

Total Individuals Served: **40,557[†]**

NLACRC DATA REVIEW



Family Home
36,984



**Independent Living or
Supported Living: 1,551**



Foster Home
*



**Community Care Facility /
Group Home: 1,168**



**ICF Facility/Skilled Nursing
Facility (SNF): 608**



◆Other
182



◆ Other housing types may include Acute General Hospital, CTF, Developmental Center, Rehab Centers, Sub-Acute, Unhoused, 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.

INFORMATION POS DATA DOES NOT TRACK:

- ⊗ Unrelated Diagnoses
- ⊗ Legal Status
- ⊗ Gender Identity
- ⊗ Income
- ⊗ Sexual Orientation
- ⊗ Other Generic Funding Sources

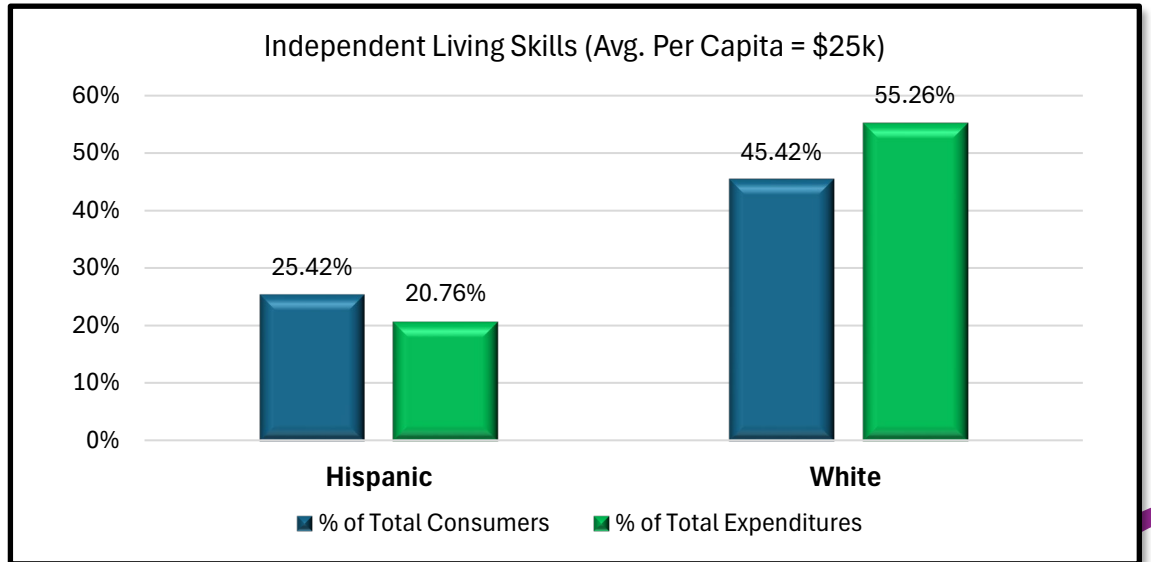
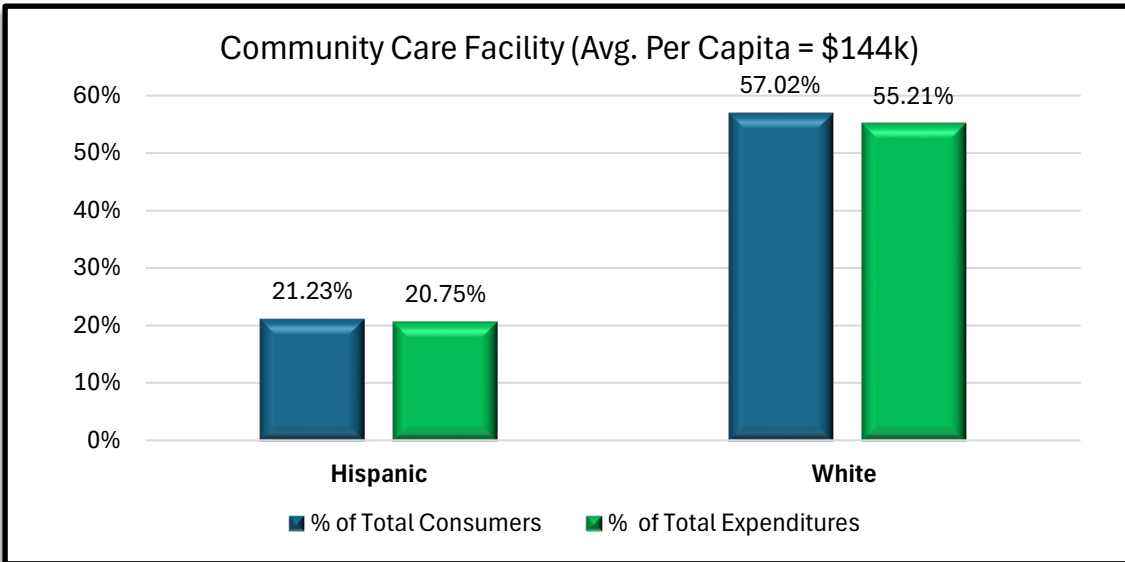
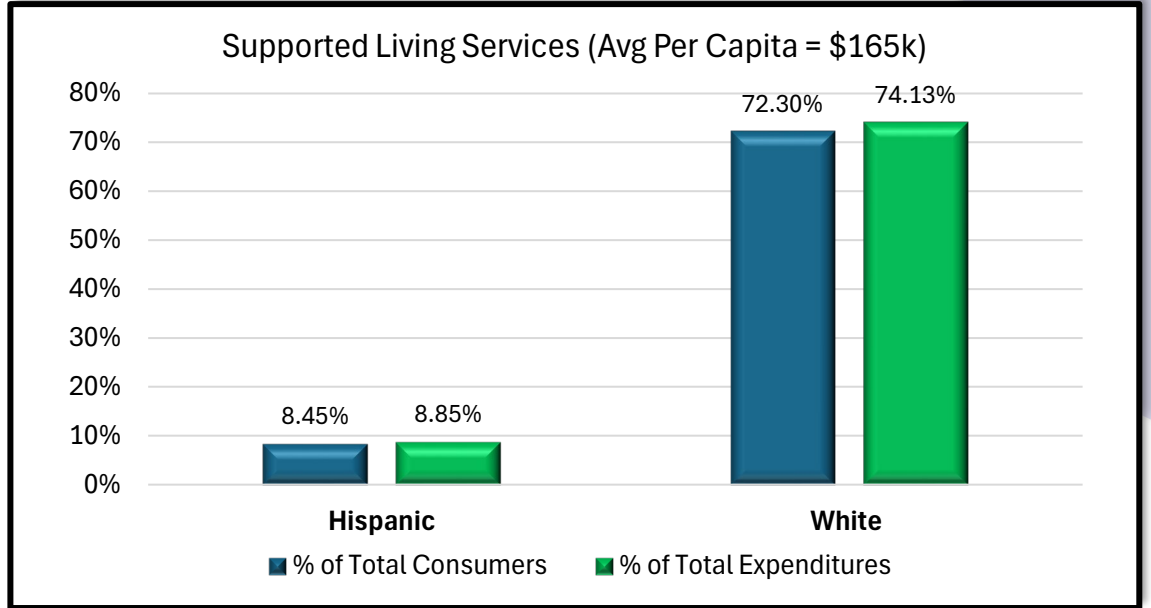
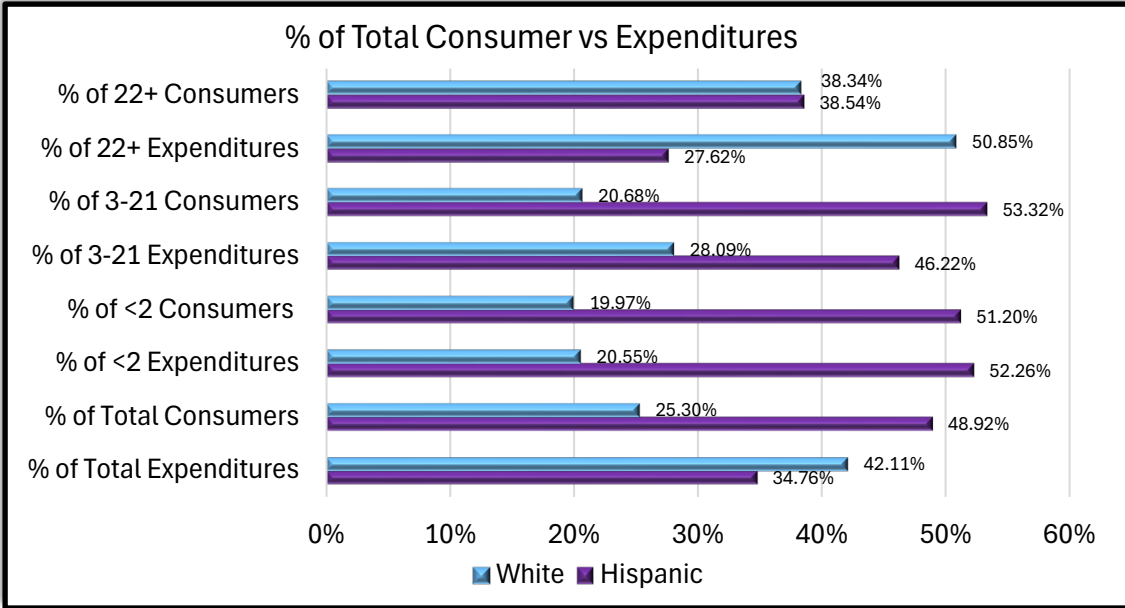


