



April 12, 2016

Mr. Brian Winfield
Acting Deputy Director
Community Services Division
Department of Developmental Services
1600 Ninth Street, Room 320, MS 3-9
Sacramento, CA 95814

Re: Expenditure and Data Report

Dear Mr. Winfield,

This letter is a summary of Lanterman Regional Center's activities pursuant to W&I Code 4519.5 as well as our contract with DDS. In December, 2015, Lanterman Regional Center posted a report, "Purchase of Services Expenditure and Demographic Data: Fiscal Year 2014-15 on our website. This report includes the data related to purchase of service authorization, utilization and expenditures, with respect to age, ethnicity, language, living arrangement and disability. Three public meetings were held in March 2016 regarding the data.

Notification of our meetings was posted on our website in January, 2016 and included in email blasts to our clients and families as well as service providers. We also posted the meeting announcement at the Koch-Young Resource Center Helpdesk and announced the schedule at all support group and parent trainings during this time period. Two of our community meetings were hosted by parent support groups and the third was held the night of our regularly scheduled board meeting.

Spanish Support Group

Our Padres Unidos Support Group, which meets in the evening at Children's Hospital of Los Angeles hosted a meeting on March 8th. Our parent leader made reminder telephone calls to all group members. A total of 11 family members as well as two parents served by a different regional center, one representative from the Office of Client's Rights (OCRA) and three regional center staff were in attendance. Both the oral and Power Point presentation were done in Spanish.

Korean Support Group

Our Korean language support group hosted a meeting on March 4th held at the Koch-Young Resource Center, its standard meeting location. The parent facilitator reported that she made 75 phone calls inviting people to attend, but that the majority told her that expenditure data was not of interest to them. The attendance at the presentation included 4 parents, one

representative from OCRA and five regional center staff. Both the oral and Power Point presentation were done in Korean.

English presentation

Our Board of Directors hosted a meeting on March 23rd. In addition to the 11 board members, there were five regional center staff, one representative from OCRA, one representative from the State Council on DD, and 5 parents. This presentation was done in English.

All three of our community meeting presentations are posted on our website. The following observations were made:

The ethnic and language make up of Lanterman staff is substantially similar to that of the clients Lanterman serves.

94% of our Hispanic and 88% of Asian clients live with their families while only 75% of White and 73% of African-American clients live with their families.

At our meetings we responded to a few questions related to the expenditure data, but most questions were specific to individual services and support needs. In addition, we provided an update on two special projects:

- 1) Our Promotora Project which in its first year successfully connected 52 participant families to generic resources as well as to services purchased by the regional center. It is currently in its second year, working with 52 new families.
- 2) In 2015 we conducted a special project to determine what we could learn from families with adults, in which there was no purchase of services. Language specific focus groups were held for Spanish, Korean and English families. We learned that our Spanish families were not eligible for the same generic resources as our Korean and English families and, primarily due to their legal status, they were less likely to ask for assistance. We also learned that our Korean families did not have the same immigration issues and frequently had access to generic resources, as well as their own resources. These families also expressed frustration with the complexities of the generic resources, as well as the regional center and asked for more written materials to assist with navigating these services. As a result, a new **Family Guide Booklet** was developed in 2015 and is in the process of being translated.

We are aware that the Special Legislative session has allotted funding for disparity and access of services and have the following recommendations:

- Communicating with many different languages, as well as modes of communication (cell phones, home phones, text, and email) is a challenge. DDS should consider investing in a software program similar to the Everbridge which could be used by all 21 regional centers and would allow messages to be heard and read in the family's preferred language. Regional centers could use this to invite families to community meetings, support groups, trainings, etc.
- DDS should consider using some of these funds for resource development, especially to assist service providers to meet specific language needs of regional center families.
- Promotoras are used in the Hispanic community and, in our experience, have been quite successful. DDS should consider using some of these funds to replicate this model in other geographic areas. There is also a need to replicate the model for other ethnicities. Lanterman Regional Center could utilize some program development funding to have our Hispanic Promotora agency mentor a Korean community agency to develop this model within the Korean community.
- Accessing community English as a Second Language (ESL) classes is a challenge for some of our families and we were told that in some cases our families feel intimidated. When asked, families thought having such classes as part of the regional center training opportunities would be more comfortable and would even encourage attendance. DDS should consider using some of the special disparity funding to assist families to take community ESL classes.

Please let me know if you have any questions concerning our community meetings.

Sincerely,


Melinda Sullivan
Executive Director

MEETING NOTICE

Public Meetings to be Held Regarding Purchase of Services Differences in March

Lanterman Regional Center will be hosting three public meetings at the regional center on:

- Monday, March 8, 2016 in Spanish at 7:00 pm (Children's Hospital Los Angeles)
- Friday, March 4, 2016 in Korean at 10:00 a.m. (Lanterman)
- Wednesday, March 23, 2016 in English at 7 p.m. (Lanterman)

During the meetings we will be reviewing data on the disparity in purchased services for Lanterman clients related to age, race, primary language, and disability.

These meetings are held to comply with (Welfare & Institutions Code, 4519.5) that calls for the Department of Developmental Services (DDS) and regional centers to annually compile data relating to purchase of service authorization, utilization and expenditure, and report with respect to several indicators including age, race, language and disability. Each year, this data will be compiled and posted by the regional center by December 31st for the prior fiscal year with public meetings to be held by the following March 31st.

El Centro Regional Lanterman llevará a cabo tres reuniones públicas en el Centro Regional:

- *Martes, 08 de marzo de 2016 en español a las 7:00 p.m. (Children's Hospital Los Angeles)*
- *Viernes, 04 de marzo de 2016 en Coreano a las 10:00 a.m. (Lanterman)*
- *Miércoles, 23 de marzo de 2016 en inglés a las 7:00 p.m. (Lanterman)*

Durante las reuniones vamos a repasar los datos sobre la disparidad en los servicios comprados para clientes de Lanterman relacionados con la edad, raza, idioma y la discapacidad.

Estas reuniones se llevan a cabo para cumplir con (Código De Bienestar & Instituciones, 4519.5) que pide el Departamento de Servicios del Desarrollo (DDS) y centros regionales anualmente compilar datos relacionados con la compra del gasto, utilización y autorización del servicio e informar respecto de varios indicadores, incluyendo la edad, raza, idioma y discapacidad. Cada año, esta información será compilada y publicada por el centro regional antes del 31 de diciembre para el año fiscal anterior con reuniones públicas conducidas antes del siguiente 31 de marzo.

Location/ Lugar:

3/4/16; 3/23/16
Lanterman Regional Center
3303 Wilshire Blvd.
Suite 700
Los Angeles, CA 90010

3/08/16
Children's Hospital of Los Angeles
4650 W. Sunset Blvd.
Conference Room D
Los Angeles, CA 90027

Due to security reasons, access to the building requires that all visitors carry a picture ID.
Por razones de seguridad, el acceso al edificio requiere que los visitantes lleven un ID con foto.

Parking: Lanterman Regional Center Parking: Available in the parking structure behind Lanterman on Berendo Avenue. Parking tickets will not be validated. Parking fees are \$5 prior to 10 a.m. entry, otherwise they will range from \$10 to \$13. There is metered parking on the street. Watch street signs. Lanterman is 2 blocks west of the Metro Red Line Wilshire/Vermont Station.

Children's Hospital Parking: Self-Parking Available 24 hours a day, 7 days a week, for \$7 per day. Self-Parking Available 24 hours a day, 7 days a week, for \$7 per day. Main Visitor Parking Garage located beneath the main hospital building (at the intersection of Sunset & Rodney).

DATA POSTING



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2015 Disparity Data on Purchased Services Report

California law requires that regional centers display on their Web sites information about the dollar value of services they purchase for clients. This data (called "purchase of service" or "POS" data) must be reported separately by clients' ethnic/racial group, language and diagnosis. The Legislature asked for this kind of reporting as a first step in trying to understand whether and what types of disparities exist in purchased services across these groups – in other words whether clients in some ethnic, language or diagnostic groups receive, on average, more services than clients in other groups. The reports also show differences by living arrangement and also include the costs paid by regional centers for insurance copays and deductibles, and co-insurance.

Documents show expenditures and authorized services by ethnicity or race, by the primary language of the client/family, by residence type, and by diagnosis. You will find both amounts authorized and amounts actually spent by the regional center. The last column of these reports gives the percent of authorized services that were actually used. For a variety of reasons, some client/families do not use all of the services that are authorized. Reports are also included for clients who received no purchased services. An explanatory document, prepared by the Association of Regional Center Agencies, is also included. This highlights the limitations of the data. Some important things to know are:

The data include only dollars authorized and spent by regional centers. Clients receive services through other sources (such as Medi-Cal and the school system), but these are not included in the reports.

Quick Links



Lanternman's Instagram Account

Follow along on Instagram in 2016 as we celebrate the 50th anniversary of the regional center system through photos.

We'll document the successes and struggles in establishing a statewide system comprised of 23 regional centers, and highlight milestones, achievements and challenges faced during the five decades from 1960 to 2010.

- * The data include only dollars authorized and spent by regional centers. Clients receive services through other sources (such as Medi-Cal and the school system), but these are not included in the reports.
- * The data include all clients for whom the regional center purchased any services during fiscal year 2014-15. Some of these clients may no longer be clients of Lanterman Regional Center. For example, they may have transferred to another center or reached age 3 and been found not eligible for continued services.
- * The data do not include services that the regional center pays for "by contract." These are services for which the provider receives a single (contract) amount to serve a number of clients. Examples of this would be group supported employment services.
- * The clients in any of the five diagnostic categories may also have additional diagnoses. For example, a client in the autism group may also have a diagnosis of intellectual disability, or a client with an intellectual disability may also have epilepsy.

ASSOCIATION OF REGIONAL CENTER AGENCIES REGIONAL CENTER PURCHASE OF SERVICES (POS) DATA LIMITATIONS OF POS EXPENDITURE DATA

1. Purchase of Service Costs

The Purchase of Service (POS) data displayed represents the cost of services that Clients received that are paid for by the regional center. This POS expenditure data does not include the cost of services Clients receive that are paid for by Supplemental Security Income, Medi-Cal, the school system, and other generic agencies. The POS expenditure data represents expenditures the regional center made for services clients received during Fiscal Year (FY) 2014-15 based on regional center POS state claim data that was provided to DDS. The regional center may still make payments for services provided to clients during FY 2014-15 up until June 2017.

2. Client Count

The total number of clients who received services during the fiscal year will be greater than the regional center's actual caseload. A client is included in the data if the client received a regional center funded service at any time during the fiscal year. A client who received a single service once during the year is counted the same as a client who received ongoing monthly services. The client is also counted regardless of their current status with the regional center. The data may include clients whose current status is closed, transferred-out, inactive, etc. if the client received regional center services during FY 2013-14.

regional centers, and highlight milestones, achievements and challenges faced during the five decade long journey from 1965 to 2016.

Find Lanterman's Instagram Account!

If you have an Instagram account, search for us @franklantermanrc and follow our page from your phone app.

You can also view our Instagram page on your computer.

New 2016 Parking Rates



When visiting Lanterman, please note the new parking rates that will be effective January 1, 2016 in the building's parking structure. The new rate is \$2 for every 15 minutes with a maximum rate of \$16 for all day parking. The \$5 early bird special when you arrive before 10 a.m. will still be honored. Also, just a reminder that

Due to the limitations of the regional tender system (LFS), POS expenditure data may

contract to provide utilizing the contractor's services. Therefore, POs expenditures paid under a contract are excluded from the POs data. Typical services paid to a service provider under a contract may include, but are not limited to, transportation services and supported employment program (SSEP) group services. Therefore, the total amount of POs expenditures reported will not reconcile with the regional center's actual POs expenditures for FY 2014-15.

4. Authorized Services

Services that are administered "on-call" are the funds needed to pay for those services. The regional center's computer system (LIFE) gives the regional center options regarding the maintenance of its encumbrances. When encumbrances are routinely adjusted for non-utilization, there will be a higher utilization percentage. When encumbrances are not routinely adjusted for non-utilizations, there will be a lower utilization rate.

3. Clients with Multiple Diagnoses

There are many clients who have more than one diagnosis. In the summary, reports for Purchase of Service Expenditures by Diagnosis and Consumers with No Purchase of Service by Diagnosis these clients will be counted in every category for which they have a diagnosis. As an example, a client with a diagnosis of both autism and epilepsy, will be counted in both the "Autism" and "Epilepsy" categories. Therefore, the sum of the clients reported in all the categories will be more than the total number of clients served by the Regional Center.

6. Category 5: Client

Clients listed in Category 5, according to *Wellness and Rehabilitation Code* section 4512, are individuals who have " disabling conditions known to be closely related to marital relationship or to required treatment plan or that required for individuals with mental impairment, but shall not include other handicapping conditions that are solely physical in nature".

12291

- * View the English presentation for this year
- * View the Spanish presentation for this year
- * View the Korean presentation for this year
- * Total Annual Expenditures and Authorized Services for Clients Living at Home by *Formulario de Datos*

2016 Mileage Reimbursement Rate Change

Before 10 a.m. will still be
repeated. Also, just a reminder to
be on the website for what
is being



Patron voucher recipients are reimbursed based on the age-appropriate per mile rate. For 2016, the reimbursement rate changes from \$0.575 to \$0.54. Individuals affected will receive a notice in January detailing the change and the mileage will be changed in our system. Voucher recipients will continue to take any action but will receive the difference in the check or rebate.

DOE Safety Week




Check out the **IDS Safety Net** Web site - **Helping Californians with developmental disabilities** to

- ⌘ View the English presentation for this year
- ⌘ View the Spanish presentation for this year
- ⌘ View the Korean presentation for this year
- ⌘ Total Annual Expenditures and Authorized Services for Clients Living at Home by Ethnicity or Race
- ⌘ Total Annual Expenditures and Authorized Services for Clients Living Out of Home by Ethnicity or Race
- ⌘ Total Annual Insurance-Related Expenditures by Language - Overview
- ⌘ Total Annual Insurance-Related Expenditures by Language
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- ⌘ Total Annual Insurance-Related Expenditures by Diagnosis - Expanded
- ⌘ Total Annual Insurance-Related Expenditures by Diagnosis - Legislative
- ⌘ Clients with No Purchase of Services by Language
- ⌘ Clients with No Purchase of Services by Ethnicity or Race
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- ⌘ Clients with No Purchase of Services by Diagnosis - Summary
- ⌘ Clients with No Purchase of Services by Diagnosis - Expanded
- ⌘ Clients with No Purchase of Services by Diagnosis - Legislative
- ⌘ Total Annual Expenditures and Authorized Services by Language - Overview
- ⌘ Total Annual Expenditures and Authorized Services by Language
- ⌘ Total Annual Expenditures and Authorized Services by Ethnicity or Race
- ⌘ Total Annual Expenditures and Authorized Services by Ethnicity or Race for Residence
- ⌘ Type: Home
- ⌘ Total Annual Expenditures and Authorized Services by Ethnicity or Race for Residence
- ⌘ Type: Residential
- ⌘ Total Annual Expenditures and Authorized Services by Ethnicity or Race for Residence
- ⌘ Type: IL/SLS
- ⌘ Total Annual Expenditures and Authorized Services by Ethnicity or Race for Residence
- ⌘ Type: Institutions
- ⌘ Total Annual Expenditures and Authorized Services by Ethnicity or Race for Residence
- ⌘ Type: Med/Rehab/Psych
- ⌘ Total Annual Expenditures and Authorized Services by Ethnicity or Race for Residence



DDS Safety Net

Check out the DDS Safety Net Web site - Helping Californians with developmental disabilities to be safe and healthy



Register to Vote

Get all the info and resources you need on elections and registering to vote online at the California Secretary of State Web site



Be Prepared in the Event of a Disaster

Learn more about how best to be prepared in the event of a disaster by visiting our **Project Prepare** page where you will find information about getting prepared and links to lots of local and state disaster planning resources.