PURCHASE OF SERVICE (POS) DATA DOES NOT INCLUDE:

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)

OVERVIEW OF % OF EXPENDITURES BY TOP TWO: RACE / ETHNICITY

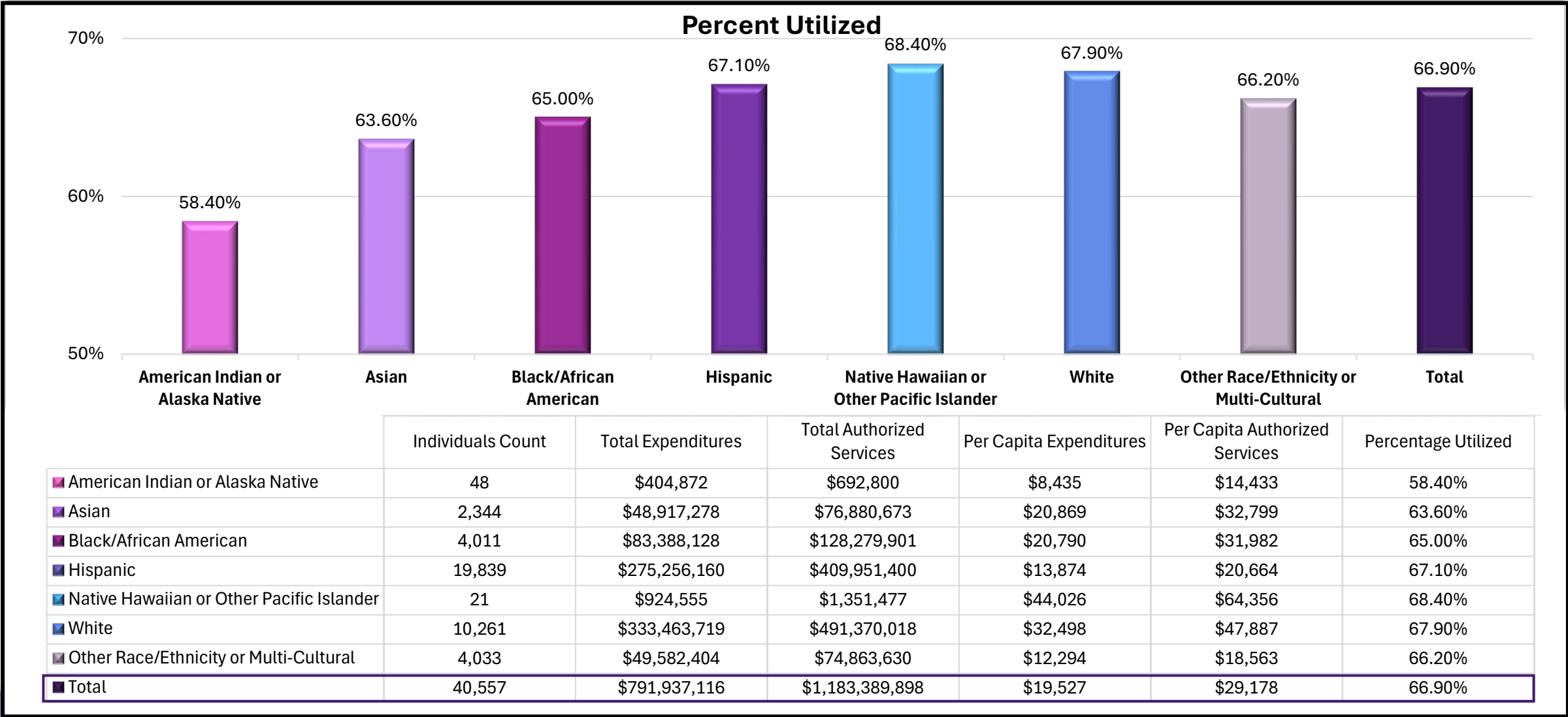


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EXPENDITURES VS. AUTHORIZATIONS FOR ALL AGES

FY 2023-2024

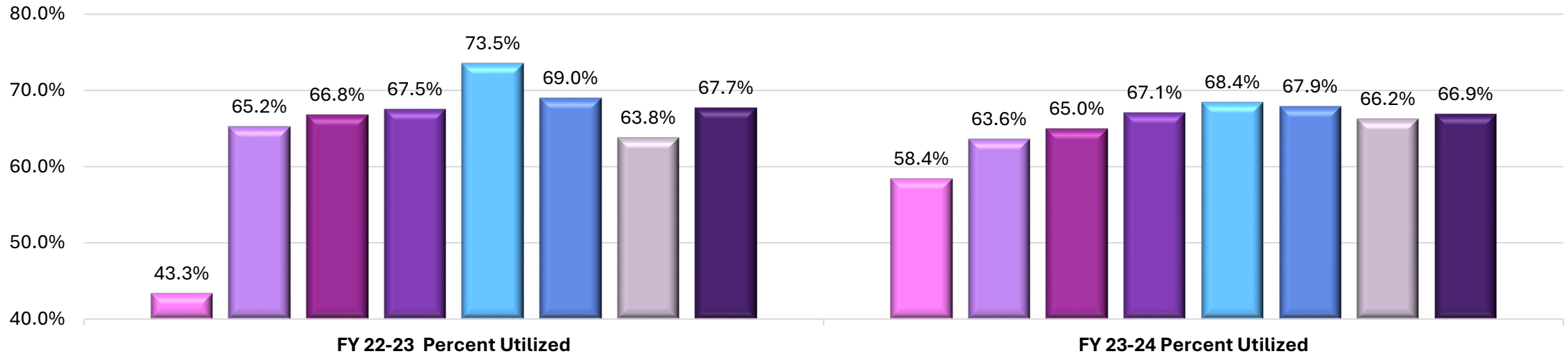


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AUTHORIZATIONS PER CAPITA FOR ALL AGES

FY 22-23 vs. FY 23-24



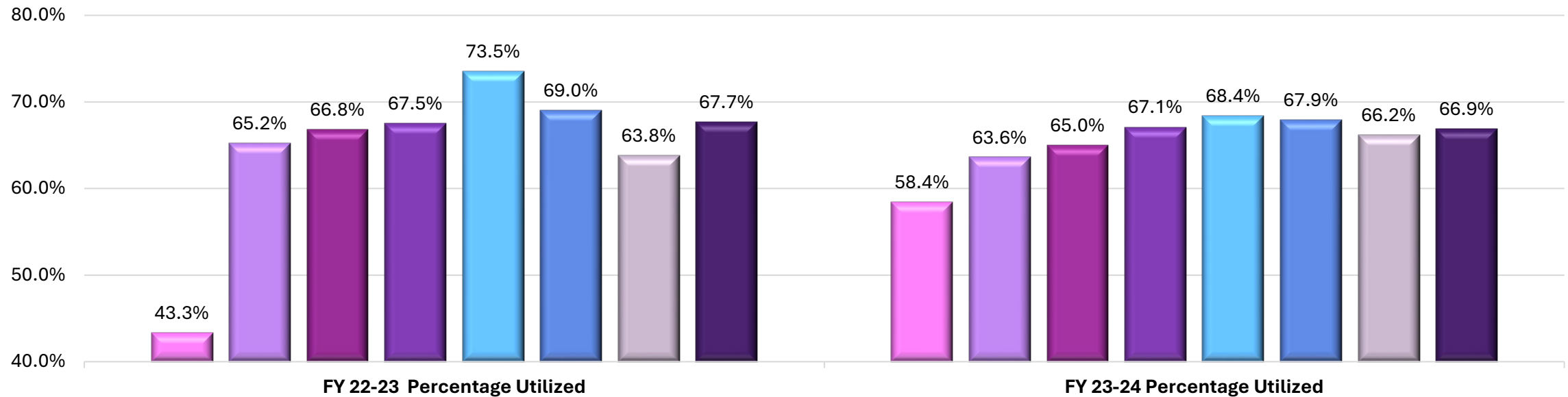
	FY 22-23 Per Capita Authorized Services	Percent Utilized	FY 23-24 Per Capita Authorized Services	Percent Utilized
■ American Indian or Alaska Native	\$15,390	43.3%	\$14,433	58.4%
■ Asian	\$29,409	65.2%	\$32,799	63.6%
■ Black/African American	\$31,319	66.8%	\$31,982	65.0%
■ Hispanic	\$19,449	67.5%	\$20,664	67.1%
■ Native Hawaiian or Other Pacific Islander	\$57,892	73.5%	\$64,356	68.4%
■ White	\$17,440	69.0%	\$18,563	67.9%
■ Other Race/Ethnicity or Multi-Cultural	\$43,384	63.8%	\$47,887	66.2%
■ Total	\$27,268	67.7%	\$29,178	66.9%