Check out Project Prepare

- Type: Institutions
- * Total Annual Expenditures and Authorized Services by Ethnicity or Race for Residence Type: Med/Rehab/Psych
 - * Total Annual Expenditures and Authorized Services by Ethnicity or Race for Residence Type: Other
 - * Total Annual Expenditures and Authorized Services by Residence Type: Home
 - * Total Annual Expenditures and Authorized Services by Language for Residence Type: Residential
 - * Total Annual Expenditures and Authorized Services by Language for Residence Type: IL/SLS
 - * Total Annual Expenditures and Authorized Services by Language for Residence Type: Institutions
 - * Total Annual Expenditures and Authorized Services by Language for Residence Type: Med/Rehab/Psych
 - * Total Annual Expenditures and Authorized Services by Language for Residence Type: Other
 - * Total Annual Expenditures and Authorized Services by Diagnosis - Summary
 - * Total Annual Expenditures and Authorized Services by Diagnosis - Expanded
 - * Total Annual Expenditures and Authorized Services by Diagnosis - Legislative

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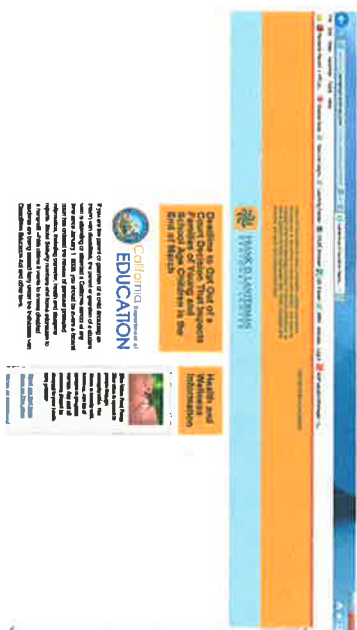
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EMAIL BLAST REMINDER







SIGN-IN SHEETS

Frank D. Lanterman Regional Center
Community Meeting – in Korean
 Disparity in Purchase of Services Differences
 Date: March 4, 2016

	Name	Client	Parent / Family Member	Community Member	Lanterman Staff	Service Provider
1	Evie Jung				✓	
2	Jamie Cha-ckGunn				✓	
3	JESSICA SUK				✓	
4	LINDA AN		✓			
5	Hannah Liddell (OCRA)					✓
6	SEO YOUNG HONG		✓			
7	Im Sook Kūm		✓			
8	Joohong Min		✓			
9	Melinda Sullivan				✓	
10						
11						
12						
13						
14						
15						
16						
17						

Name	Client	Lidia	Parent / Family Member	Community Member	Lanternman Staff	Provider	Service
Jenna Cruz							
Sandra Long		✓					
Marcel Cruz							
Julius Pineda							
Margarita Lazaro							
Jessie Torres							
Lidia Varga							
Clara Sanchez							
Lorena Aguirre - Brandon Aguirre							
Graciela Mendez-Pablo							
Edela Hamer							
Melinda Swenne							

Frank D. Lanterman Regional Center
Community Meeting – in English
Disparity in Purchase of Services Differences
Date: March 23, 2016

	Name	Client	Parent / Family Member	Community Member	Lanterman Staff	Service Provider
	LOUIS MITCHELL			X		
	LARRY DEBOER			X		
	Ray Lemus			X		
	John Paulos	X		X		
	Patrick Auccino				X	
	Kelly White					X
	RAMONA WATFIELD					
	Yody Mazariegos		X			
	Enrique Romero				X	
	Edwina M. Hull	X				
	al naseela		✓			
	BRUCE HARRELL			✓		
	Hannah Liddell					✓
	Mariko Magami		✓			
	Julissa Pineda	✓	✓			
	Andy Caber	✓	✓			
	Anita gurgis		✓			

Frank D. Lanterman Regional Center
Community Meeting – in English
Disparity in Purchase of Services Differences
Date: March 23, 2016

[illegible]

MEETING INPUT

COMMUNITY MEETING INPUT
Targeted Audience: Korean Speakers

Presenters: Ms. Melinda Sullivan – Executive Director
Mr. Enrique Roman – Associate Director of Client and Family Services

This Community Meeting was held on **March 4, 2016**, at Lanterman Regional Center in Los Angeles. There were approximately **10** people in attendance**. The purpose of the meeting was to review data on the disparity in purchased services for Lanterman clients related to age, race, primary language and disability.

Input or recommendations as to activities the State could do to address disparities:

1. More service coordinator positions
2. More Promotora cases
3. ESL class for non-English speaking families
4. Education – related services

Questions & Comments:

1. Limit on amount of budget that can be spent on one client?
2. Categorize types of services available from the Regional Center, in the “Family Service Guide”.
3. Need education/explanation on “Network of Care”.

****** *Linda An, Parent/Board Member/Korean Support Group Leader, called 75 families from the Korean Support Group to attend this community meeting. Most were not interested in the subject matter.*

COMMUNITY MEETING INPUT
Targeted Audience: Spanish Speakers

Presenters: Ms. Melinda Sullivan – Executive Director
Mr. Enrique Roman – Associate Director of Client and Family Services
Ms. Rose Chacana – Assistant Director – Family Resource Center

This Community Meeting was held on **March 8, 2016**, at Children's Hospital in Los Angeles. There were approximately **15** people in attendance. The purpose of the meeting was to review data on the disparity in purchased services for Lanterman clients related to age, race, primary language and disability.

Input or recommendations as to activities the State could do to address disparities:

- 1) Several parents suggested using the funds to do trainings to help parents navigate the system, to learn what questions to ask their SC's and to learn about IEP's.
- 2) Suggestion to have a training, like the trainings provided at the school district about how to understand report cards, but- about the LRC system and services.
- 3) Suggestion was made to have a copy of the Lanterman Act available in other languages (i.e. Spanish).
- 4) Suggestion to have more training for SC's on how to assist and advocate for families.

Comments or Discussion:

- 1) Several families had questions about their individual circumstances; these were addressed privately.

COMMUNITY MEETING INPUT
Targeted Audience: English Speakers

Presenters: Ms. Melinda Sullivan – Executive Director

This Community Meeting was held on **March 23, 2016**, at Lanterman Regional Center in Los Angeles. There were approximately **23** people in attendance. The purpose of the meeting was to review data on the disparity in purchased services for Lanterman clients related to age, race, primary language and disability.

Input or recommendations as to activities the State could do to address disparities:

There was no input or recommendations given by those in attendance.

Comments or Discussion:

1. Discussed the Promotora Program in greater detail.
2. Discussed the MCO Funding Bill.

PRESENTATION

– ENGLISH

Lanterman Regional Center

Expenditure Data
for Fiscal Year 2014-15
Public Stakeholders Meeting
March, 2016

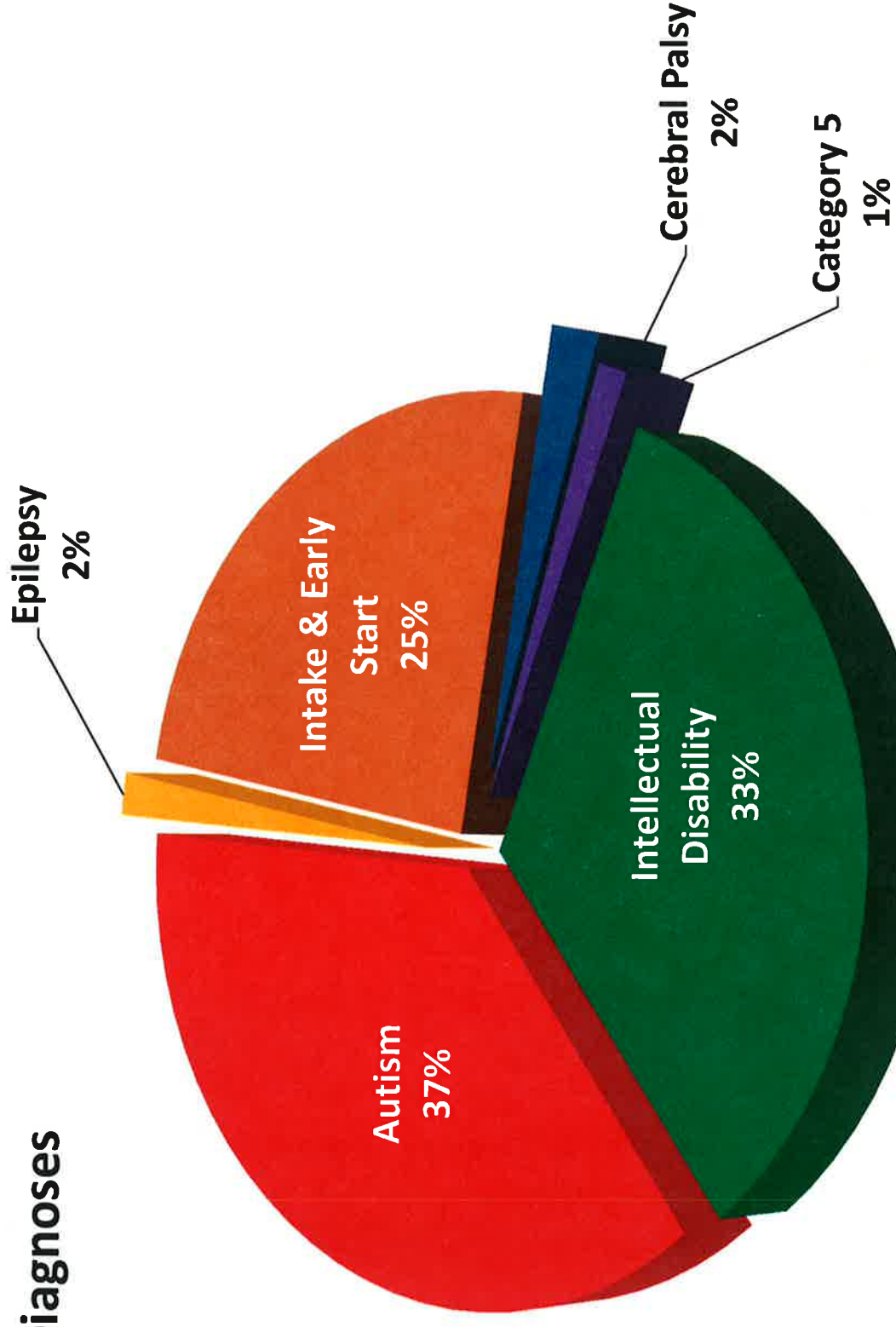
Why are We Here?

- The Lanterman Act requires the Department of Developmental Services (DDS) and regional centers to annually report on purchase of service authorization, service utilization, and cost of services
- Reports are to broken down by age, race, language and disability
- We are required to post the data on our website by December of each year
- We are also required to hold public meetings to discuss the reports within three months of posting the data

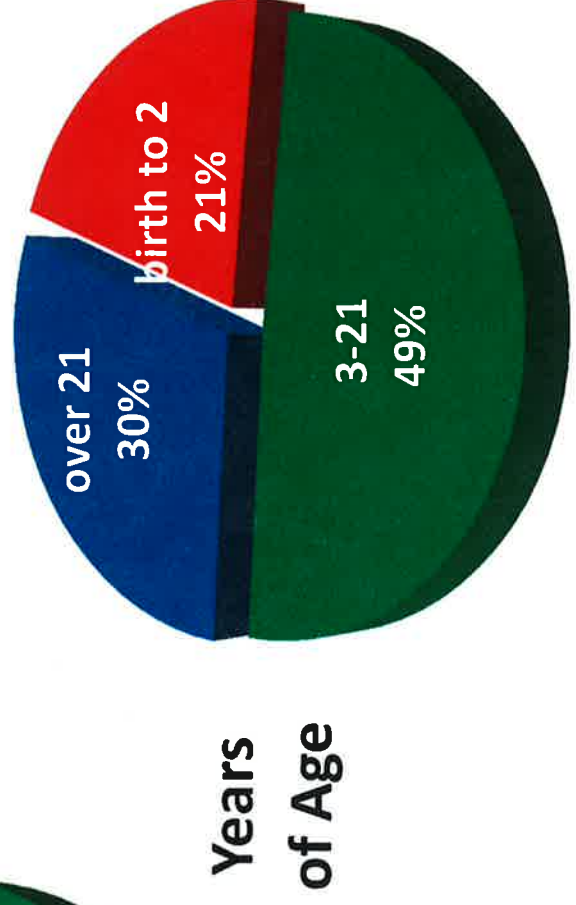
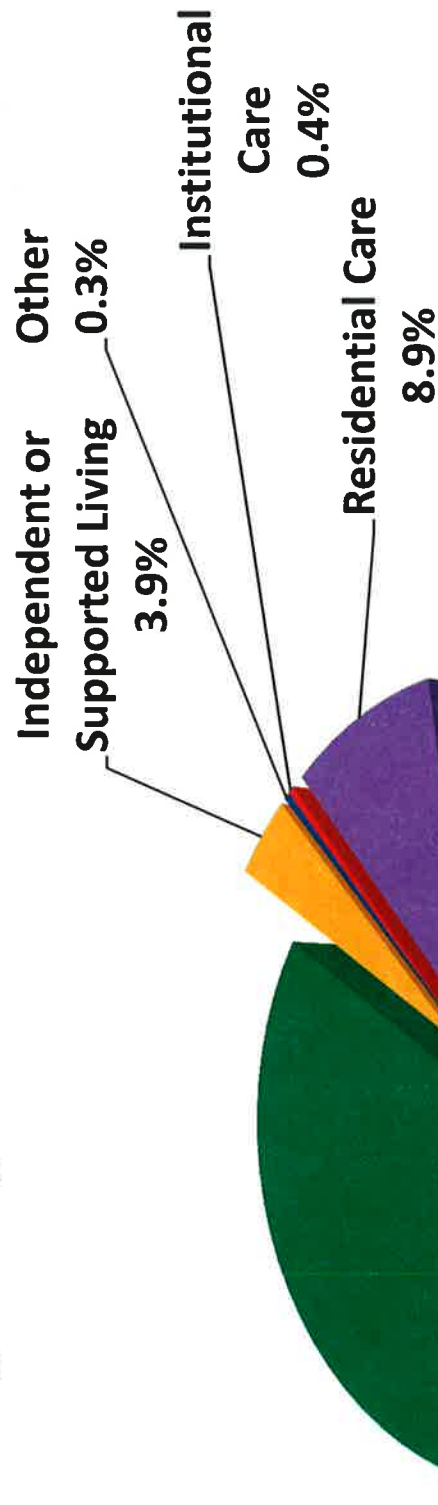
Who Are We?

- One of 21 regional centers in California
- We serve 9,300 individuals with developmental disabilities in parts of Los Angeles as well as in Pasadena, Burbank, Glendale, La Canada, and La Crescenta.
- Our Purchase of Service (POS) allocation in fiscal year 2014-15 was about \$123 million, out of a statewide total of \$4.28 billion.
- We have 111 Service Coordinators, of whom 91 are bilingual.

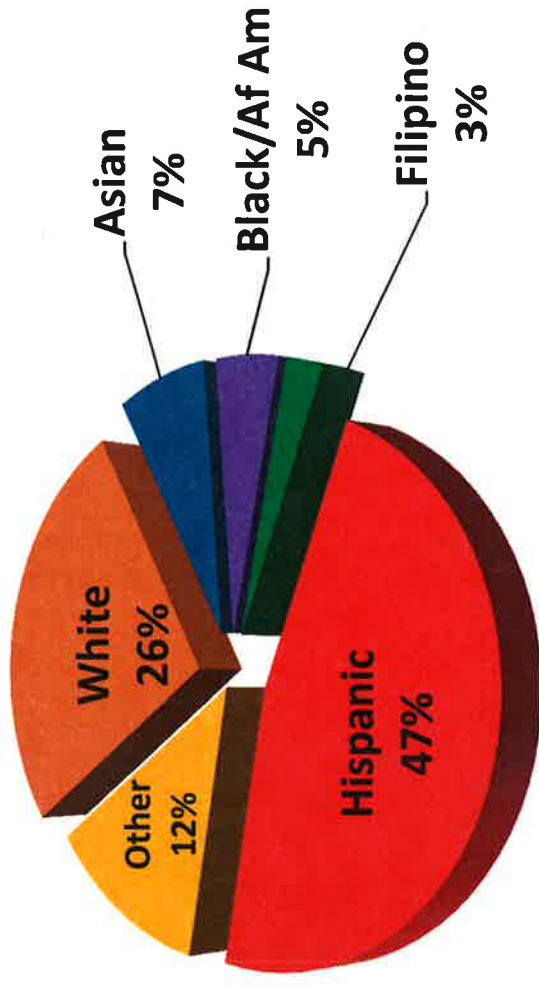
Diagnoses



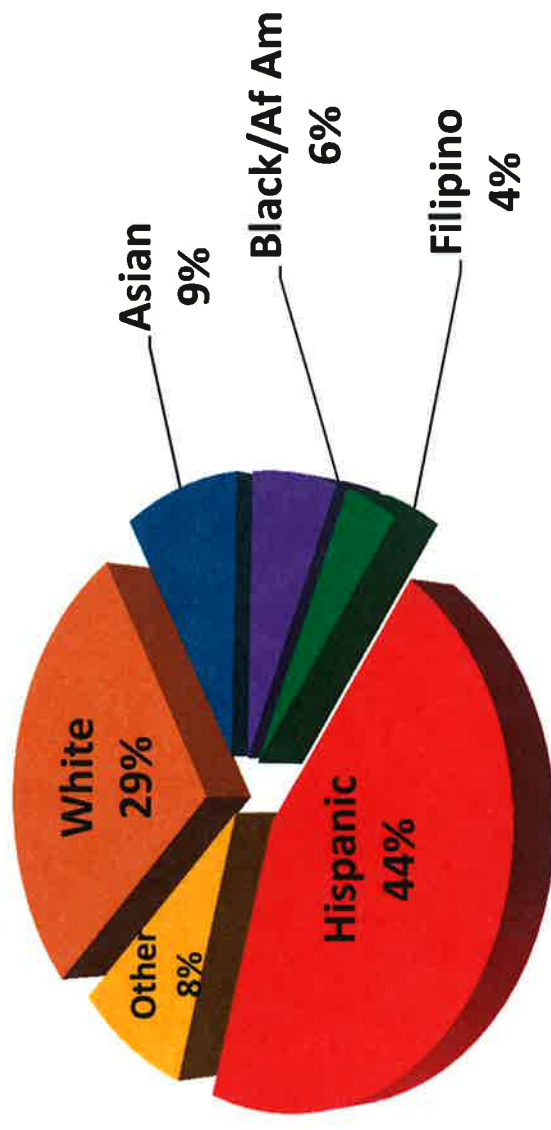
Living Arrangement



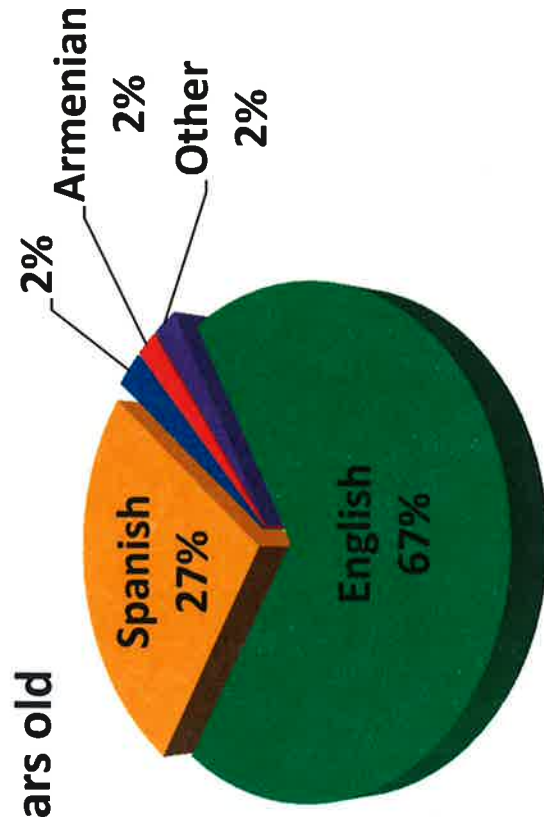
Ethnicity of consumers under 3 years old