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

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EXPENDITURES PER CAPITA FOR ALL AGES

FY 22-23 vs. FY 23-24

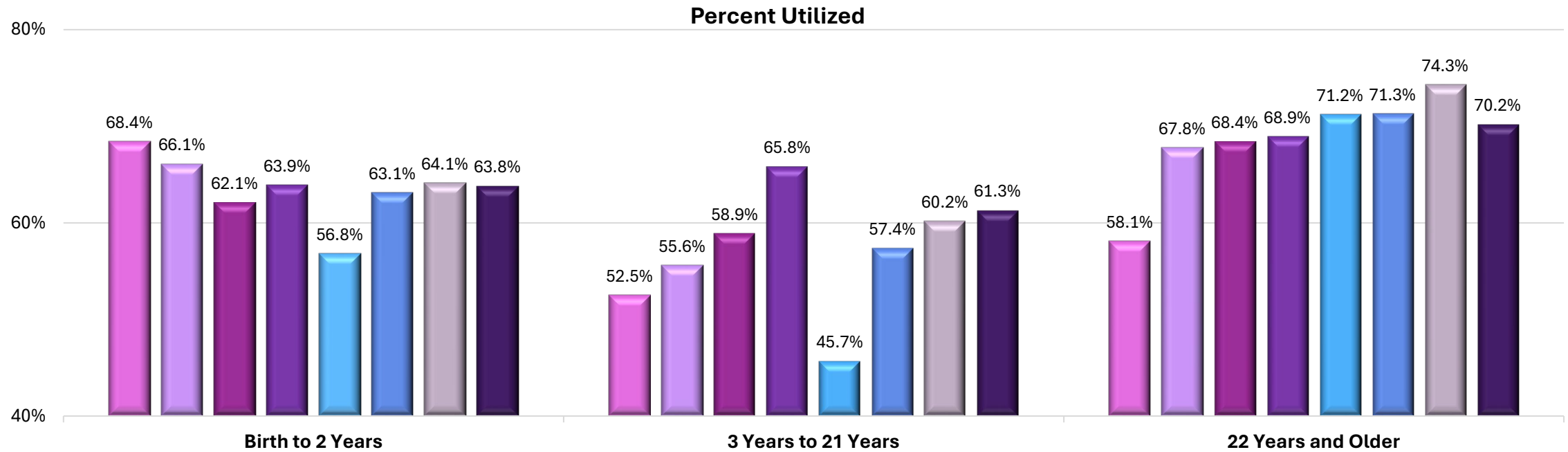


	FY 22-23 Per Capita Expenditure	Percent Utilized	FY 23-24 Per Capita Expenditures	Percent Utilized
American Indian or Alaska Native	\$6,974	43.3%	\$8,435	58.4%
Asian	\$19,165	65.2%	\$20,869	63.6%
Black/African American	\$20,917	66.8%	\$20,790	65.0%
Hispanic	\$13,131	67.5%	\$13,874	67.1%
Native Hawaiian or Other Pacific Islander	\$42,523	73.5%	\$44,026	68.4%
White	\$11,128	69.0%	\$12,294	67.9%
Other Race/Ethnicity or Multi-Cultural	\$29,950	63.8%	\$32,498	66.2%
Total	\$18,452	67.7%	\$19,527	66.9%

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EXPENDITURES PER CAPITA FY 2023-2024 BY AGE GROUP & RACE / ETHNICITY



American Indian or Alaska Native	**	**	*
Asian	\$9,272	\$10,890	\$44,690
Black/African American	\$6,619	\$11,480	\$40,233
Hispanic	\$7,162	\$9,204	\$33,178
Native Hawaiian or Other Pacific Islander	*	*	*
White	\$6,032	\$14,425	\$61,405
Other Race/Ethnicity or Multi-Cultural	\$7,220	\$9,332	\$48,912
Total	\$7,017	\$10,618	\$45,300

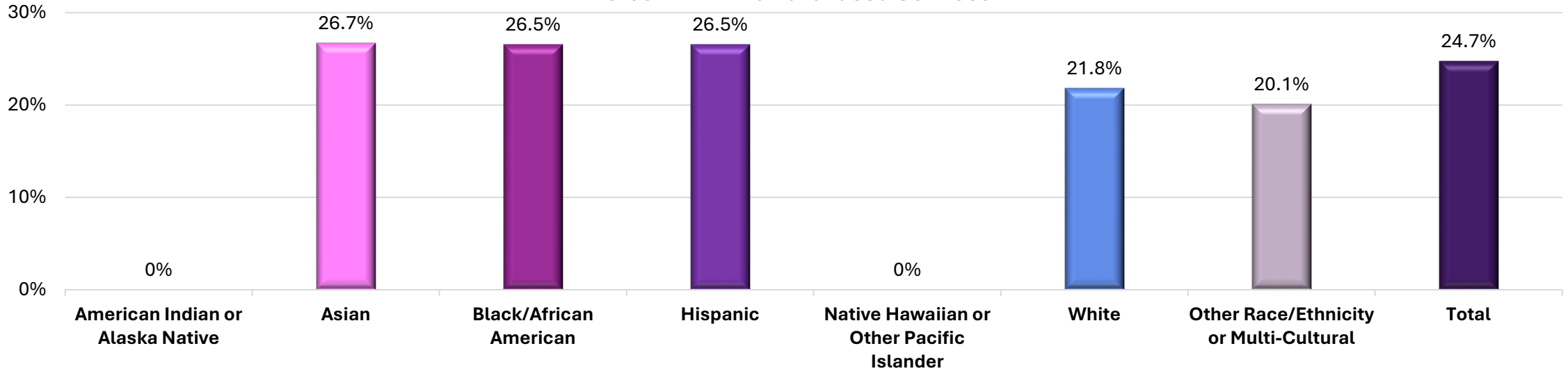
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Data provided by DDS: [AnnualPOSReportDeid_NLACRC_20241220.xlsx](#)

INDIVIDUALS WITH NO PURCHASE OF SERVICE (POS) FY 2023-2024 BY ETHNICITY OR RACE

Percent with No Purchased Services

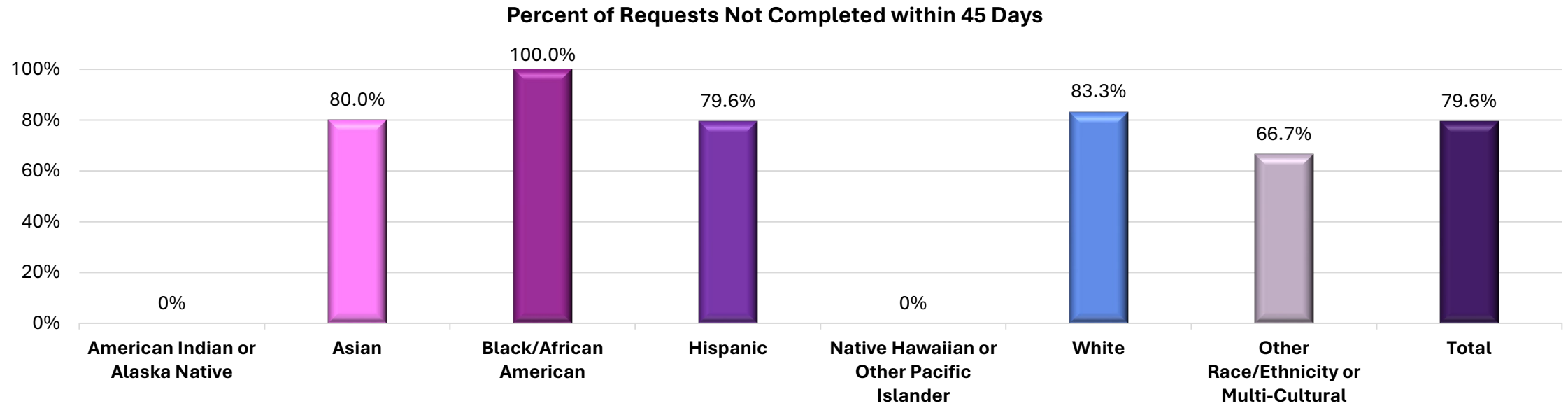


	Individuals Count	Individuals Receiving Purchased Services	Individuals with No Purchased Services	Percent with No Purchased Services
American Indian or Alaska Native	48	**	**	**
Asian	2,344	1,718	626	26.7%
Black/African American	4,011	2,948	1,063	26.5%
Hispanic	19,839	14,590	5,249	26.5%
Native Hawaiian or Other Pacific Islander	21	**	*	*
White	10,261	8,028	2,233	21.8%
Other Race/Ethnicity or Multi-Cultural	4,033	3,224	809	20.1%
Total	40,557	30,556	10,001	24.7%

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IPP TRANSLATION in a THRESHOLD LANGUAGE FY 2023-2024 BY RACE/ETHNICITY



	Individuals Count	IPP Translation Requests	Requests Not Completed within 45 Days	Percent of Requests Not Completed within 45 Days
American Indian or Alaska Native	48	0	0	0.0%
Asian	2,344	*	*	80.0%
Black/African American	4,011	*	*	100.0%
Hispanic	19,839	431	343	79.6%
Native Hawaiian or Other Pacific Islander	21	0	0	0.0%
White	10,261	*	*	83.3%
Other Race/Ethnicity or Multi-Cultural	4,033	*	*	66.7%
Total	40,557	446	355	79.6%

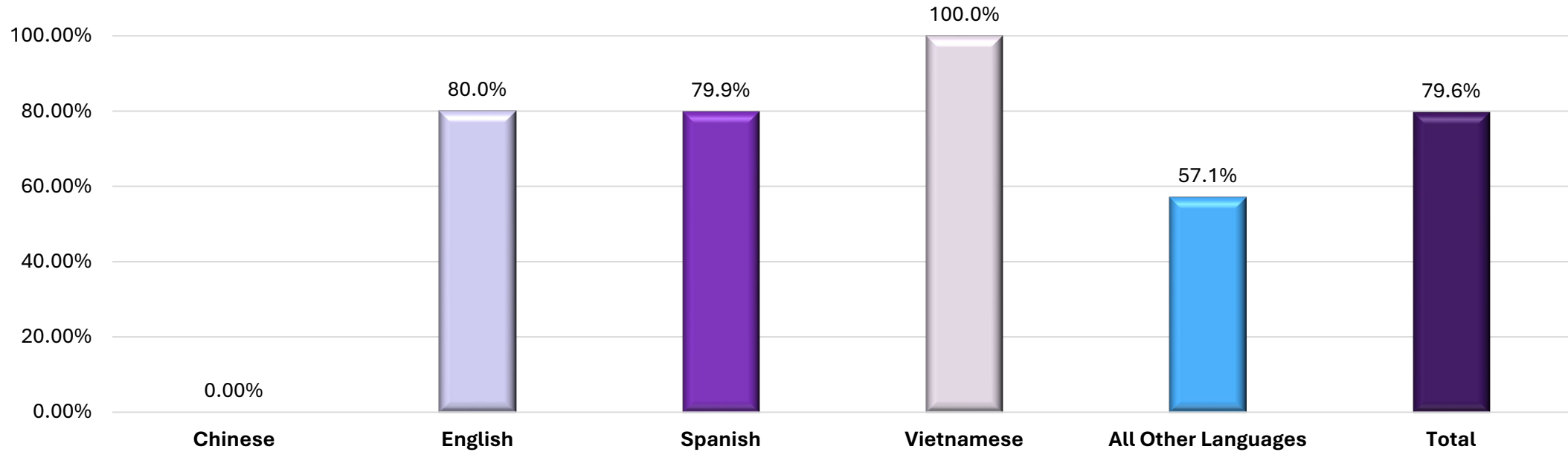
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IPP TRANSLATION IN A THRESHOLD LANGUAGE

FY 2023-2024 BY LANGUAGE

Percent of Requests Not Completed within 45 Days

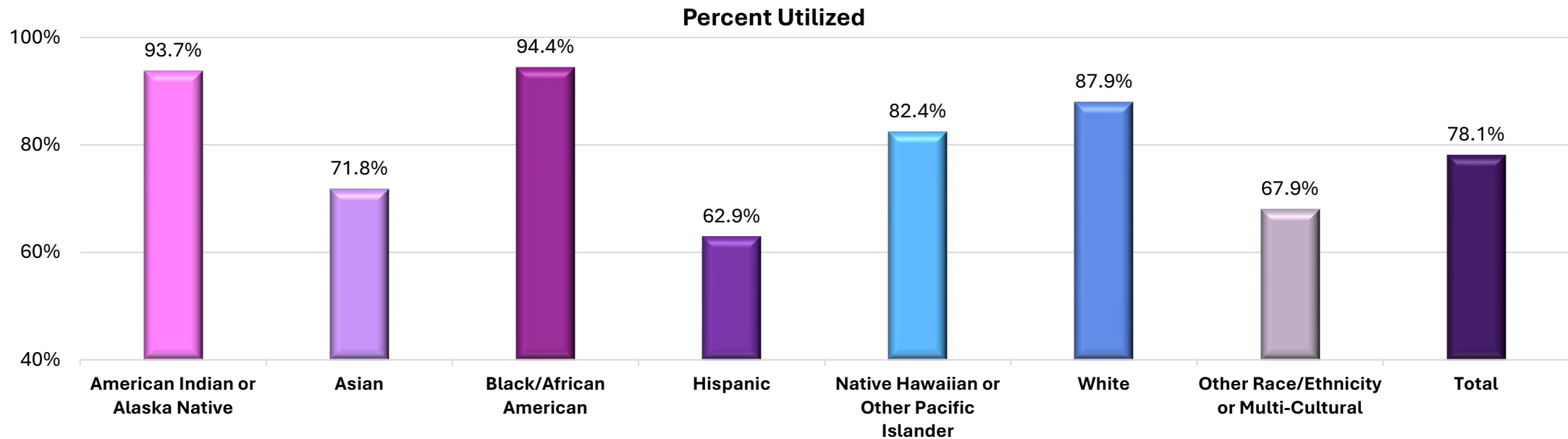


	Individuals Count	IPP Translation Requests	Requests Not Completed within 45 Days	Percent of Requests Not Completed within 45 Days
Chinese	*	0	0	0.00%
English	31,253	45	36	80.0%
Spanish	8,408	393	314	79.9%
Vietnamese	**	*	*	100.0%
All Other Languages	844	*	*	57.1%
Total	40,557	446	355	79.6%

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

EXPENDITURE & AUTHORIZED SERVICES FOR SOCIAL RECREATION FY 2023-2024 BY RACE/ETHNICITY



	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	*	*	*	*	*	93.7%
Asian	88	\$925,360	\$1,289,206	\$10,515	\$14,650	71.8%
Black/African American	48	\$793,269	\$840,173	\$16,526	\$17,504	94.4%
Hispanic	276	\$2,933,920	\$4,664,217	\$10,630	\$16,899	62.9%
Native Hawaiian or Other Pacific Islander	*	*	*	*	*	82.4%
White	401	\$6,207,040	\$7,061,231	\$15,479	\$17,609	87.9%
Other Race/Ethnicity or Multi-Cultural	76	\$351,784	\$518,225	\$4,629	\$6,819	67.9%
Total	895	\$11,369,577	\$14,558,878	\$12,703	\$16,267	78.1%

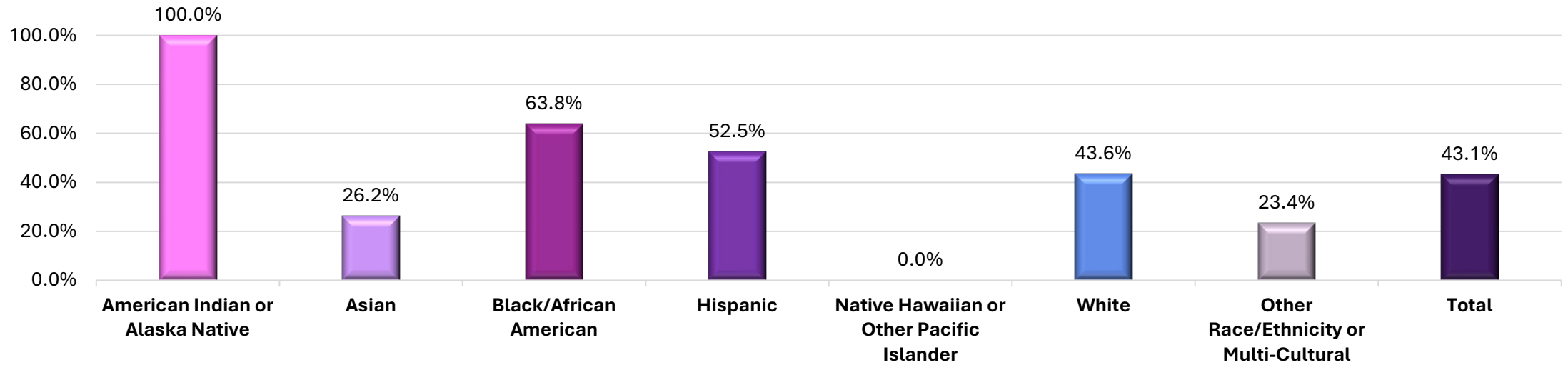
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EXPENDITURE & AUTHORIZED SERVICES FOR SOCIAL RECREATION