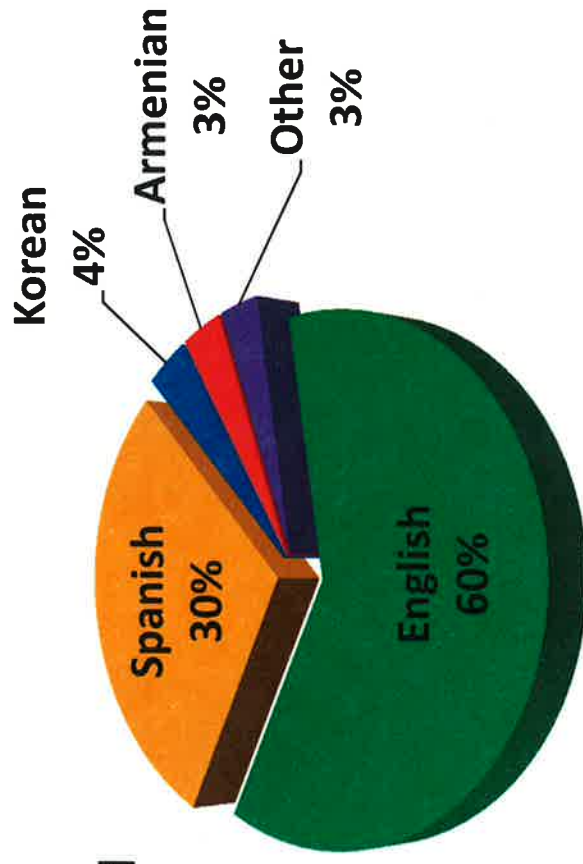
Ethnicity of consumers 3 and over



Language of families with consumers under 3 years old



Language of families with consumers over 3 years old



Data Limitations on Purchase of Services

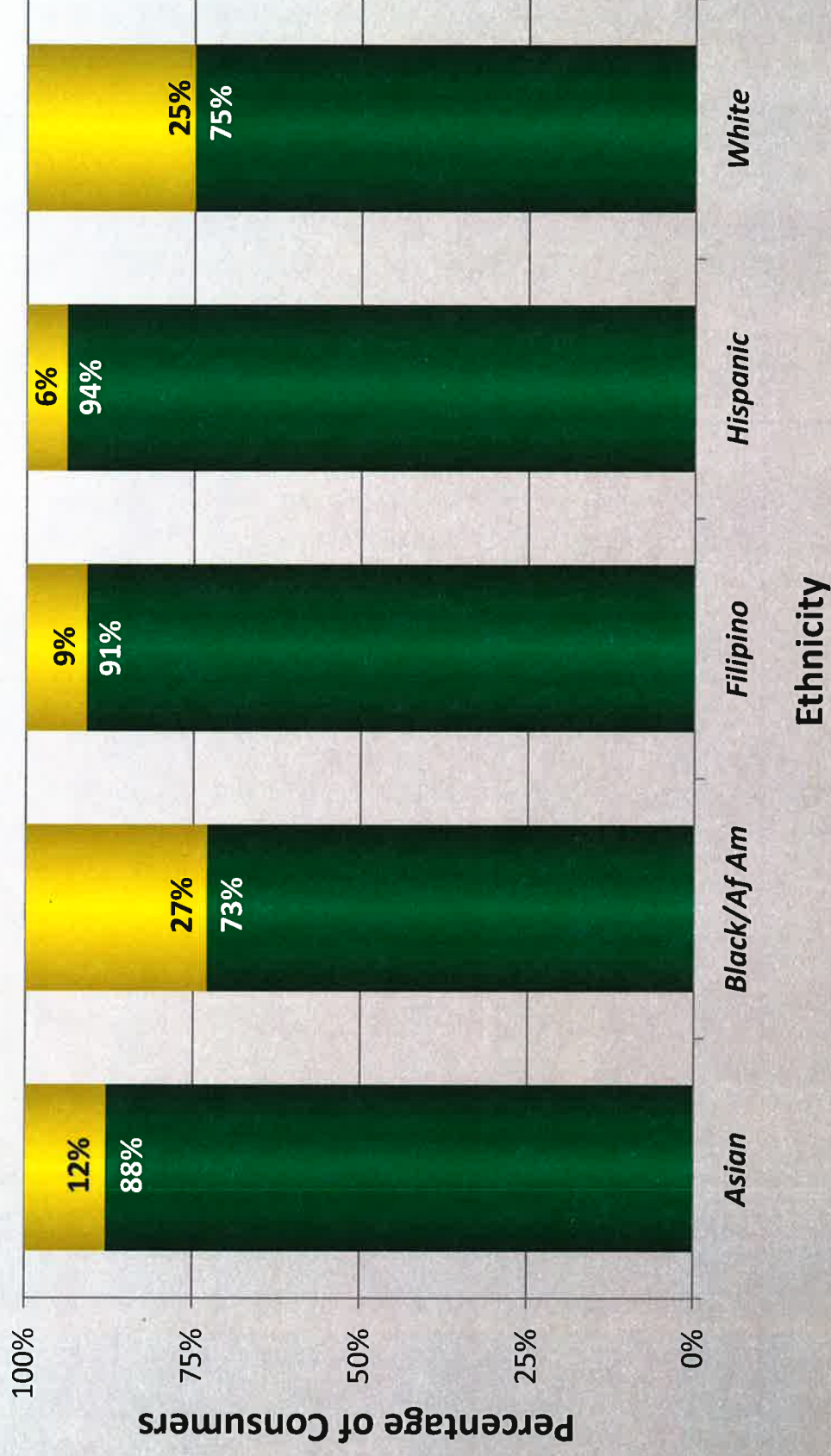
- The following data are based on what we paid for services provided to clients between July 1, 2014 and June 30, 2015. They do not include services provided by other sources such as Medi-Cal, the public schools and IHSS.
- Services purchased are based on the Individual Program Planning (IPP) process, so expenditures will be different from client to client.
- To understand why differences exist, we need to look at additional information about the clients.

Attempting to Understand the Data

- Disparities across ethnic and language groups do exist, but these differences do not mean that individual needs are not being met.
- We don't know why differences exist without looking at other information.
- For example, choices clients and families make, such as out-of-home-placement, drive cost differences.
- We do not know all of the reasons for the differences, so we are trying to learn more.

Living Arrangement by Ethnicity

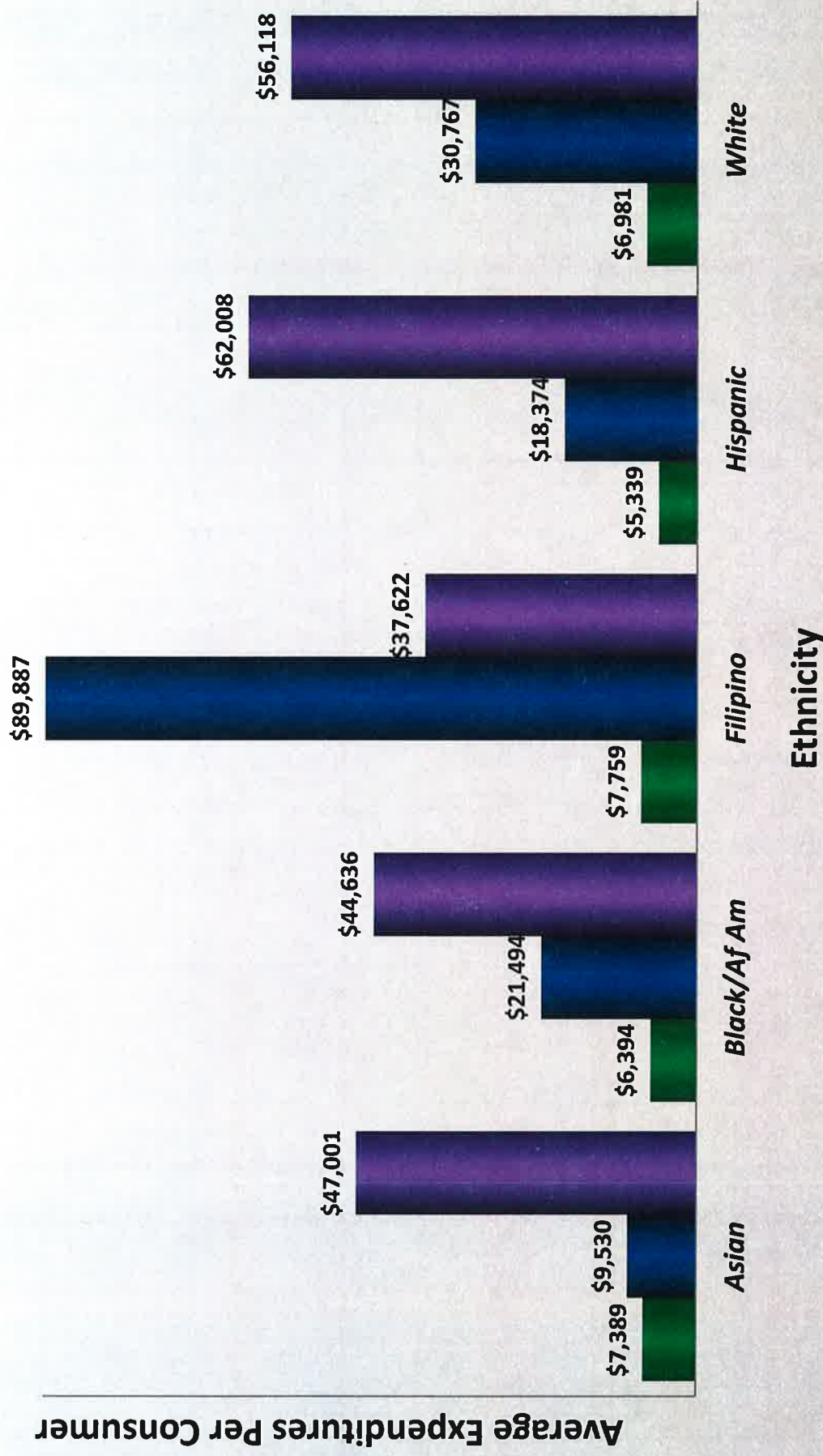
■ All Other Living Arrangements ■ Family



Average Expenditures by Ethnicity and Living Arrangement

2015 Fiscal Year

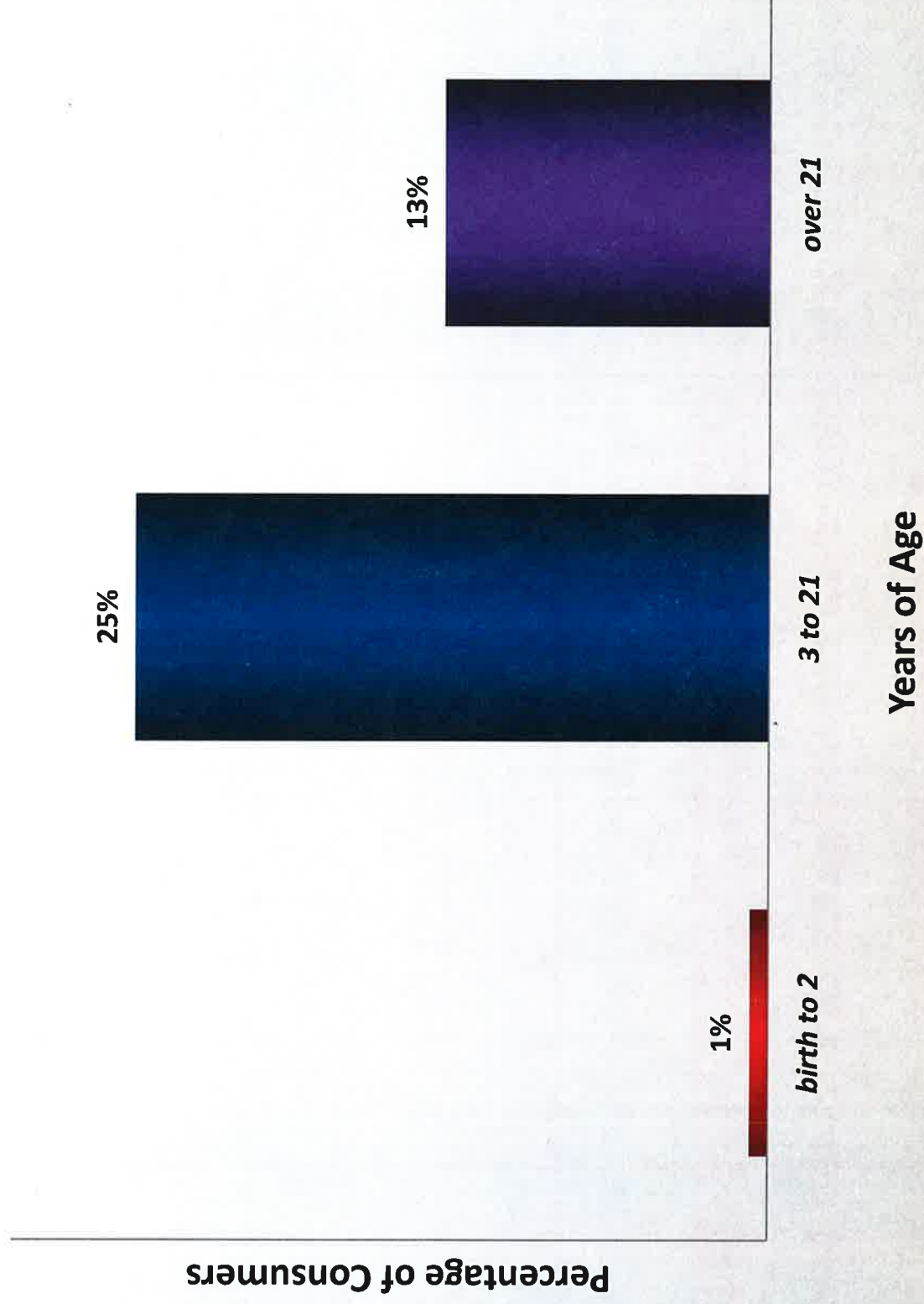
■ Family
 ■ Independent or Supported Living
 ■ Residential or Institutional Care



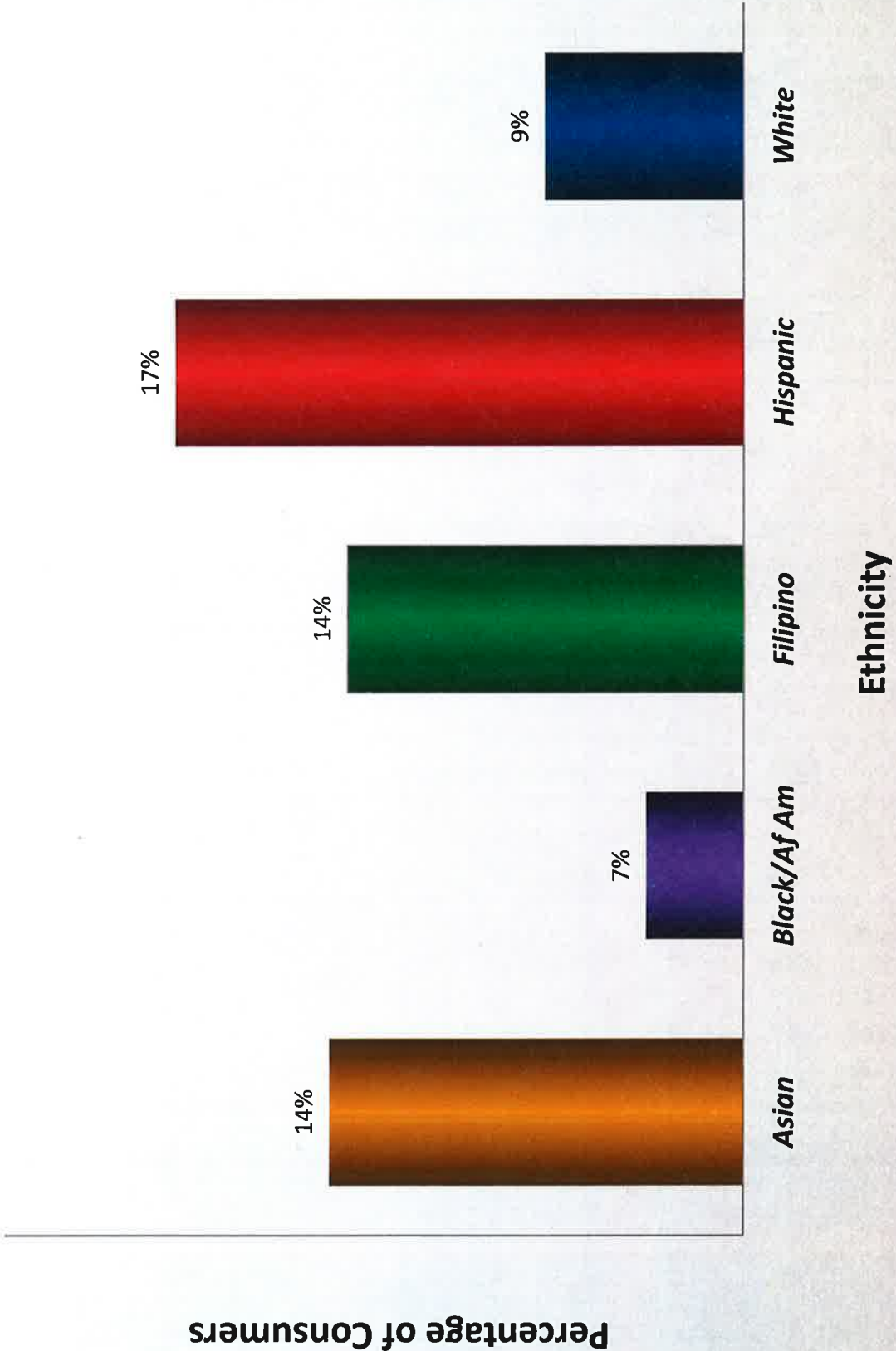
Percentage of Consumers with No Purchased Services
by Ethnicity 2015 Fiscal Year



Percentage of Consumers with No Purchased Services by Age 2015 Fiscal Year



**Percentage of Consumers over 21 Years Old with No
Purchased Services by Ethnicity 2015 Fiscal Year**



What we learned from the focus groups

Clients and families told us –

- ▶ Some families need to focus on economic survival.
- ▶ Some lack transportation to get to services.
- ▶ Some may decline service because they do not want service providers (strangers) in their home.
- ▶ Legal status may make some people wary of asking for services.
- ▶ Needs were met by accessing generic resources (IHSS, SSI, MediCal, own family resources, etc.)
- ▶ For some adult clients, they want to work, however, paid employment may not be available.
- ▶ Families felt that they were disconnected from the Regional Center; they were not aware of what type of services the regional Center could offer.