FY 2023-2024 BY AGE 3 YEARS TO 21 YEARS

Percent Utilized

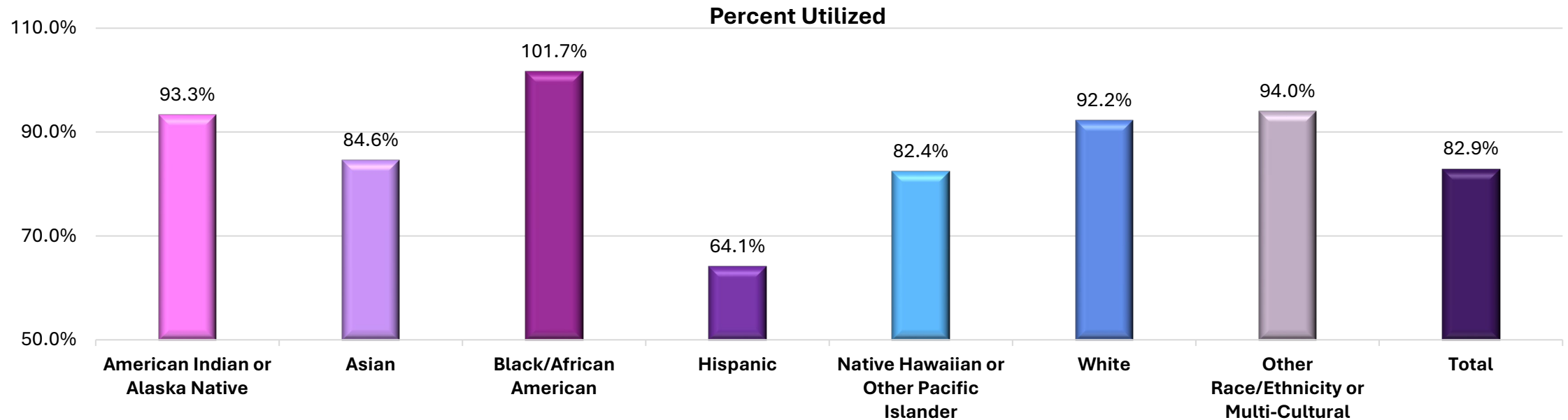


	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	*	*	*	*	*	100.0%
Asian	53	\$72,301	\$276,236	\$1,364	\$5,212	26.2%
Black/African American	27	\$103,335	\$162,057	\$3,827	\$6,002	63.8%
Hispanic	161	\$260,237	\$495,546	\$1,616	\$3,078	52.5%
Native Hawaiian or Other Pacific Islander	0	\$0	\$0	\$0	\$0	0.0%
White	**	**	**	**	**	43.6%
Other Race/Ethnicity or Multi-Cultural	57	\$44,375	\$189,804	\$779	\$3,330	23.4%
Total	489	\$747,889	\$1,733,838	\$1,529	\$3,546	43.1%

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EXPENDITURE & AUTHORIZED SERVICES FOR SOCIAL RECREATION FY 2023-2024 BY AGE 22 YEARS AND OLDER

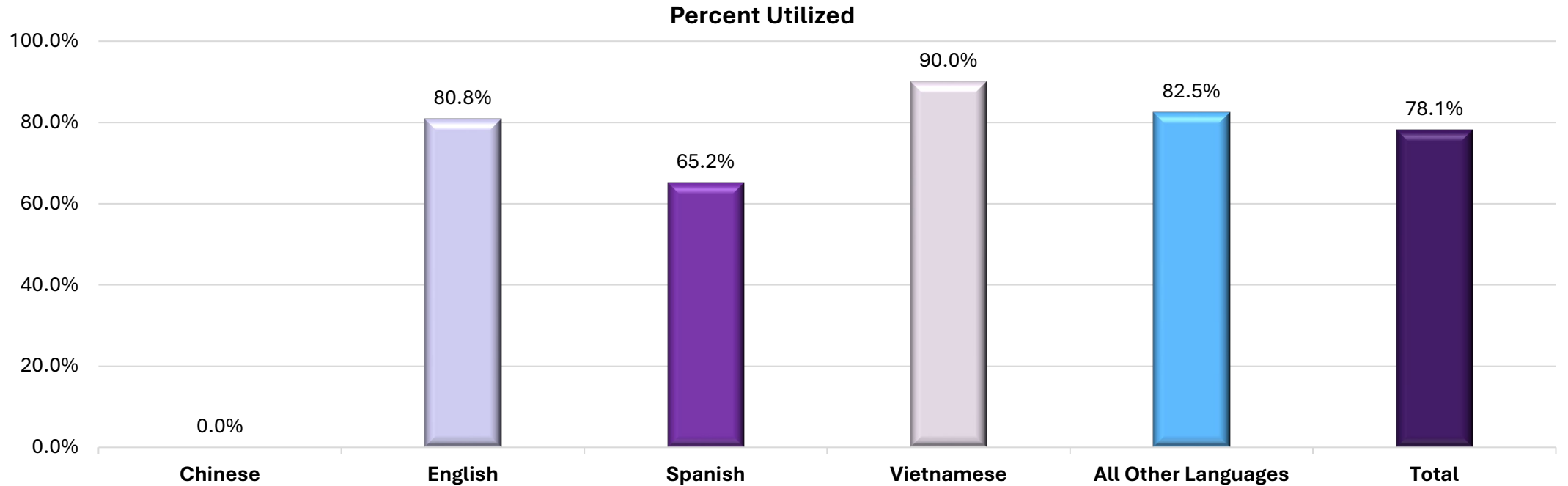


	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	**	**	**	**	**	93.3%
Asian	*	*	*	*	*	84.6%
Black/African American	21	\$689,934	\$678,116	\$32,854	\$32,291	101.7%
Hispanic	**	**	**	**	**	64.1%
Native Hawaiian or Other Pacific Islander	*	*	*	*	*	82.4%
White	209	\$5,942,551	\$6,444,244	\$28,433	\$30,834	92.2%
Other Race/Ethnicity or Multi-Cultural	**	**	**	**	**	94.0%
Total	395	\$10,619,200	\$12,807,678	\$26,884	\$32,425	82.9%

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EXPENDITURE & AUTHORIZED SERVICES FOR SOCIAL RECREATION FY 2023-2024 BY LANGUAGE

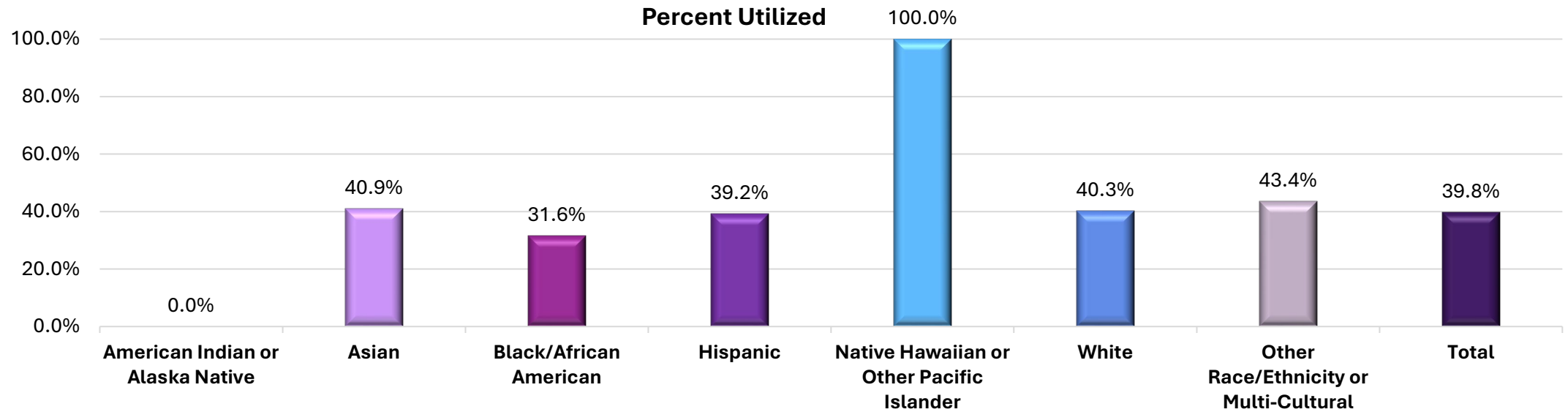


	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	\$0	\$0	\$0	\$0	0.0%
English	755	\$9,263,802	\$11,471,184	\$12,270	\$15,194	80.8%
Spanish	**	**	**	**	**	65.2%
Vietnamese	*	*	*	*	*	90.0%
All Other Languages	26	\$370,031	\$448,581	\$14,232	\$17,253	82.5%
Total	895	\$11,369,577	\$14,558,878	\$12,703	\$16,267	78.1%