Study Results of 95 clients

For 70 of the 95 clients, needs were met through a generic resource. Below is how these broke down,

- Attending College – 8 clients
- Working competitively – 13 clients
- Volunteering in the Community – 17 clients
- Needs are met via generic service (SSI, MediCal, IHSS, own family resources) – 32

With regard to the purchase of service,

- Services authorized as a of the conclusion of this study – 15
- No longer have an active case with FDLRC - 10

Other activities aimed at addressing disparities

- Cultural Competency training for our staff and board members
- Ongoing training of Service Coordinators
- Development of “Family Service Guide”
 - Geared for over 3
 - Will be translated into Spanish and Korean
- Promotora Project – 2nd year project

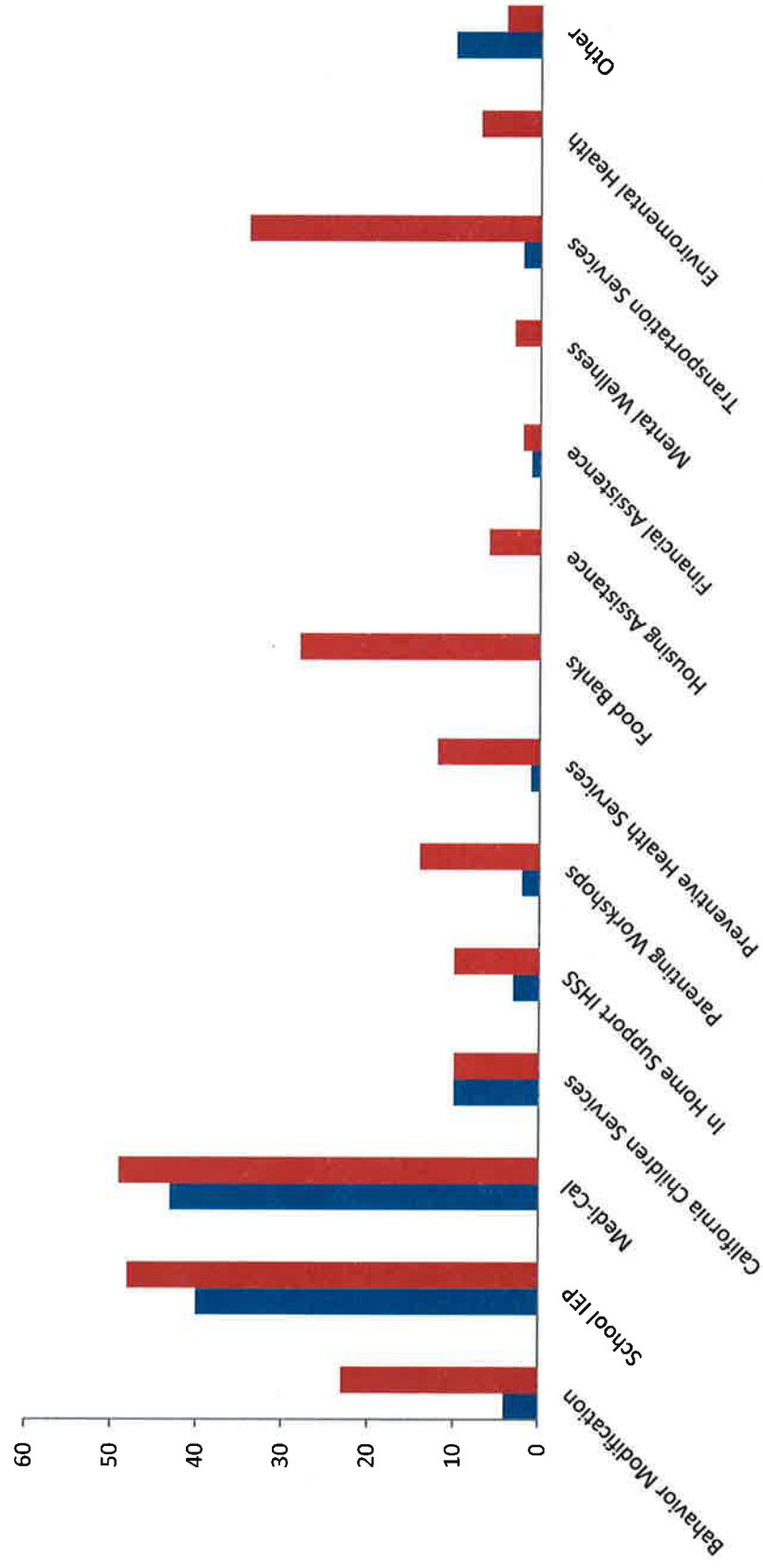
Promotora Project: Second Cohort of families

2014 was the first year of our Promotora Project.

- 52 families participated;
- 40 families graduated.
- 2015 Promotora group: 52 families participated (including the 12 families from the first year).

Success Stories

Service Utilization at Intake and after one year



Other Efforts

- 91 of our 111 service coordinators are bilingual (82%)
- 149 (76%) of all Regional Center staff are bilingual
- The KYRC has materials in a variety of languages.
 - We translate many print materials into a variety of languages
 - Purchase books for the library in languages other than English
- We have language-focused support groups
- We provide group trainings in Spanish and other languages as needed.
- Our Peer Support Partners speak Armenian, Japanese, Korean, Russian, Tagalog, Spanish as well as English

Efforts continued....

Began collecting data on the translation of IPP's into the family's preferred language.

- In 2015, the Center completed approximately 2600 IPPs. Of the 2600 IPP's,
 - 60% (1560): English – No translation
 - 30% (780): Spanish - 512 were translated (66%)
 - 4% (104): Korean - 37 were translated (36%)
 - 3% (78): Armenian – 9 were translated (12%)
 - 3% (78): “Other” - 24 were translated (31%)

Managed Care Organization Funding Bill

- New Managed Care Organization funding bill was approved on Monday, February 29, 2016.
 - Will bring some fiscal assistance to our system
- Some of the money will be used to address perceived disparities.
- DDS would like to know from our community (YOU) how to utilize these funds.

Comments

PRESENTATION

– SPANISH

Lanterman Regional Center

Datos de
Gasto para la Junta Pública para
Participantes Interésados
Año Fiscal 2014-15
Marzo de 2016

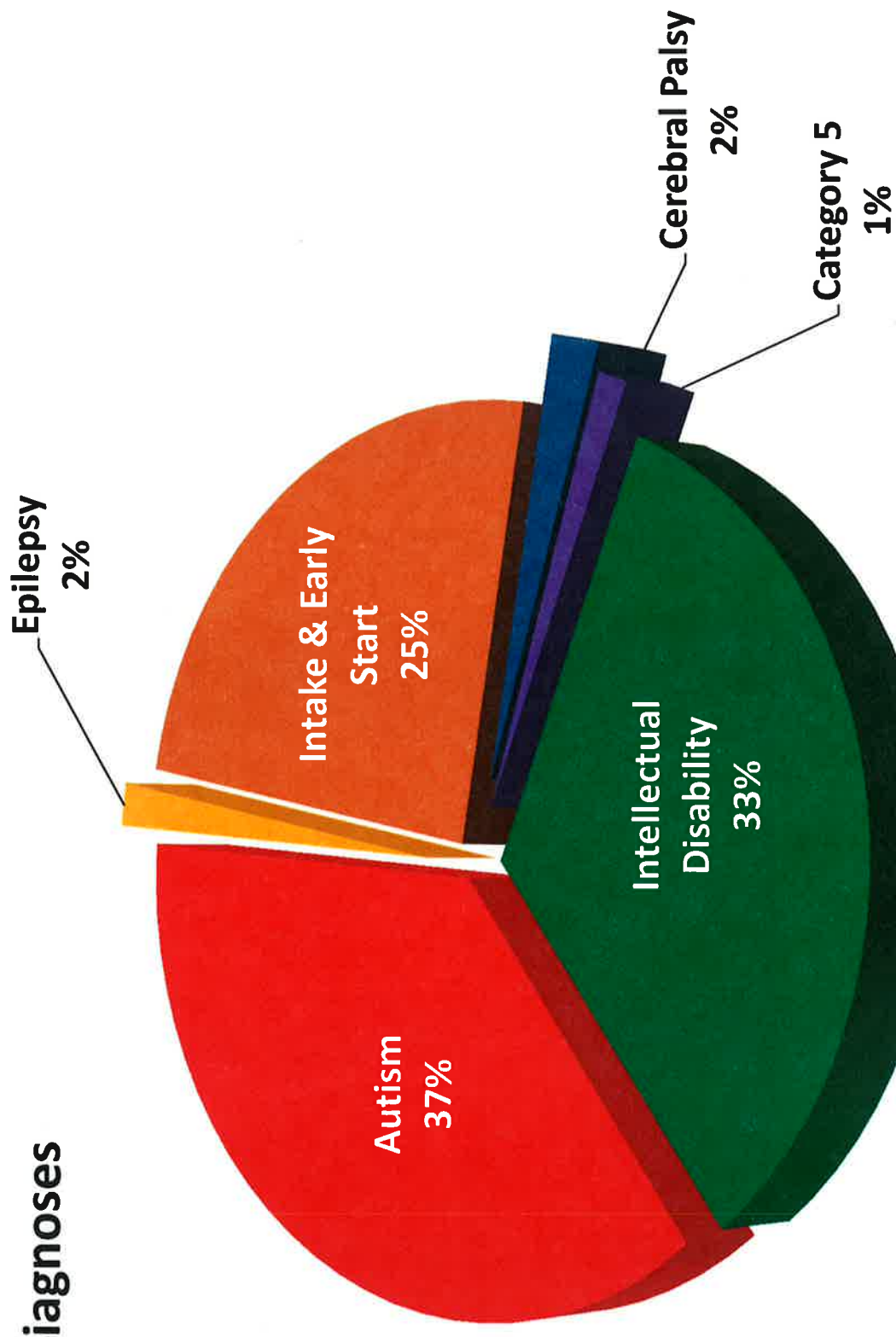
¿Por qué estamos aquí?

- La Ley Lanterman requiere que el Departamento de Servicios del Desarrollo (DDS) y centros regionales informen anualmente sobre compra de autorización de servicio, utilización de los servicios y costo de los servicios
- Que los informes sean desglosadas por edad, raza, idioma y discapacidad
- Estamos obligados a publicar los datos en nuestro sitio web en diciembre de cada año
- También estamos obligados a organizar reuniones públicas para discutir los informes durante el plazo de los tres meses de publicar estos datos

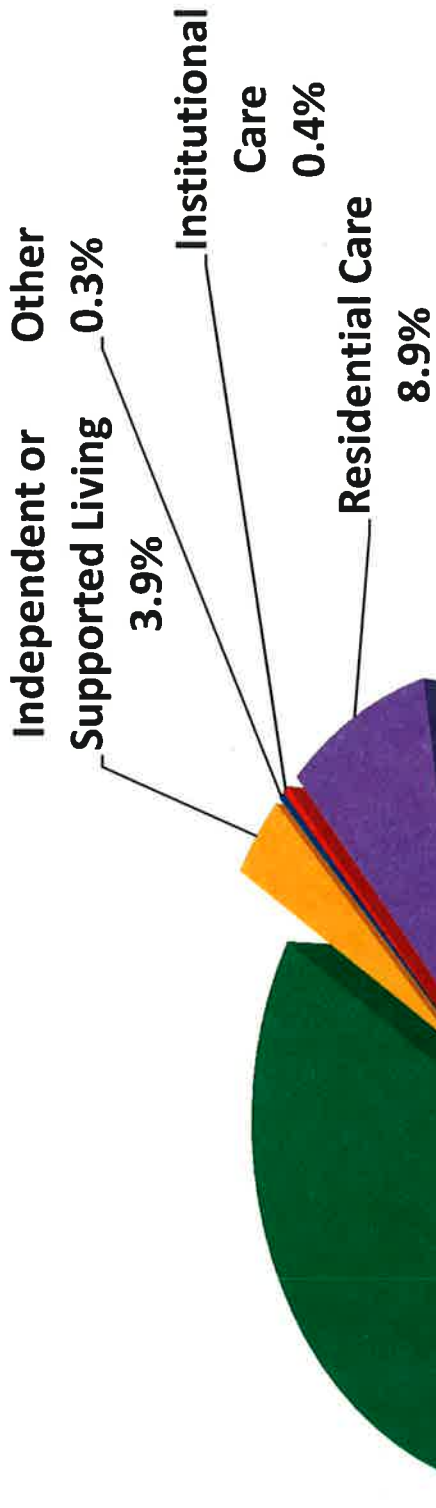
¿Quienes Somos?

- Somos uno de los 21 centros regionales en California servimos a 9,300 personas con discapacidades del desarrollo en partes de Los Ángeles, así como en Pasadena, Burbank, Glendale, La Cañada y La Crescenta.
- Nuestra asignación de compra de servicio (POS) en el año fiscal 2014-15 fue de \$ 123 millones, de un total estatal de \$ 4,28 billones. Tenemos 111 coordinadores de servicio, de los cuales 94 son bilingües.

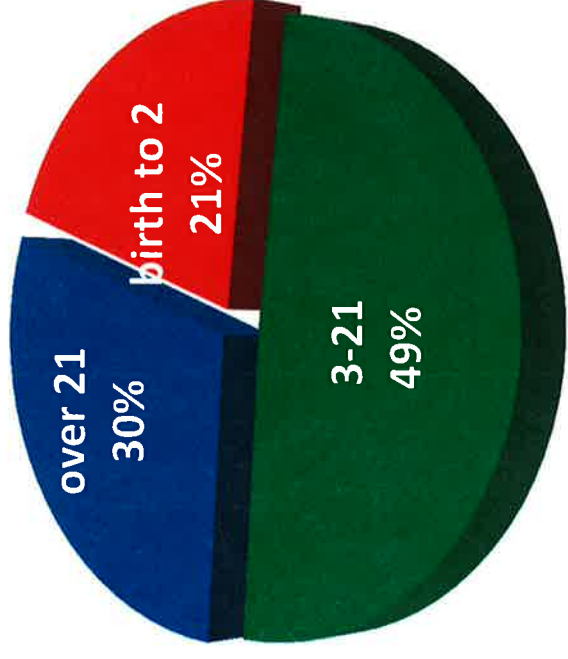
Diagnoses



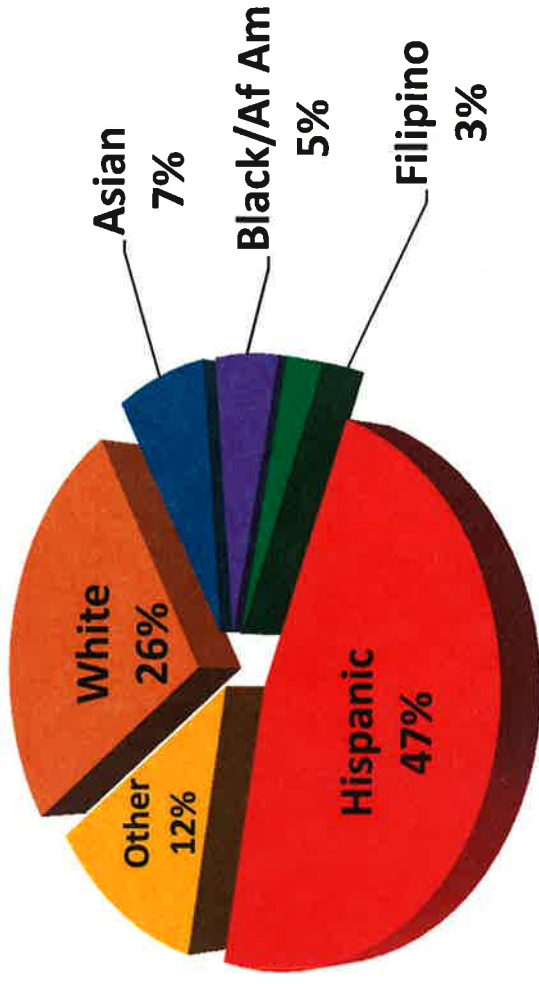
Living Arrangement



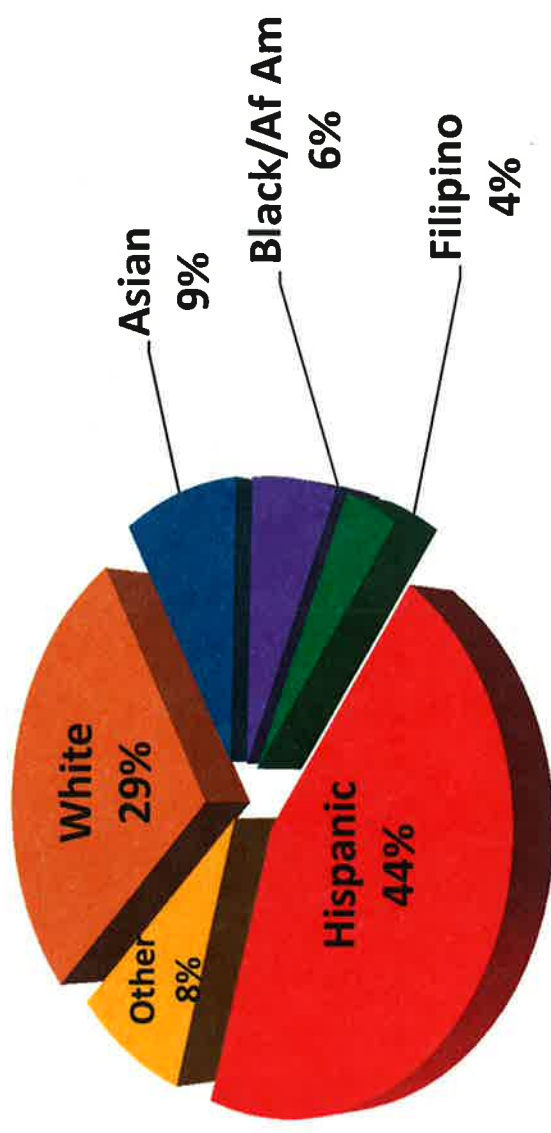
Years of Age



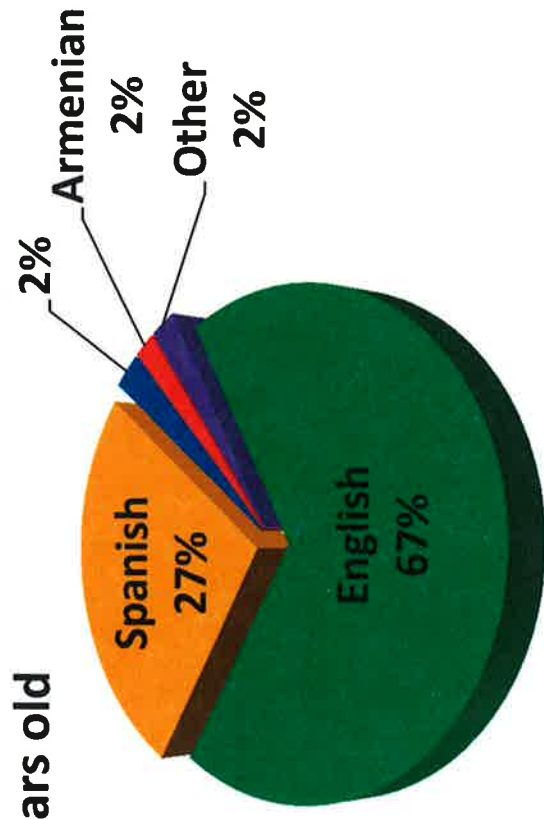
Ethnicity of consumers under 3 years old



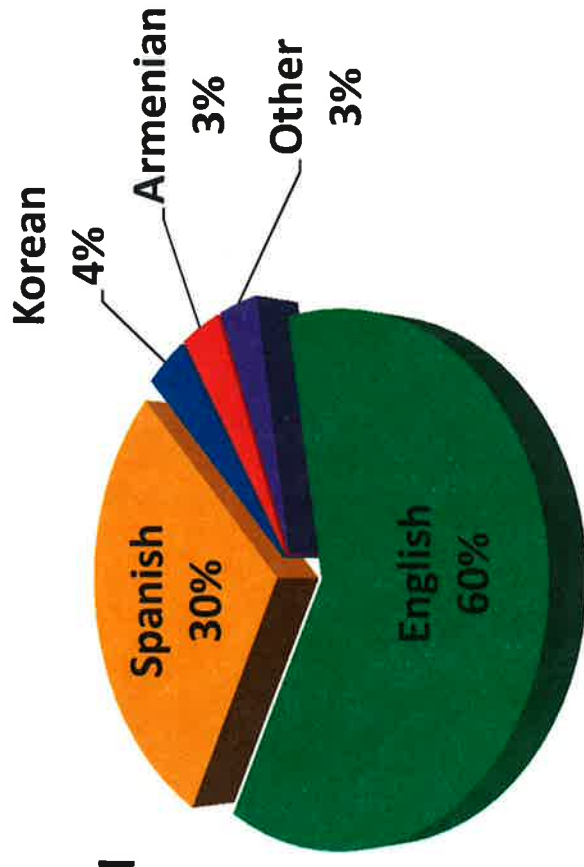
Ethnicity of consumers 3 and over



Language of families with consumers under 3 years old



Language of families with consumers over 3 years old



Limitaciones de datos por compra de servicios

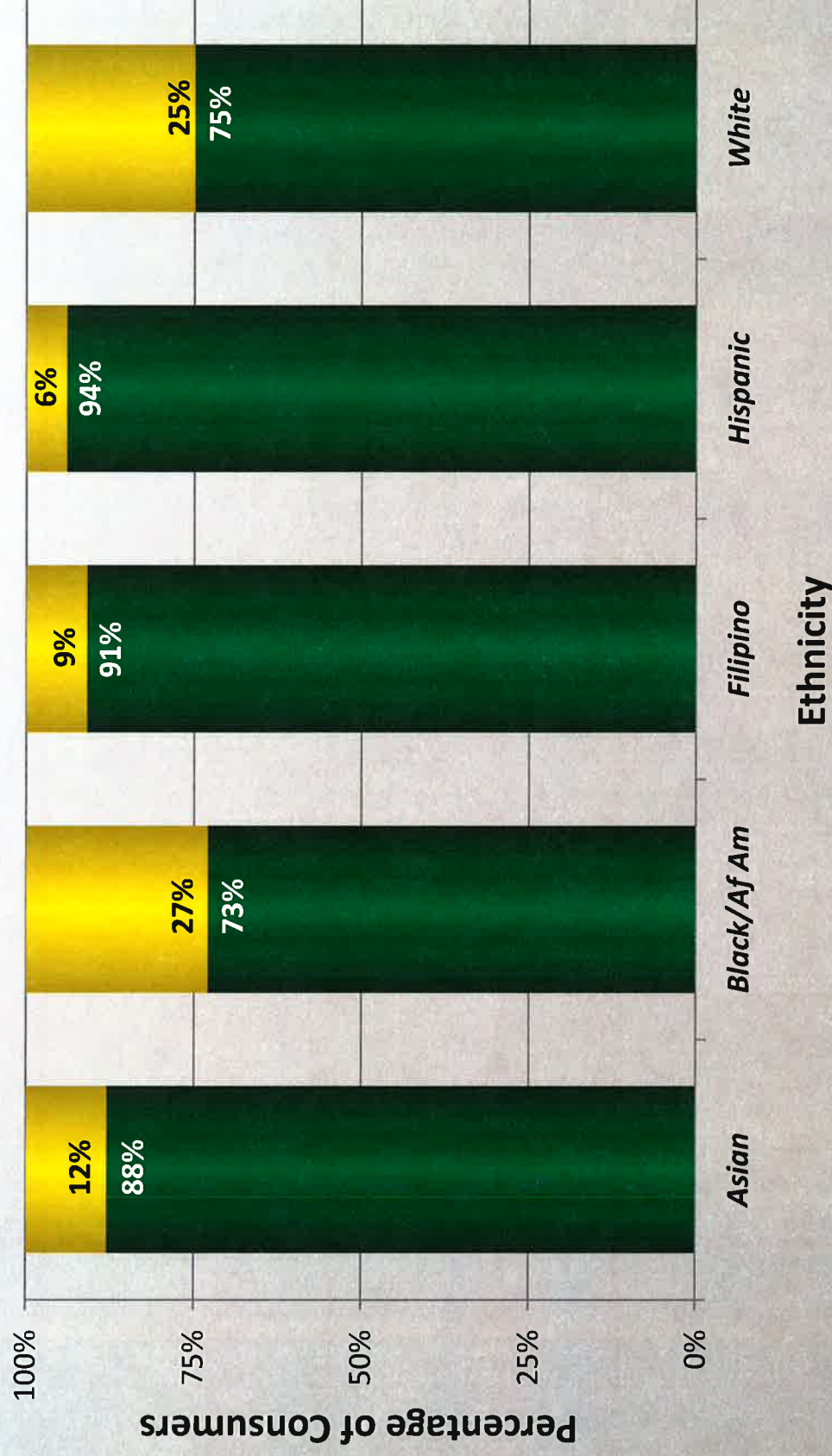
- Los siguientes datos se basan en lo que pagamos por los servicios prestados a los clientes entre el 01 de julio de 2014 y el 30 de junio de 2015. Que no incluyen los servicios prestados por otras fuentes, como Medi-Cal, las escuelas públicas y el IHSS.
- Servicios adquiridos se basan en el proceso de Planificación de Programa Individual (IPP), por lo que los gastos serán diferentes de un cliente a otro cliente.
- Para entender por qué existen diferencias, necesitamos información adicional sobre los clientes.

Tratar de Entender los Datos

- Existen disparidades entre los grupos étnicos y de lenguaje, pero estas diferencias no significan que no se satisfacen las necesidades individuales.
- No sabemos por qué existen diferencias sin tomar en cuenta otra información.
- Por ejemplo, las opciones que familias y clientes, puedan tomar como colocación fuera de casa pueden cambiar los costos
- No sabemos todas las razones para las diferencias, por lo que estamos tratando de aprender más.

Living Arrangement by Ethnicity

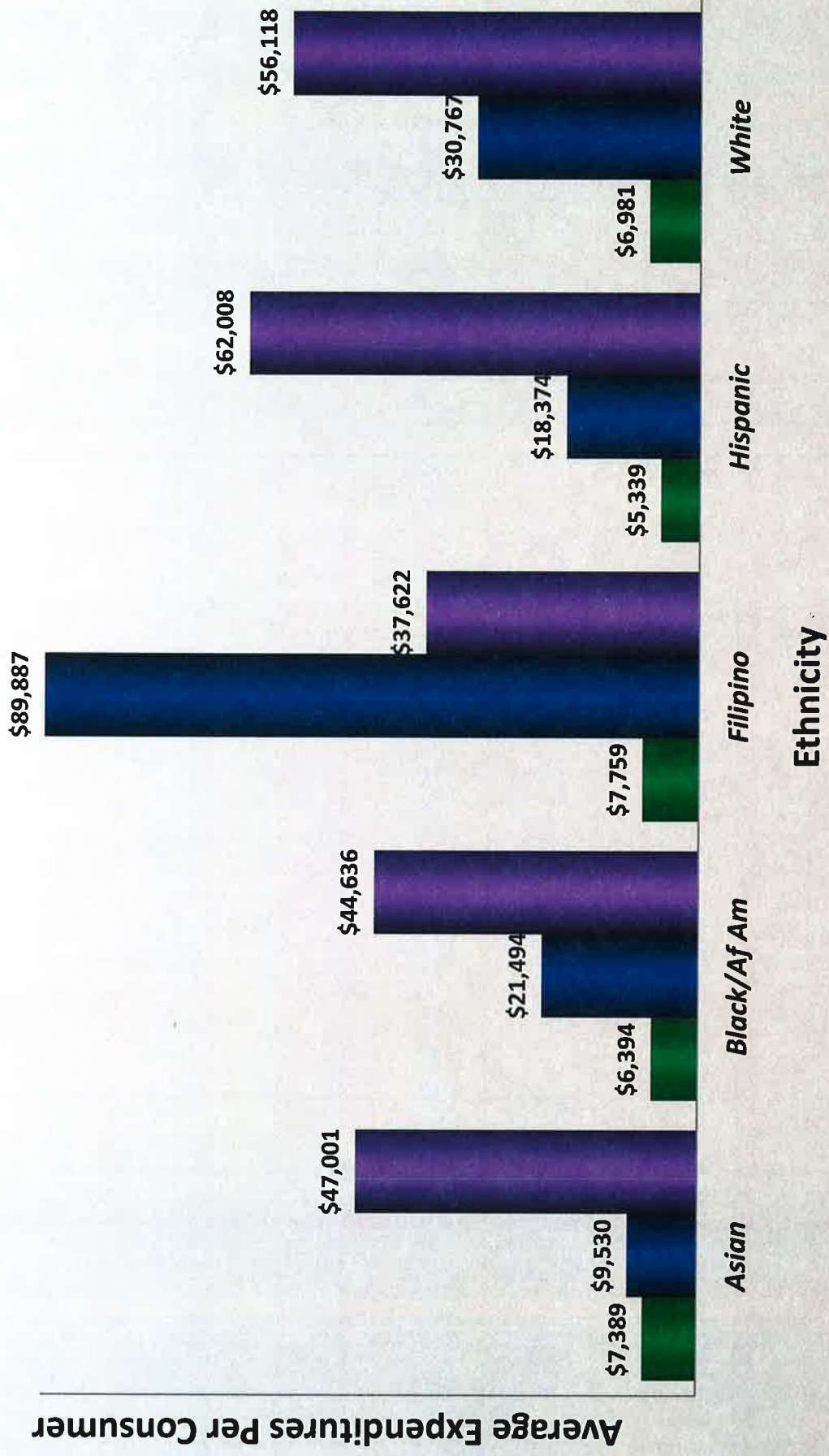
■ All Other Living Arrangements ■ Family



Average Expenditures by Ethnicity and Living Arrangement

2015 Fiscal Year

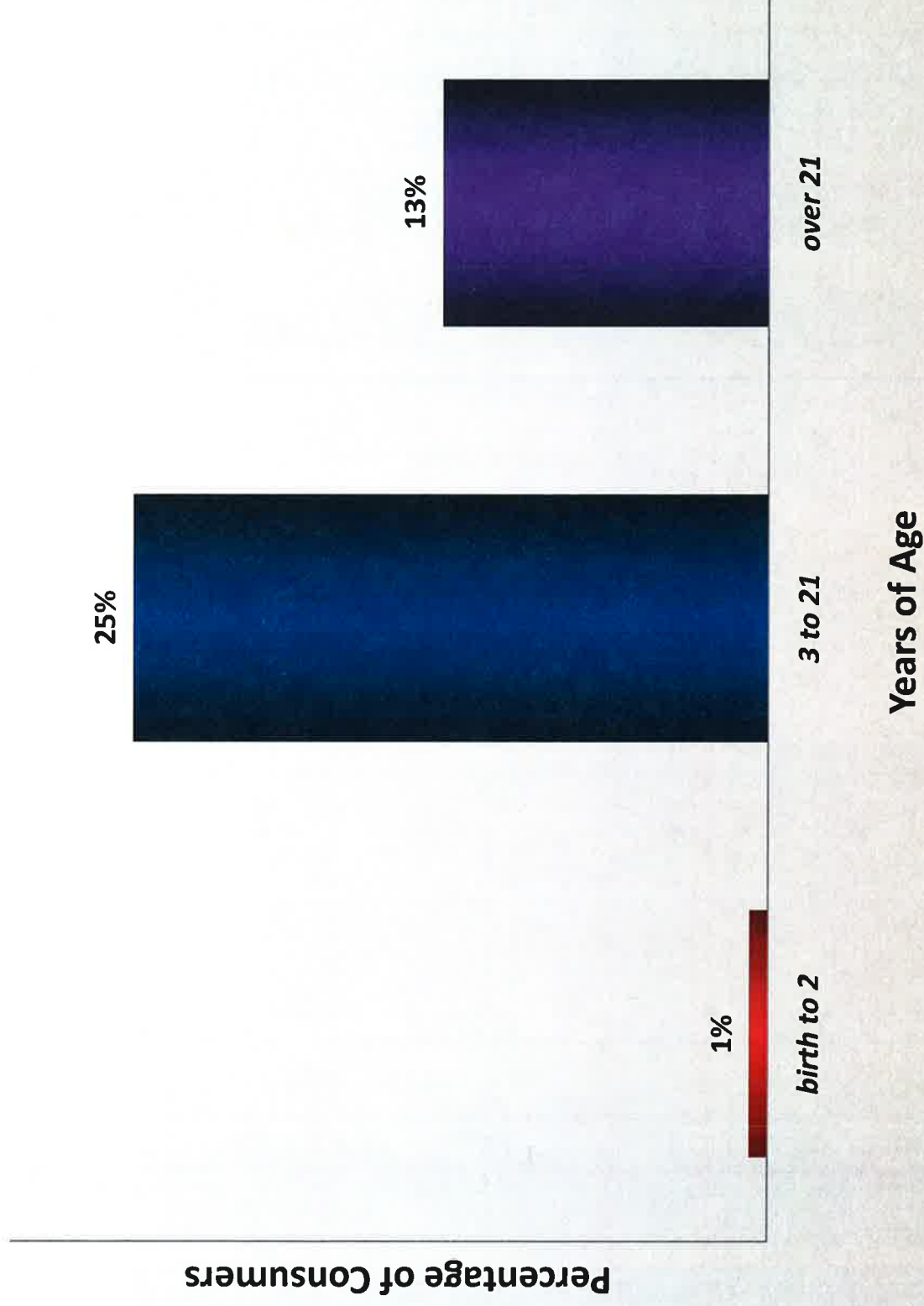
■ Family
 ■ Independent or Supported Living
 ■ Residential or Institutional Care