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EXPENDITURE & AUTHORIZED SERVICES FOR OTHER SOCIAL RECREATION FY 2023-2024 BY RACE/ETHNICITY

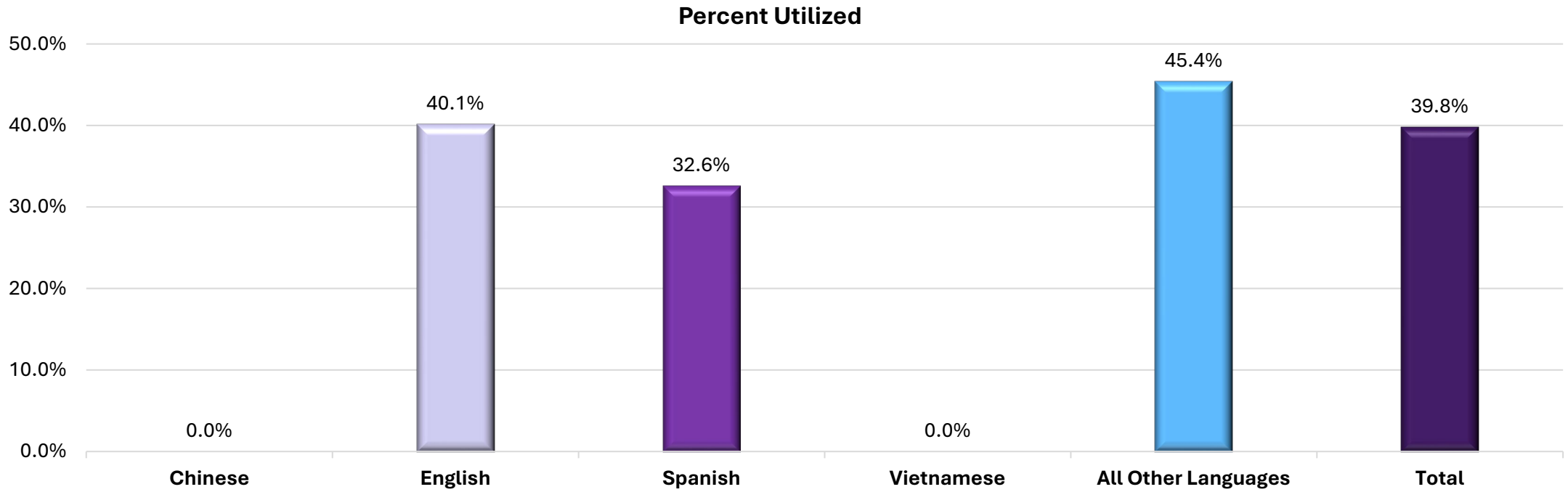


	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	\$0	\$0	\$0	\$0	0.0%
Asian	84	\$119,378	\$291,599	\$1,421	\$3,471	40.9%
Black/African American	41	\$91,646	\$290,332	\$2,235	\$7,081	31.6%
Hispanic	169	\$310,384	\$791,461	\$1,837	\$4,683	39.2%
Native Hawaiian or Other Pacific Islander	*	*	*	*	*	100.0%
White	354	\$792,620	\$1,964,376	\$2,239	\$5,549	40.3%
Other Race/Ethnicity or Multi-Cultural	**	**	**	**	**	43.4%
Total	729	\$1,485,292	\$3,731,784	\$2,037	\$5,119	39.8%

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EXPENDITURE & AUTHORIZED SERVICES FOR OTHER SOCIAL RECREATION FY 2023-2024 BY LANGUAGE

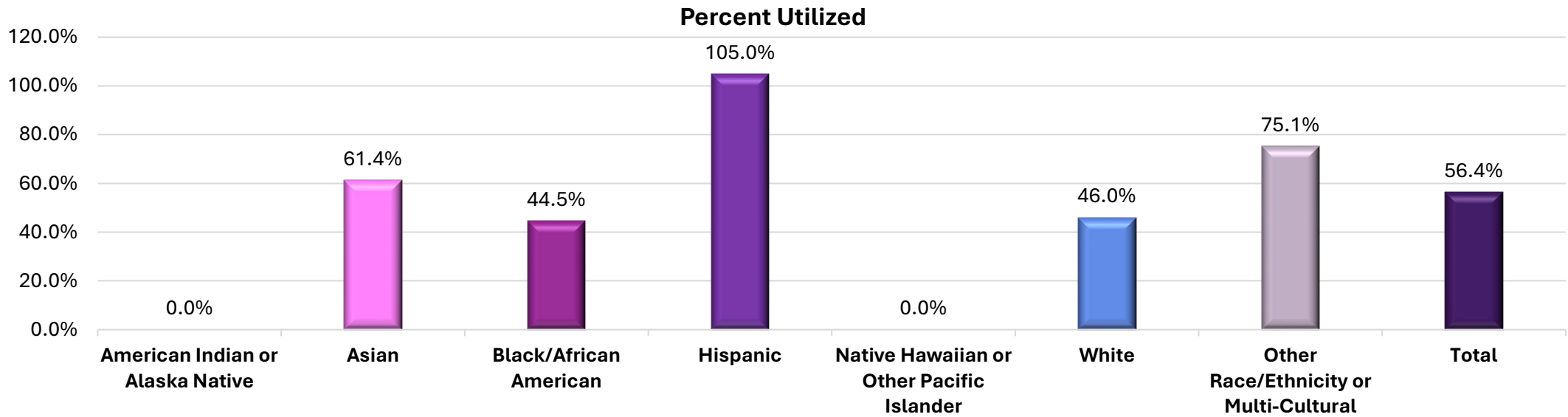


	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	\$0	\$0	\$0	\$0	0.0%
English	672	\$1,329,519	\$3,316,213	\$1,978	\$4,935	40.1%
Spanish	33	\$83,212	\$255,575	\$2,522	\$7,745	32.6%
Vietnamese	0	\$0	\$0	\$0	\$0	0.0%
All Other Languages	24	\$72,561	\$159,996	\$3,023	\$6,667	45.4%
Total	729	\$1,485,292	\$3,731,784	\$2,037	\$5,119	39.8%

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EXPENDITURE & AUTHORIZED SERVICES FOR **CAMPING** FY 2023-2024 BY **RACE/ETHNICITY**



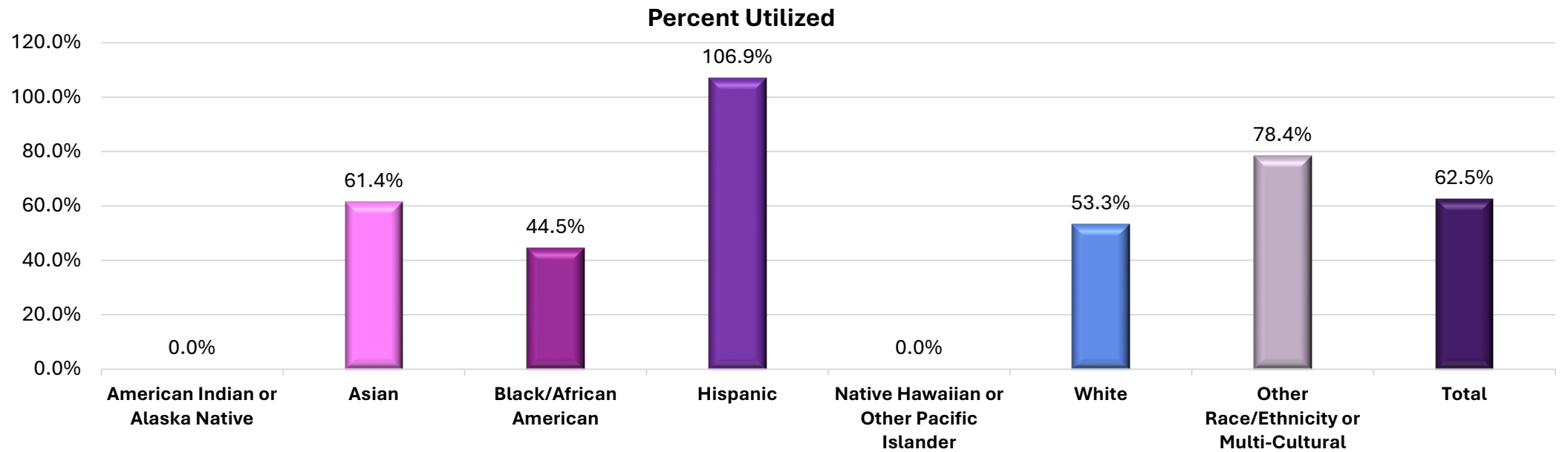
	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	\$0	\$0	\$0	\$0	0.0%
Asian	12	\$17,625	\$28,720	\$1,469	\$2,393	61.4%
Black/African American	*	*	*	*	*	44.5%
Hispanic	**	**	**	**	**	105.0%
Native Hawaiian or Other Pacific Islander	0	\$0	\$0	\$0	\$0	0.0%
White	48	\$84,242	\$183,247	\$1,755	\$3,818	46.0%
Other Race/Ethnicity or Multi-Cultural	22	\$30,480	\$40,601	\$1,385	\$1,846	75.1%
Total	108	\$176,618	\$313,134	\$1,635	\$2,899	56.4%

*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.

EXPENDITURE & AUTHORIZED SERVICES FOR **CAMPING**

FY 2023-2024 BY AGE 3 YEARS TO 21 YEARS



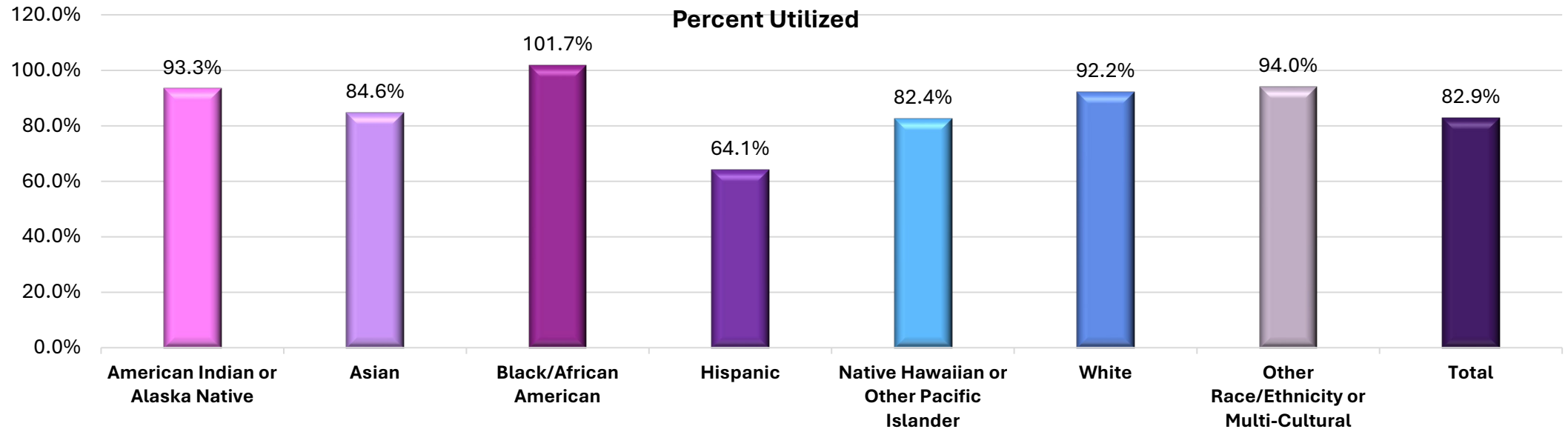
	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
■ American Indian or Alaska Native	0	\$0	\$0	\$0	\$0	0.0%
■ Asian	12	\$17,625	\$28,720	\$1,469	\$2,393	61.4%
■ Black/African American	*	*	*	*	*	44.5%
■ Hispanic	**	**	**	**	**	106.9%
■ Native Hawaiian or Other Pacific Islander	0	\$0	\$0	\$0	\$0	0.0%
■ White	36	\$63,668	\$119,538	\$1,769	\$3,321	53.3%
■ Other Race/Ethnicity or Multi-Cultural	**	**	**	**	**	78.4%
■ Total	93	\$151,392	\$242,295	\$1,628	\$2,605	62.5%

*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.

EXPENDITURE & AUTHORIZED SERVICES FOR **CAMPING**

FY 2023-2024 BY AGE **22 YEARS AND OLDER**

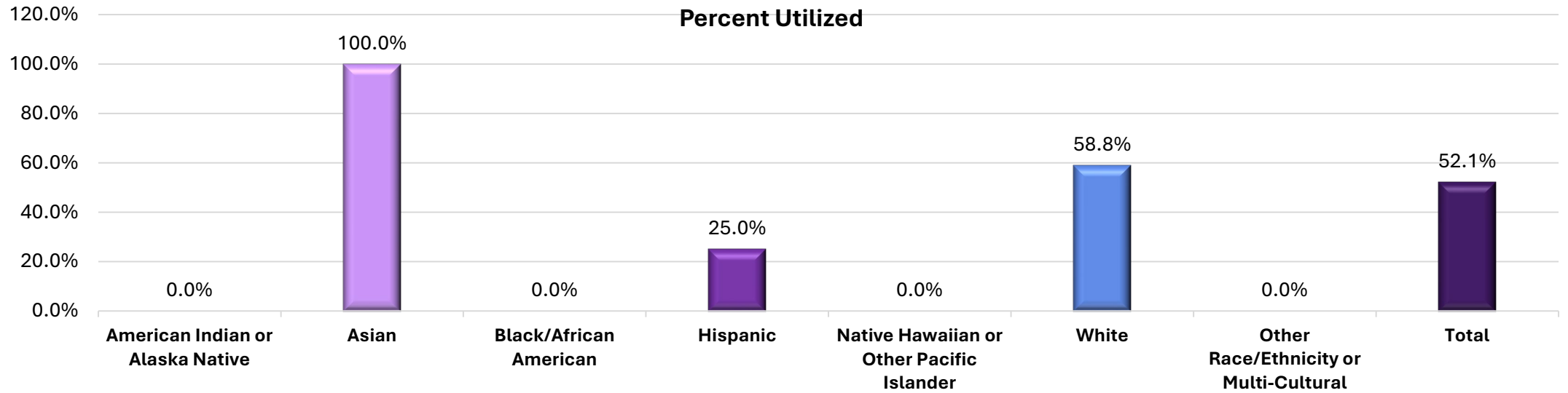


	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	*	*	*	*	*	93.3%
Asian	**	**	**	**	**	84.6%
Black/African American	21	\$689,934	\$678,116	\$32,854	\$32,291	101.7%
Hispanic	**	**	**	**	**	64.1%
Native Hawaiian or Other Pacific Islander	*	*	*	*	*	82.4%
White	209	\$5,942,551	\$6,444,244	\$28,433	\$30,834	92.2%
Other Race/Ethnicity or Multi-Cultural	**	**	**	**	**	94.0%
Total	395	\$10,619,200	\$12,807,678	\$26,884	\$32,425	82.9%

*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.

EXPENDITURE & AUTHORIZED SERVICES FOR NON-MEDICAL SERVICES FY 2023-2024 BY RACE/ETHNICITY



	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	\$0	\$0	\$0	\$0	0.0%
Asian	*	*	*	*	*	100.0%
Black/African American	0	\$0	\$0	\$0	\$0	0.0%
Hispanic	*	*	*	*	*	25.0%
Native Hawaiian or Other Pacific Islander	0	\$0	\$0	\$0	\$0	0.0%
White	12	\$4,720	\$8,030	\$393	\$669	58.8%
Other Race/Ethnicity or Multi-Cultural	*	*	*	*	*	0.0%
Total	16	\$5,132	\$9,842	\$321	\$615	52.1%

*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.

How NLACRC is Addressing Disparities



Service Access & Equity (SAE) Grantees FY 2023-2024

ACORNS TO OAK TREES

Harley's Hope Project

NLACRC's collaboration with Acorns to Oak Trees continues in support of advancing outreach in our local Tribal communities. Harley's Hope Project has been instrumental in accessing culturally relevant resources and training to support outreach in Native American communities.

BEING BUILT TOGETHER

Community Connector Service for Korean Speaking Families

NLACRC continues to collaborate with Korean-speaking navigators to provide culturally and linguistically competent support and educational opportunities for parents and caregivers.

SAE Grants Carried Over from FY2022-2023

CHILDREN'S HOSPITAL LOS ANGELES

Parent Navigators in Pediatric Clinics to Support Service Access

NLACRC collaboration with our partners at CHLA to continue the conversation on healthcare access, supports, and identification of barriers to service through the Parent Navigators in Pediatric Clinics to Support Service Access.

INTEGRATED COMMUNITY COLLABORATIVE

ICC Community Integrators

NLACRC continues to collaborate with ICC's support groups and culturally competent outreach partners to create programming designed to empower Latino families and foster collaboration.

WAYFINDER FAMILY SERVICES

Early Intervention Family Navigator

NLACRC collaboration continues with the Early Intervention NICU navigators who provide information about Regional Center services and referrals through outreach to families of children with visual impairments.