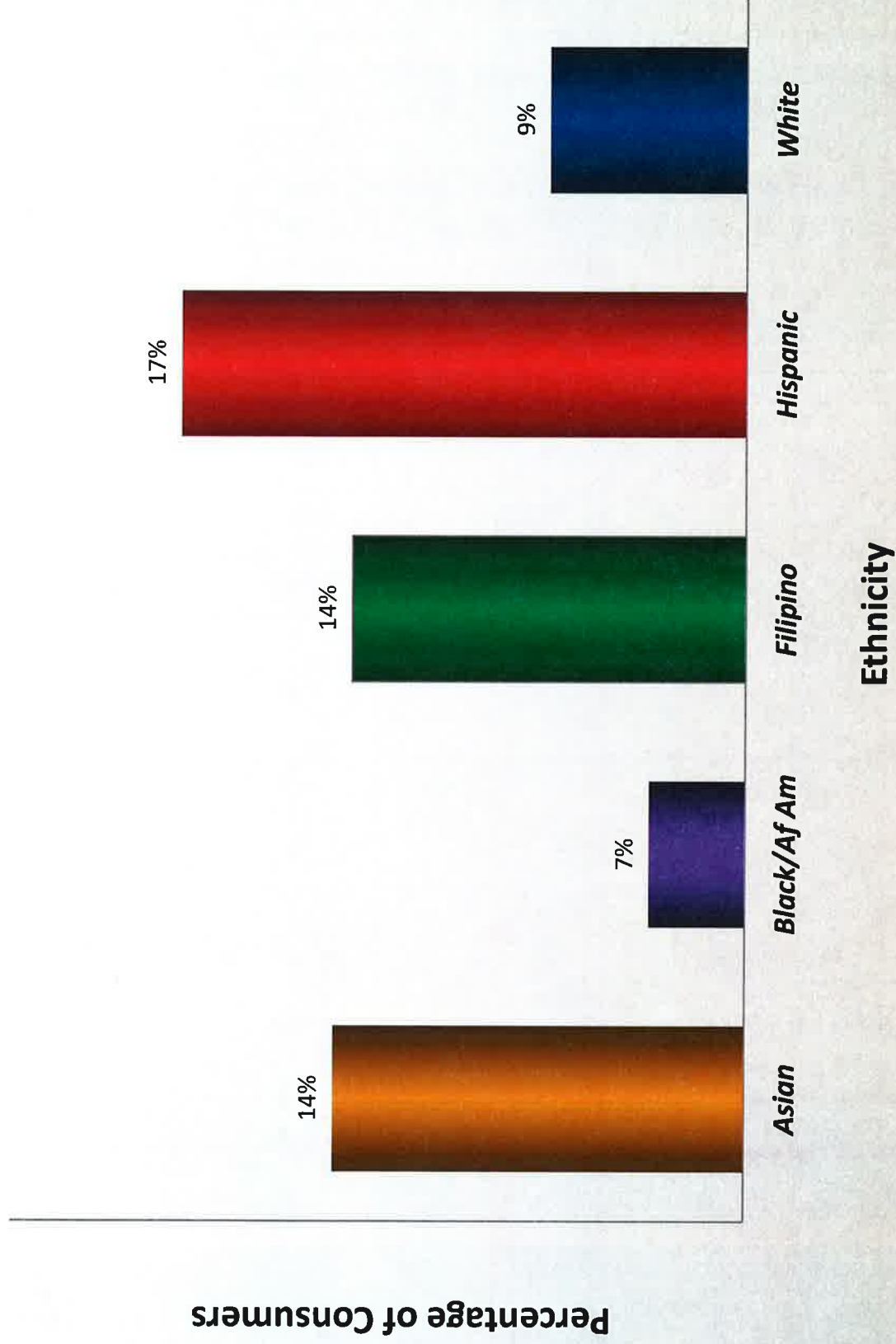
Percentage of Consumers with No Purchased Services by Ethnicity 2015 Fiscal Year



Percentage of Consumers with No Purchased Services by Age 2015 Fiscal Year



Percentage of Consumers over 21 Years Old with No Purchased Services by Ethnicity 2015 Fiscal Year



Lo que Hemos Aprendido de los Grupos de Enfoque

Clientes y familias nos dijeron-

- Algunas familias deben centrarse en la supervivencia económica.
- Algunos carecen de transporte para llegar a los servicios.
- Algunos podrán negar servicios porque no quieren proveedores de servicio (gente extraña) en su casa.
- Situación legal hace que algunas personas desconfían de solicitar servicios.
- Las necesidades fueron recibidos por acceder a los recursos genéricos (IHSS, SSL, medica, poseer recursos familiares, etc..)
- Para algunos clientes adultos, quieren trabajar, sin embargo, el empleo remunerado no estén disponible.
- Las familias sienten que estaban desconectados del Centro Regional; no eran conscientes de qué tipo de servicios podría ofrecer el centro regional.

Resultados de Los Estudios de 95 Clientes

Para 70 de los 95 clientes, las necesidades se cumplieron a través de un recurso genérico. A continuación es cómo estos se desglosan:

- Asistir a la Universidad – 8 clientes
- Trabajo competitivo – 13 clientes
- de voluntariado en la comunidad – 17
- Necesidades cumplidas través servicio genérico (SSI, médica, IHSS, propios recursos familiares) – 32

Con respecto a la compra del servicio,

- Servicios autorizados a partir de este estudio – 15
- Ya no tienen un caso activo con FDLRC - 10

Otras actividades destinadas a abordar las disparidades

- Formación y entrenamiento cultural para nuestro personal y miembros de nuestra junta directiva
- Entrenamiento continuo para coordinadores de servicio
- Desarrollar un “Guía de Servicios para la Familia”
- Proyecto Promotora – segundo año del proyecto.

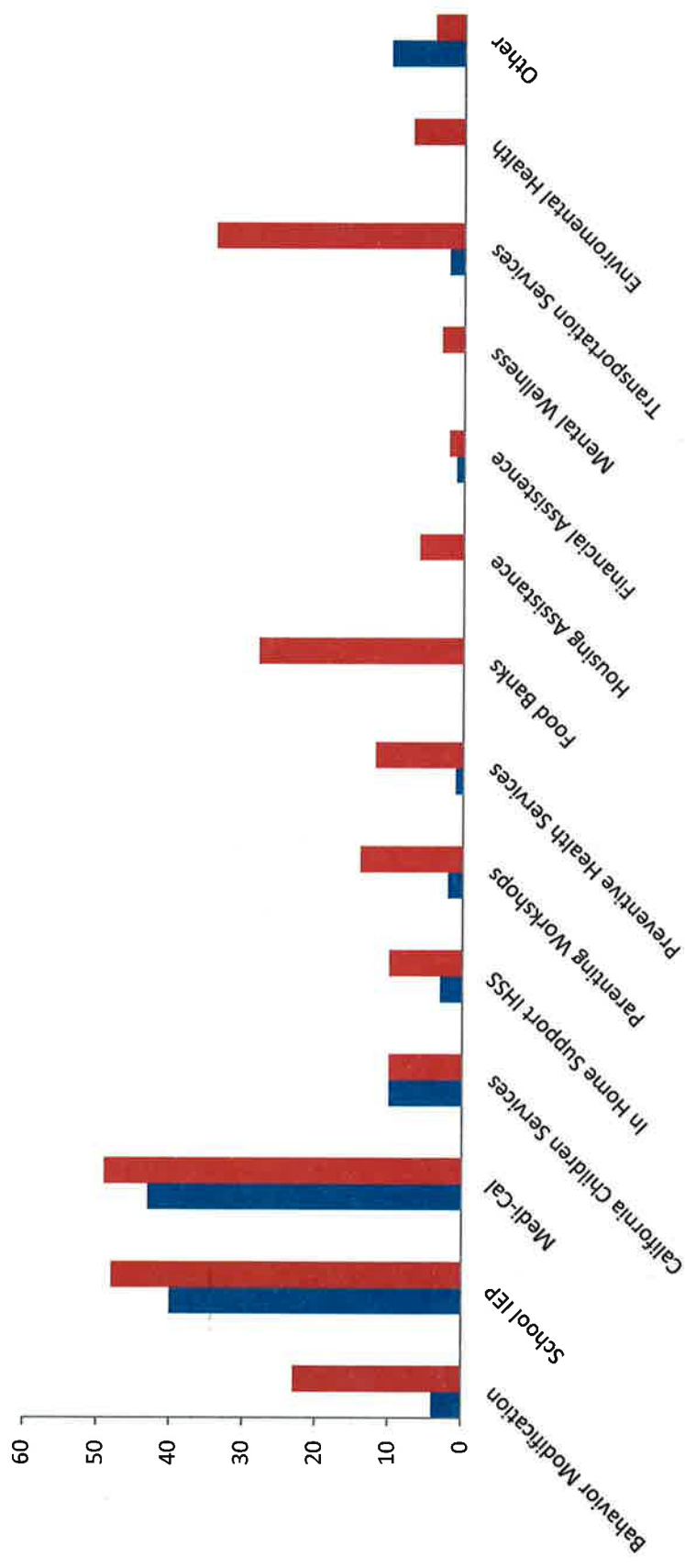
Promotora Project: Segundo Grupo de Families

2014 fue el primer año de nuestro proyecto de la Promotora.

- 52 familias participaron en nuestro grupo inicial.; 42 familias se graduaron del programa.
- 2015 Promotora Grupo: 52 familias participaron

Proyecto Promotora

Uso de servicios al iniciacion dle proyect y despues
de un año



Mayores esfuerzos para reducir las disparidades

- 94 de nuestros coordinadores de 111 servicio son bilingües
- 76% De todo el personal de Centro Regional es bilingüe
- Traducimos muchos materiales de impresión en una variedad de idiomas.
- Ofrecemos entrenamientos de grupo en español y otros idiomas según sea necesario.
- El KYRC tiene materiales en una variedad de idiomas.
- Nuestros compañeros de apoyo hablan Armenio, Japonés, Coreano, Ruso, Tagalo, Español e Inglés
- Apoyamos a grupos de apoyo que se enfocan en diferentes idiomas.

Mayores esfuerzos para reducir las disparidades

IPP se traduce en el idioma preferido de la familia.

- En el año 2015, el centro tuvo que completar aproximadamente 2600 IPPs. De las 2600 IPP,
 - 60% (1560): Ingles – no se tradujeron
 - 30% (780): Español - 512 fueron traducidos
 - 4% (104): Coreano - 37 fueron traducido
 - 3% (78): armenio - 9 fueron traducidos
 - 3% (78): "Otros" - 24 fueron traducidos

Ley de Organización de atención administrativa

- Esta ley fue aprobada el Lunes, 29 de febrero del 2016.
- Esta ley propone proveer mas fondos al sistema de discapacidad del desarrollo.
- Parte de los fondos que se proporcionaran para este sistema se usaran para reducir disparidades.
- DDS quisiera saber de nuestra comunidad (DE USTEDES) como podemos utilizar estos fondos.

Comentarios

PRESENTATION

– KOREAN

Lanterman Regional Center

랜터먼 리저널 센터

2014-2015 회계 연도 지출 내역
공공 관계자 보고회

2016년 3월

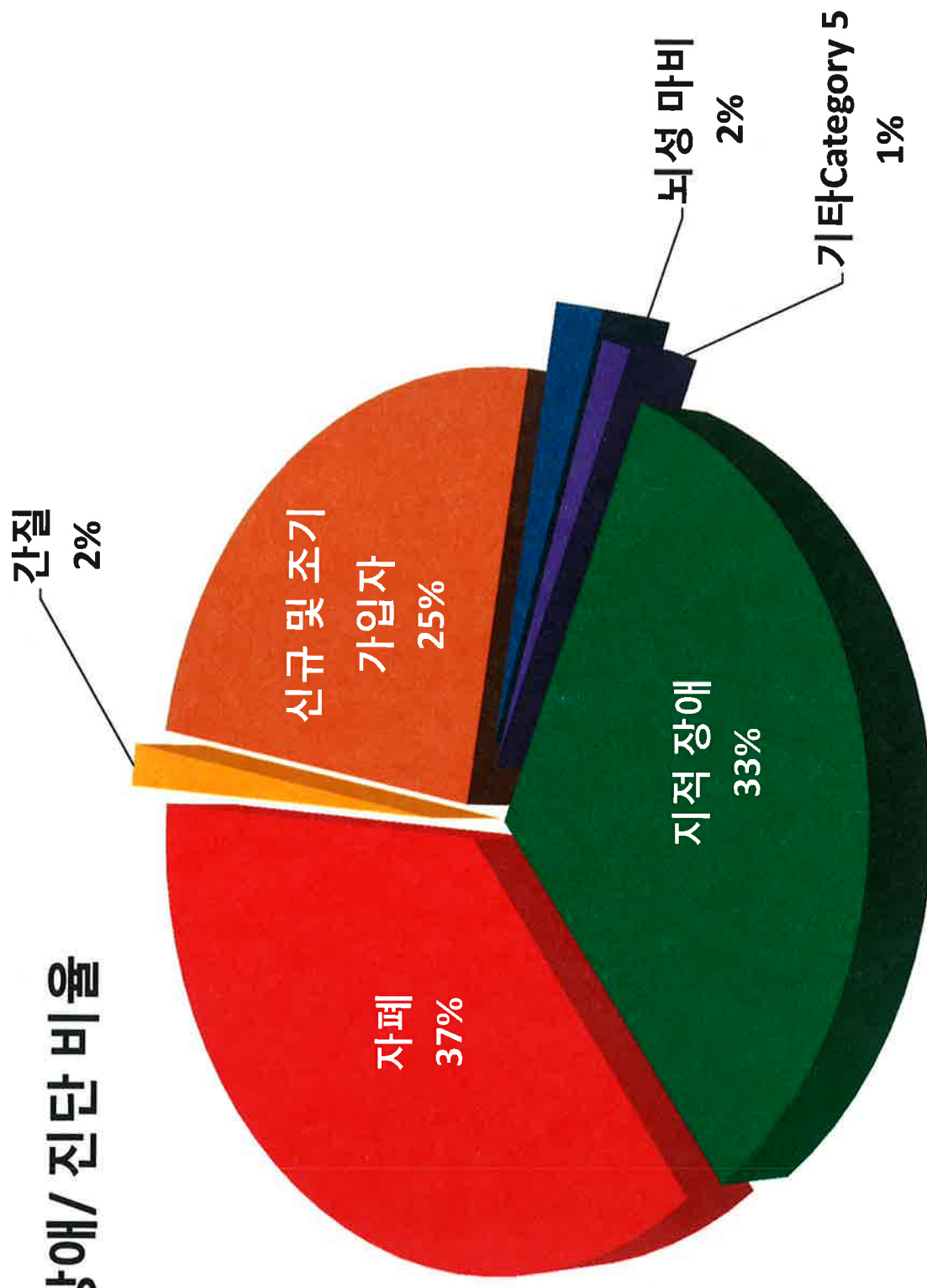
본 보고회의 목적

- 랜터먼 법(The Lanterman Act)에 의하여 발달장애국(Department of Developmental Services)과 리저널 센터들은 매년 소비자의 서비스 구매 승인, 활용 과 비용 내역을 보고해야 한다.
- 보고서는 소비자의 연령, 인종, 언어, 장애 등으로 분류한다.
- 리저널 센터는 지출 자료 내역을 매년 리저널 센터 웹사이트에 12월 까지 공지해야 한다.
- 자료 공지 후 3개월 이내에 공공 관계자 보고회를 열어야 한다.

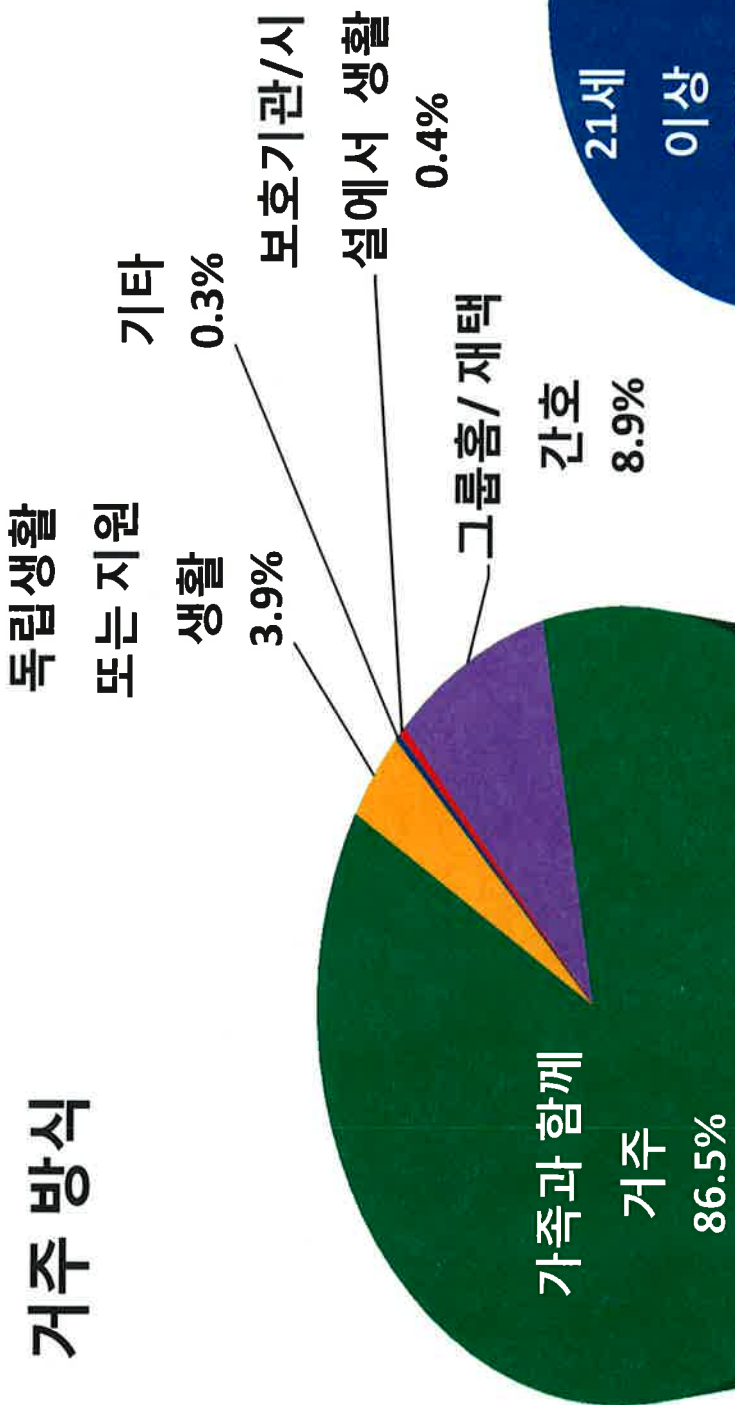
Frank D. Latnerman Regional Center 는?

- 캘리포니아 주에 있는 21개 리저널 센터중 하나이다.
- 로스엔젤레스, 패사디나, 버뱅크, 글렌데일, 라카나다와 라크라센타 지역에 속해 있는 약 9,300 명의 발달장애인을 돕는 일을 한다.
- 2014-15년 캘리포니아 주의 총 \$4.28 billion 달러의 서비스 지원금 중 약 \$123 million 달러가 랜터먼 리저널 센터에 할당 지원되었다.
- 랜터먼 리저널 센터에는 111명의 서비스 코디네이터 (Service Coordinators)가 일하고 있고, 그 중 91명이 이중 언어를 구사한다.

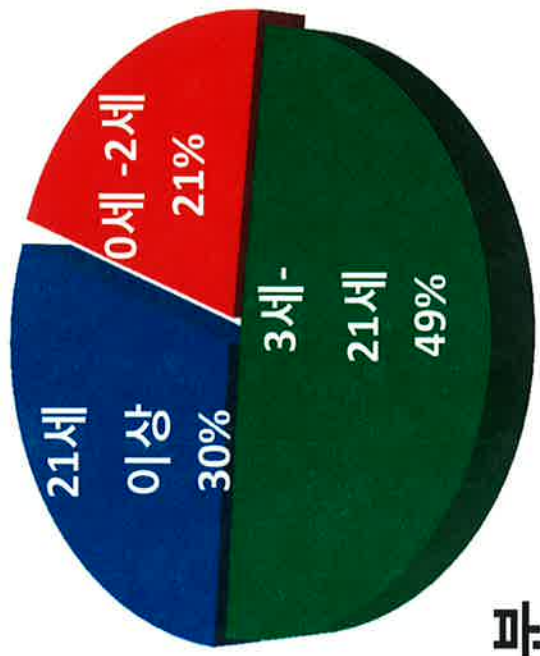
장애/진단 비율



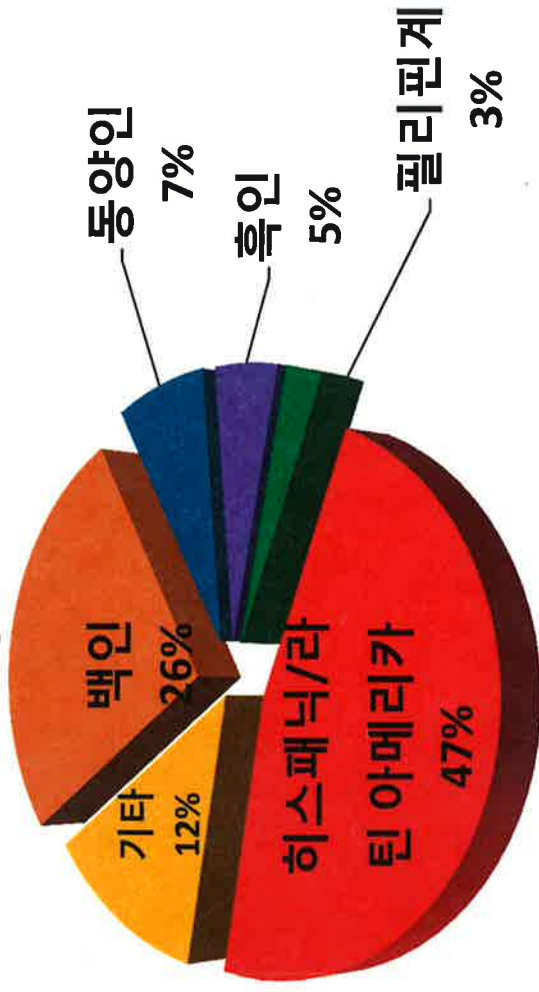
거주 방식



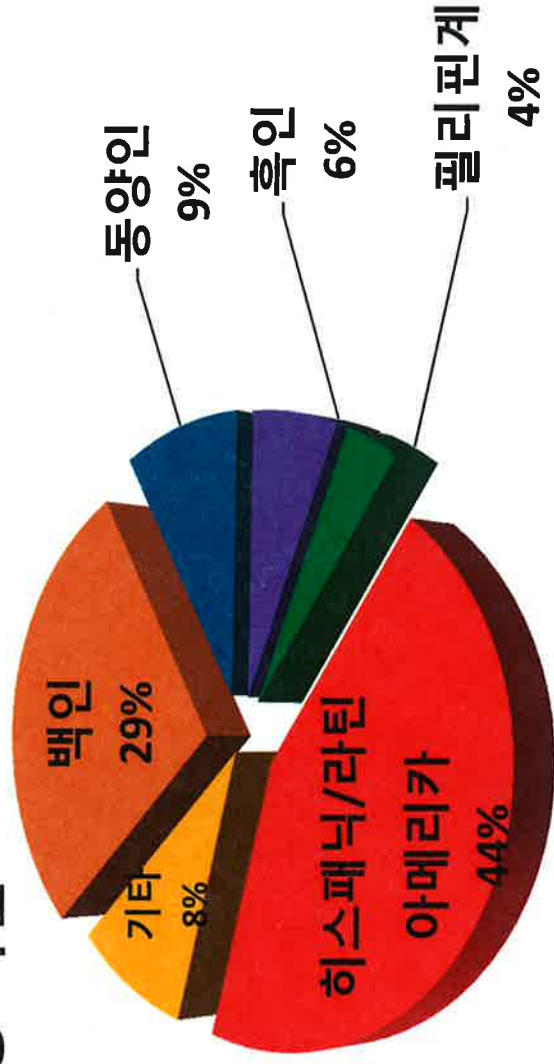
연령구분



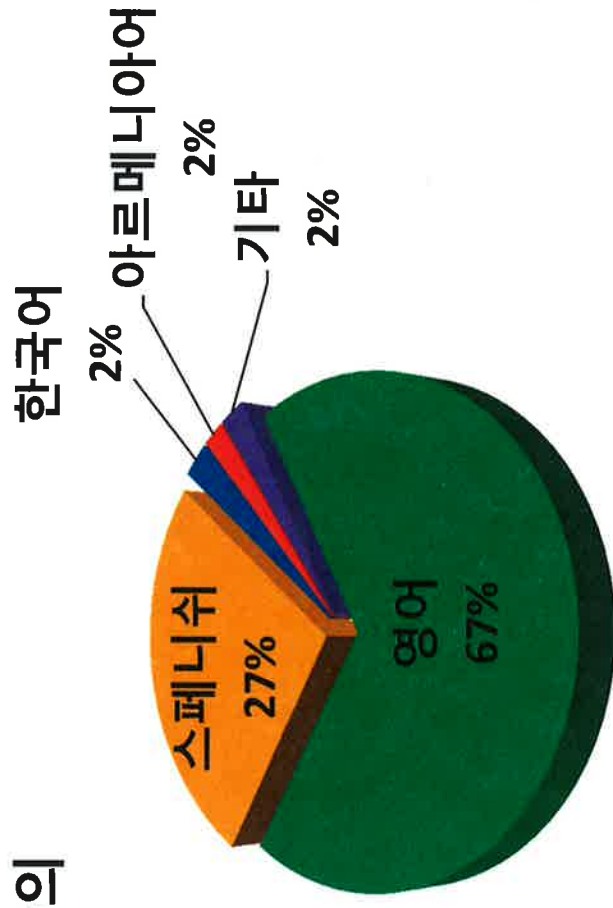
3세 미만 소비자 인종 비율



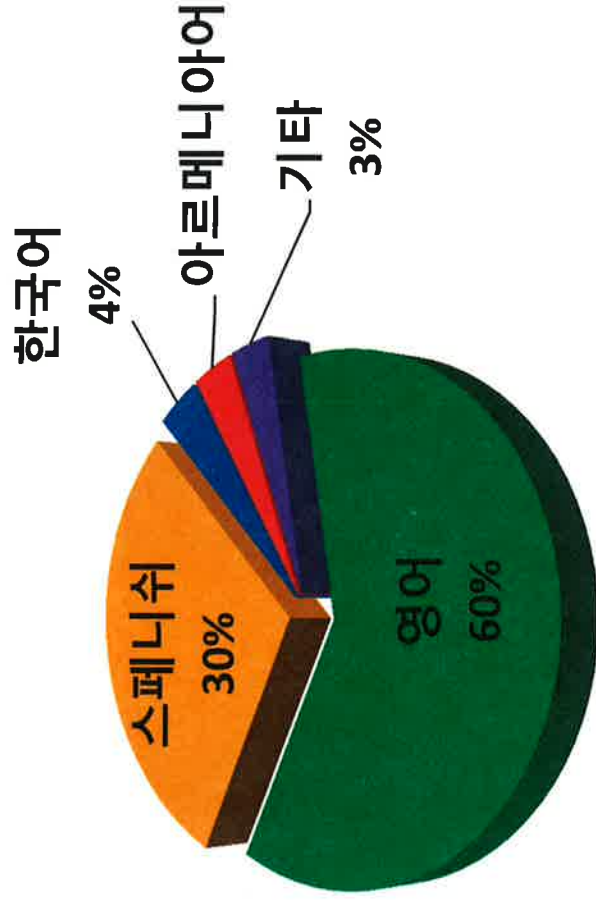
3세 이상 소비자 인종 비율



3세 미만 소비자 가족의
언어 사용 비율



3세 이상 소비자 가족의
언어 사용 비율



자료의 제한

- 2014년 7월 1일 부터 2015년 6월30일 까지 제공된 서비스 지원금에 기반하며, 메디칼이나 공립학교, IHSS 에서 받은 서비스들은 포함되지 않았다.
- 서비스 구입은 개별 프로그램 계획 (IPP) 에 기반을 두고 구성되어 각 소비자 마다 지출액이 다르다.
- 개개인의 지출액 차이의 이유를 이해하기 위해서는 부가 정보를 살펴보아야 한다.

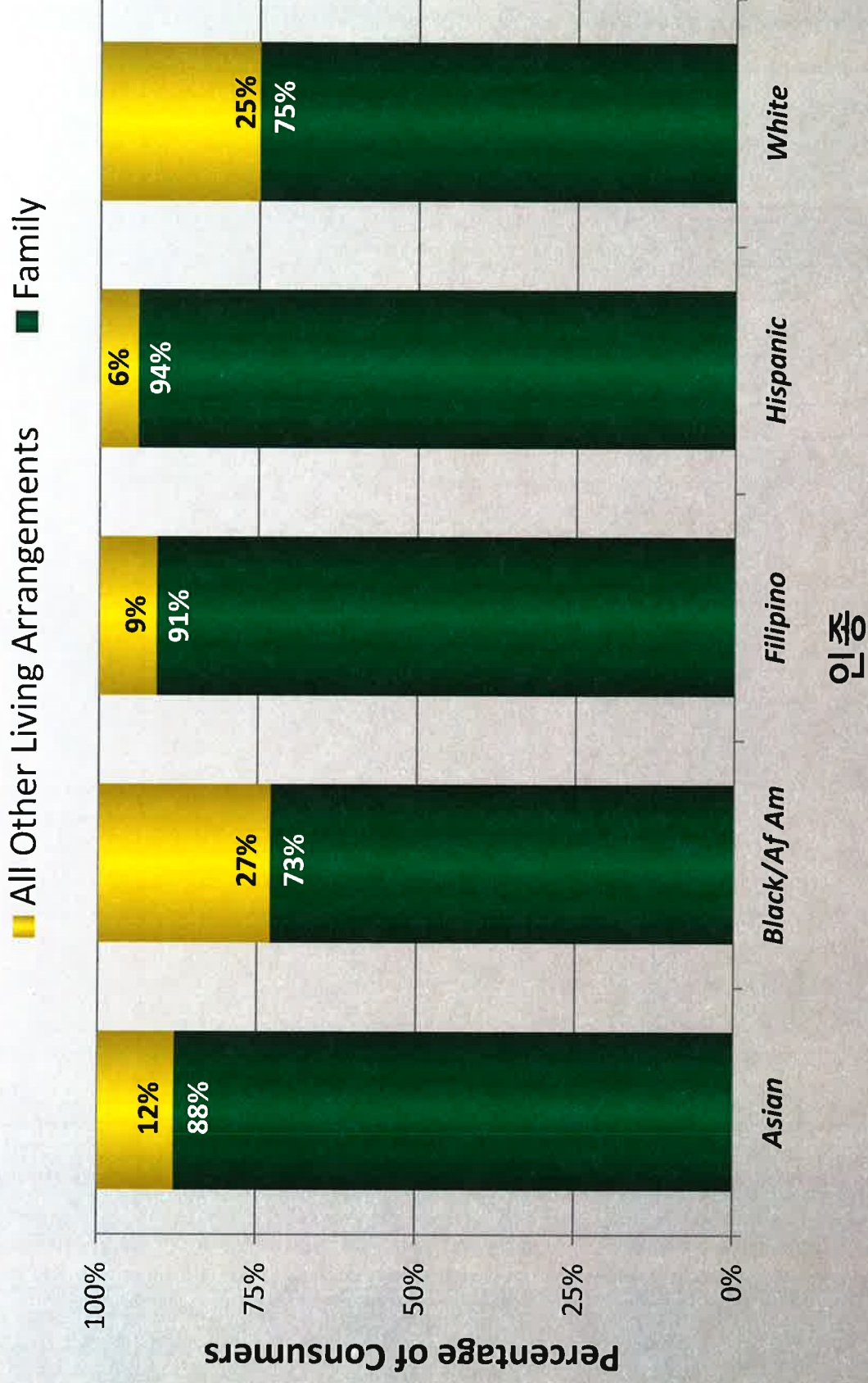
데이터/자료 이해

- 인종과 언어별 그룹 간에 격차가 있지만, 이것은 개인의 필요가 불충족됨을 의미하지 않는다.
- 부가 자료들을 살펴보지 않고는 그 이유를 단정할 수 없다.
- 예를 들면, 소비자나 그 가족들이 가족과 함께 생활하는 방식이 아닌 다른 주거생활 방식을 선택할 경우 비용에 많은 차이를 준다.
- 모든 이유를 다 알 수 없기 때문에 더 많이 배우려고 노력하고 있다.

무엇을 배웠는가?

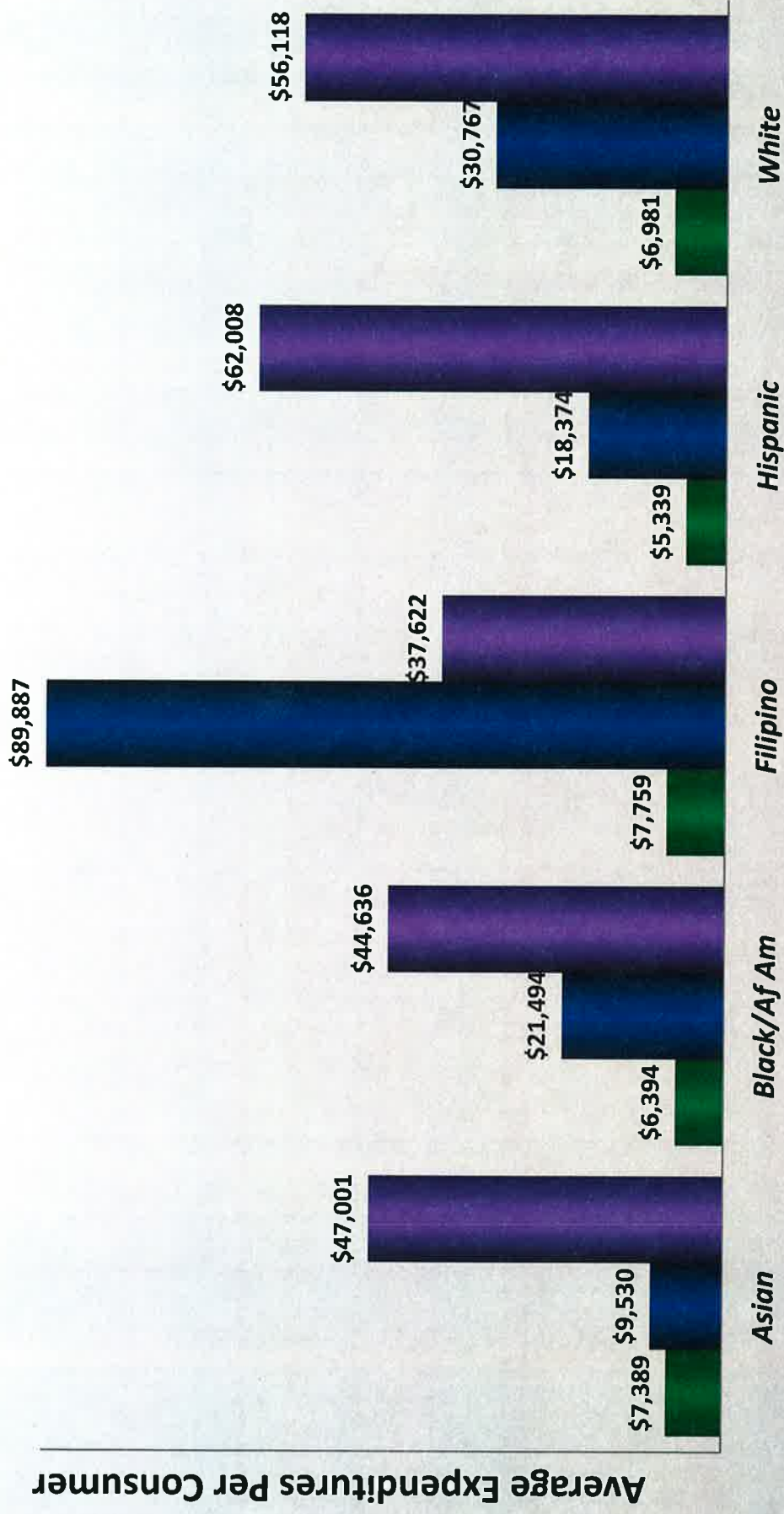
- 소비자의 주거 상황/방식 즉, 가족과 함께 살거나 다른 주거 환경(보호시설)에서 거주여부는 인종/민족성에 따라 차이가 있다.
 - 보호시설에서 사는 것이 가족과 함께 사는 것보다 더 많은 비용이 든다.
 - 좀 더 많은 수의 흑인과 백인들이 가족외의 다른 주거 환경에 살며, 이에 따라 그들의 지출액이 더 높다.