DEIB Unit & Parent and Family Support Specialists

Some of the places we've been in FY2023-2024



Child Care Resource Center Tulsa Fair



CSUN Child Development Career Fair



Valley Presbyterian Hospital Baby Shower



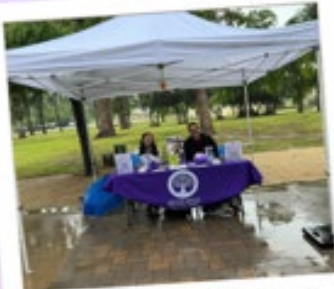
Child Care Resource Center Striving for Wellness Health Fair



Child Care Resource Center Baby Shower



Granada Hills HS Transition Fair



West Valley Day of Service



Voices United Ending Silence Together Health Fair



Asian Pacific Islander Cultural Festival



Project Joy The Growing Brain Parenting Class



Summerwind Elementary Coffee with Principal



2nd Annual Disaster Preparedness Resource Fair



Harvesting Health Resource Fair with NCADD



SCV Touch A Truck Event



Clinica Romero Baby Shower



NEVHC 27th Annual Toy Distribution



Dept. of Mental Health Day of Giving



Holiday With A Heart

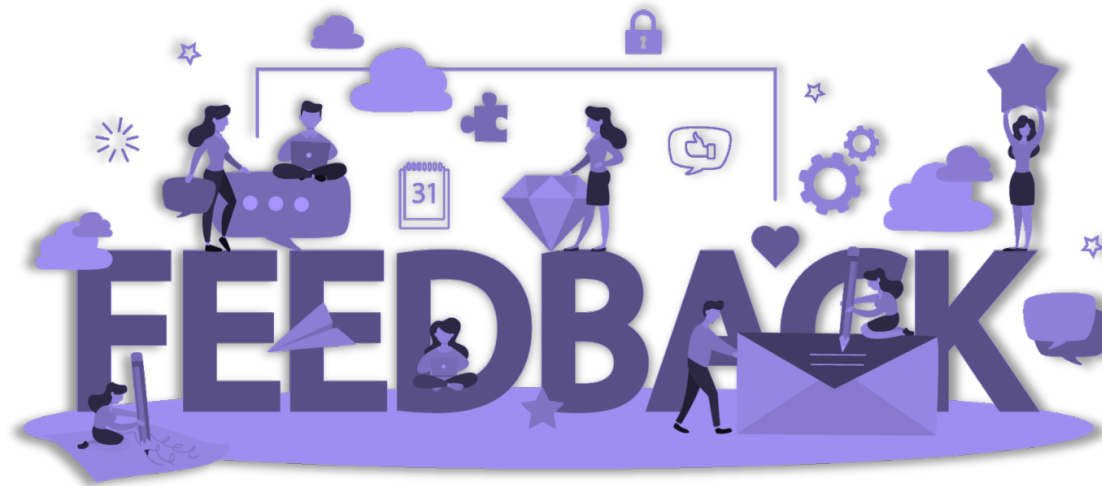
FEEDBACK EXPRESSED AS IMPORTANT CHALLENGES AND BARRIERS FROM LAST YEAR'S POS PRESENTATION FOR FY2022-23

Top Two Primary Concerns

- Lack of Regional Center Knowledge and Service Options
- Case Management Satisfaction

Top Five Secondary Concerns

- Regional Center Satisfaction
- Service Coordinator Training Concerns
- Caseload Concerns
- Communication and Outreach Concerns
- Service and Accessibility Concerns



Progress Made on Last Year's Goals for FY2023-24

1. Assess Accessibility & Develop a Response Plan

- Identified and ensured access to emergency response equipment and emergency resources & training to individuals served
- Provided ongoing emergency preparedness trainings for families, vendors, and staff
- Continue to review and update accessible signage through all our offices

2. Improve Language Access to the Community

- Ongoing assessment of language access needs, including available access to translation and interpreter needs for all meetings
- Plain Language trainings provided to staff, as well as ongoing plain language revisions of current material
- Increased access to translation and interpreter agencies for POS and Operations use
- Implementation of multi-cultural support groups: Armenian, Farsi, LGBTQ+, Rainbow Connection Social Group, Spanish, and Filipino
- Implemented LanguageLine interpretation services to support families and On-Duty staff in all 3 office lobbies
- Continue to hire multi-lingual staff to reflect the diverse needs of the community we serve

3. Additional Outreach Activities

- Strengthened partnerships with diverse communities and community leaders
- Monthly multicultural outreach activities in all 3 valleys
- Established Native American outreach in Antelope Valley
- Unity in Diversity Festival
- Continuation of the monthly Self-Advocacy Academy
- Increased Deaf+ outreach and accessibility, including ASL classes for families and vendors
- Parent University videos now in production development

Progress Made on Last Year's Goals for FY2023-24 (continued)

4. Website Redesign

- Redesigned website is live and accessible in various languages
- Relevant and current community resources and events are now accessible to families
- Continuous assessment of the website's efficiency and areas for continuous improvement
- Collecting feedback from community, Consumer Advisory Committee, and staff

5. Regional Center Knowledge and Service Options

- Providing transparency and access to DDS, as well as resources on how families can continue to stay involved
- Highlighting our diverse community through our quarterly DEIB Newsletter

6. Case Management Satisfaction

- Redesigned the service coordinator training to improve skills and knowledge
- Assessed areas of need and increased focus on hiring and retention of service coordinators
- LMS redesigned for all new onboarding CSCs and Person-Centered IPP training for all CSCs and DEIB training
- Established survey for the community to provide feedback and using data to measure progress and areas of need
- Increased hiring and reduction of caseloads and vacant caseloads.

Future Goals

1. Increase Accessibility to Resources and Information to our Community and Staff

- Informational Podcasts
- Parent University animated videos
- Digital Resource Library
- Advancing knowledge around legislative updates and service update
- Self-Advocacy Academy Workshops
- Different Thinkers, Different Learners & Preguntale a Mariana Workshops
- Ongoing training on person centered IPP planning and Standardized IPP initiatives

2. Multilingual Language Access for the Public

- Plain Language Review
- Support families in accessing translated copies of every IPP planning report
- ASL classes for families and vendors
- Continuous review of purchased translator and interpretation needs for all meetings

3. Outreach within our Multicultural Community

- NLACRC on Wheels
- Native American Tribal Outreach
- ASQ and Early Intervention Outreach
- Cultural Celebrations and Focused Events
- NLACRC Expo

4. Accessibility on Social Media

- Increase social media presence to share resources and events happening in the community and at NLACRC
- Efforts to increase how we reach the community via e-mail, online, and text
- Continuous improvement to NLACRC website
- Maintaining the community informed on legislative updates and DDS initiatives via News You Can Use

Please stay in touch with us!



Social Media Links:



Instagram English: [@NLACRCofficial](#)

Instagram Español: [@NLACRCespanol](#)



Facebook: www.facebook.com/NLACRC/

Facebook Español: www.facebook.com/NLACRCespanol



Website: <https://www.nlacrc.org/>



X (Twitter): [@NLACRC](#) - <http://twitter.com/NLACRC>

Other Helpful Resources

NLACRC Publications

Common Services Brochures

Guide for Individuals and Families

<https://www.nlacrc.org/about-us/publications/>

NLACRC Calendar of Events

<https://www.nlacrc.org/news-events/calendar/>

Service Standards

English: <https://www.nlacrc.org/wp-content/uploads/2024/06/Service-Standards.pdf>

Spanish: <https://www.nlacrc.org/wp-content/uploads/2024/06/Service-Standards-Spanish.pdf>

Publications



Calendar of Events



Service Standards



Normas de Servicio



We invite you to move to another room where you'll be able to communicate with us in your native language.

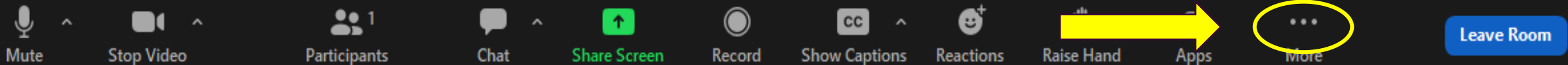
Le invitamos a pasar a otra sala virtual donde podrás comunicarse con nosotros en su idioma nativo.

Առաջարկում ենք տեղափոխվել մեկ այլ սենյակ, որտեղ դուք կկարողանաք հաղորդակցվել մեզ հետ ձեր մայրենի լեզվով:

از شما دعوت می کنیم به اتاق دیگری بروید که بتوانید به زبان مادری خود با ما ارتباط برقرار کنید.

Ini-imbita namin kayong lumipat sa breakout room para makipag-usap sa amin gamit ang inyong sariling wika.

Мы предлагаем вам перейти в другую комнату где вы сможете общаться на вашем родном языке.



Click on **Breakout Rooms**