인종별 거주 환경



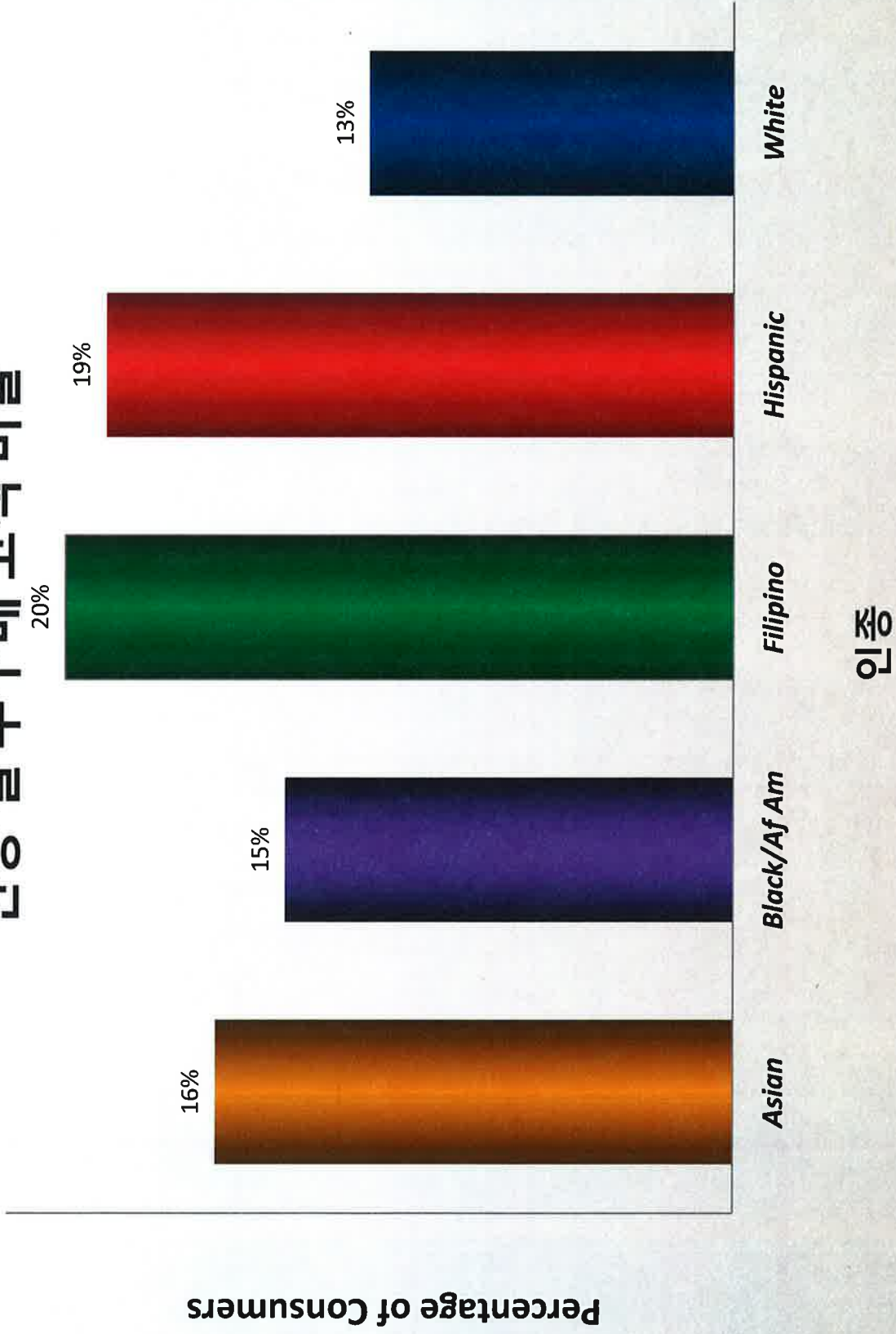
2015 회계 연도 인종별 거주 방식/환경 연간 지출

■ Family ■ Independent or Supported Living ■ Residential or Institutional Care

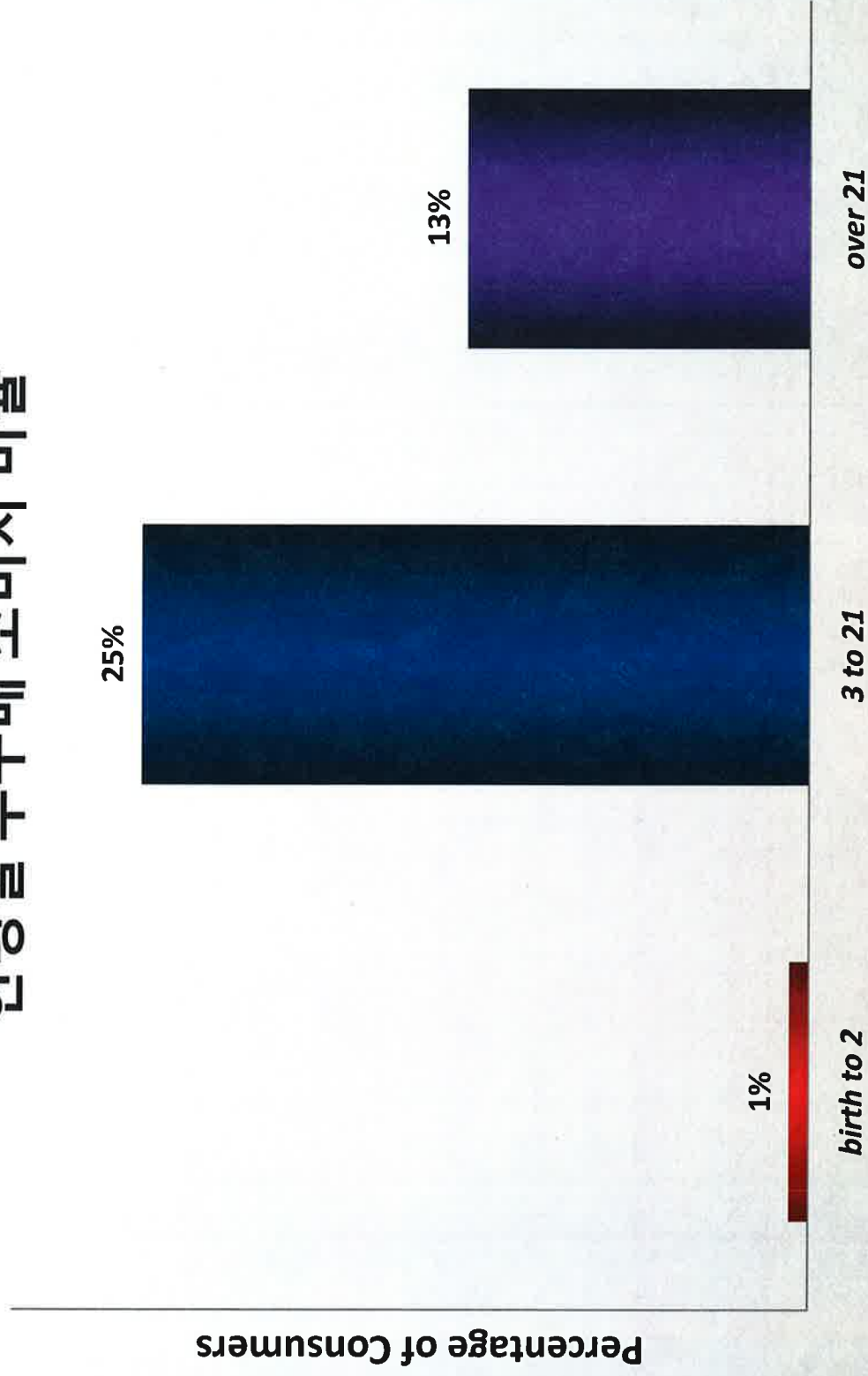


인종

2015 회계연도
인종별 무구매 고객 비율



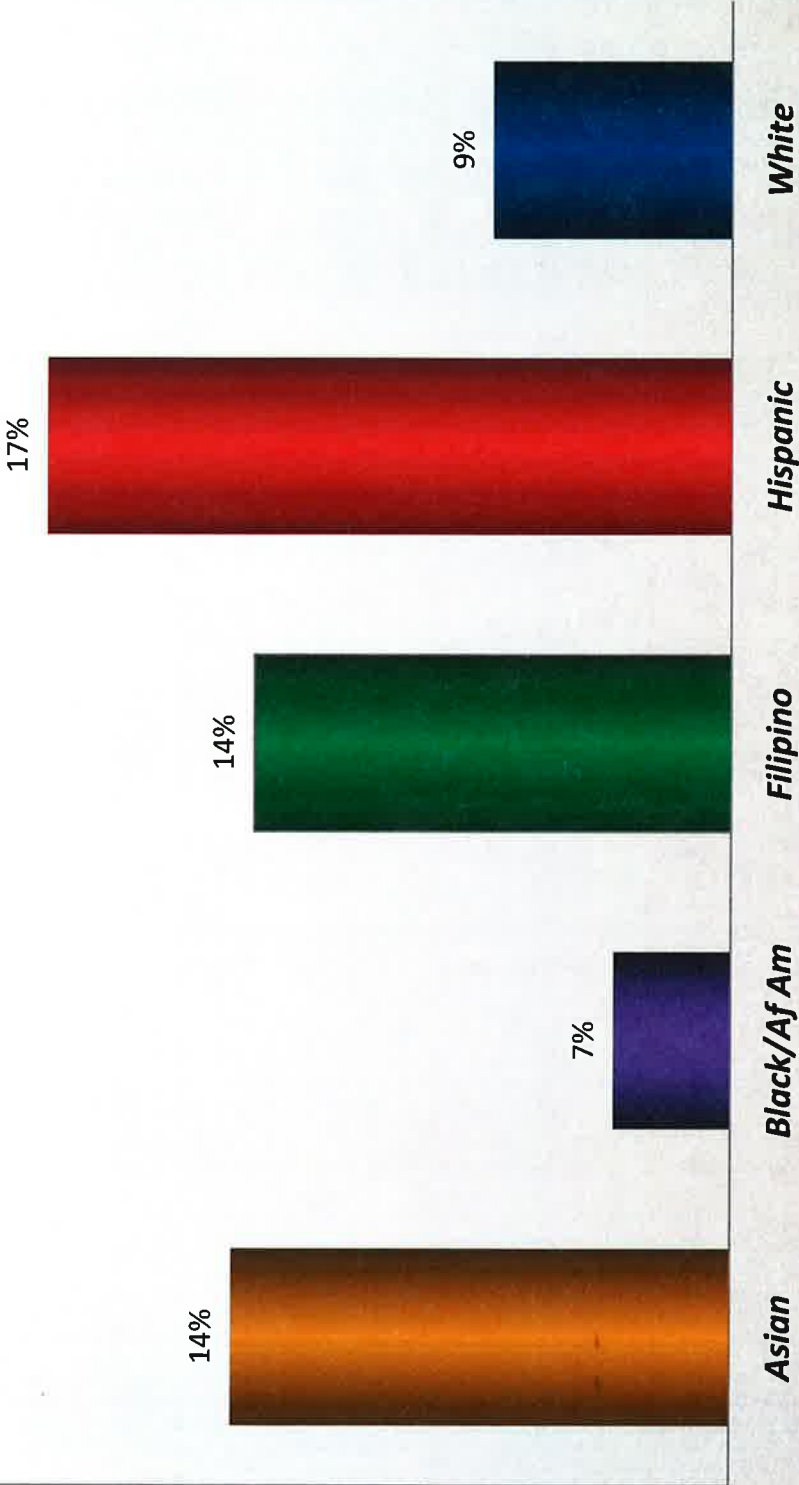
2015 회계 연도 연령별 무구매 소비자 비율



연령

2015 회계연도
21세 이상의 소비자 구매 비율

Percentage of Consumers



인종

격차 감소 시도

- FDLRC는 21세 이상의 소비자 중 13%의 무구매 소비자들을 대상으로 무구매 이유 조사
- 2014년의 격차 조사로는 400명의 소비자가 무구매 소비자
- 무작위로 95명을 선택
- 소비자 차트 검토 실행과 한국인, 스페인어와 영어로 포커스 그룹 디스커션(focus group discussion)

포커스 그룹을 통해 배운 내용

소비자들과 그의 가족들에 따르면 -

- ▶ 어떤 가족들은 경제 활동에 치중해야 한다.
- ▶ 교통 수단이 없어 서비스 받기 힘들다.
- ▶ 낯선 사람이 집에 오는 것이 부담된다.
- ▶ 신분 문제로 서비스 신청을 조심하게 된다.
- ▶ 다름 서비스들, IHSS, SSL, Medi-Cal, 이나 가족 자원 등의 다른 서비스로 필요가 채워진다.
- ▶ 성인이 소비자 중, 일을 하고 싶지만 수당을 받고 일을 할 곳이 많지 않다.
- ▶ 리저널 센터와 관계가 끊겼다고 생각하거나 리저널 센터에서 제공하는 서비스에 대해 정보가 없다.

95명의 소비자 연구 결과

95명 중 70 명의 소비자의 필요가 충족됨

예:

- 대학생 - 8명
- 직장 생활 - 13명
- 커뮤니티 봉사활동 - 17명
- 일반 자원/지원 (SSI, MediCal, IHSS, 가족 지원) 으로
필요충당 - 32명

서비스 구매:

- 이 연구로 인해 서비스 받게 됨 - 15명
- 리저널 센터와 관계 두절 - 10명

격차 감소를 위한 다른 노력

- FDLRC 직원과 이사회 멤버들에게 문화적 역량 훈련을 한다.
- 서비스 코디네이터들에게 더 많은 훈련을 시킨다.
- 가족 서비스 안내(Family Service Guide)서를 발간 시킨다.
- 프로모터 프로젝트로 Promotora Project – Pilot project 특별히 훈련된 피어 파트너에게 52명의 가족과 연결, 서비스 안내를 한다.

프로모토라 프로젝트(Promotora Project) 두 번째 가족 그룹

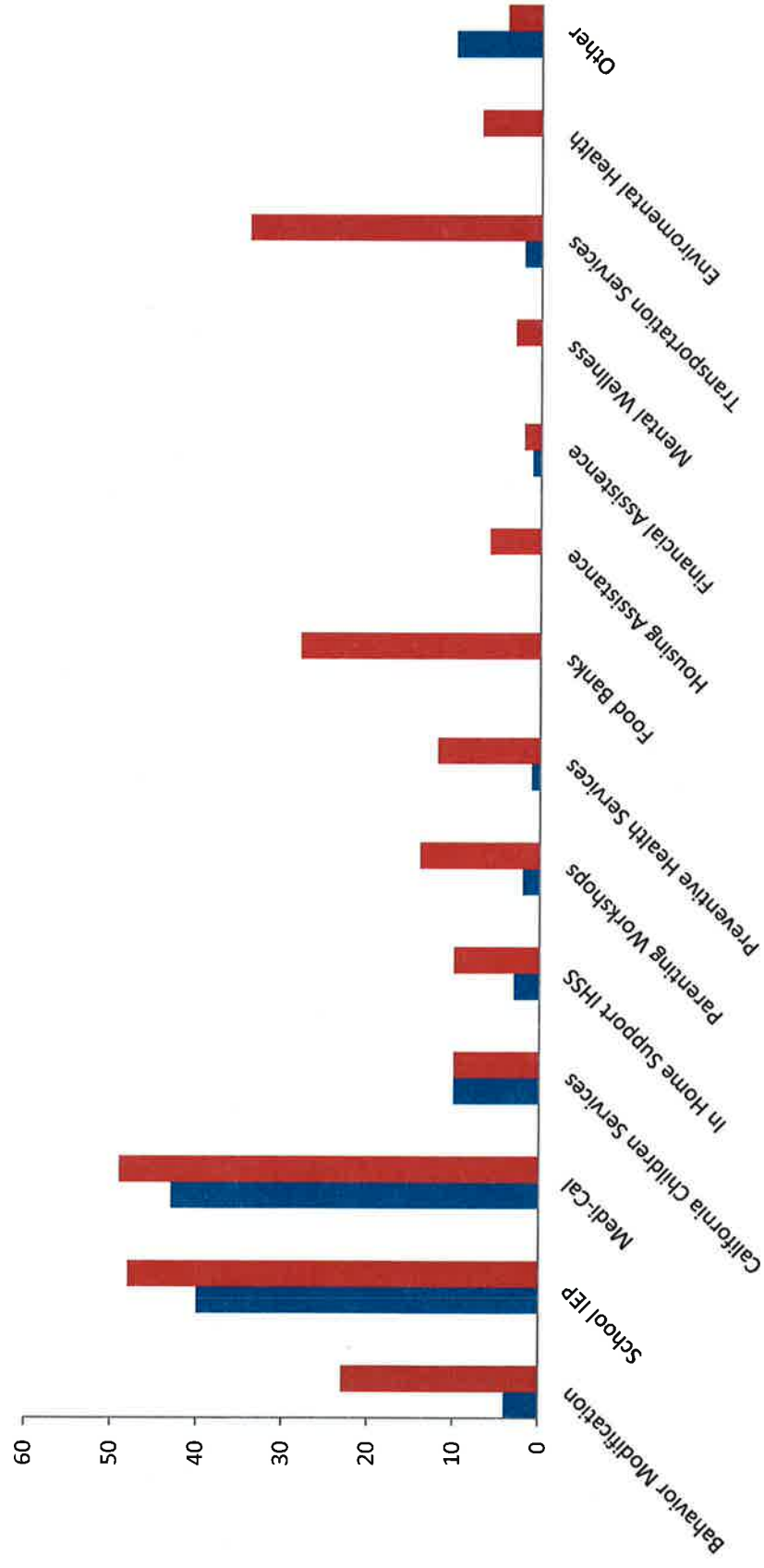
2015년은 Promotora Project의 2년차

- 52 가족이 시범 그룹에 참가해서 40가족이 완수했다.

- 2015 프로모토라 그룹: 12 가족의 처음 참가 그룹을 포함하여 총 52 가족이 참여했다.

성공 사례

가입 일년 후 서비스 이용 실태



격차 감소를 위한 다른 노력

- 111명의 서비스 코디네이터 중 82%인 91명이 이중 언어 구사자이다.
- 149명(76%)의 리저널 센터 직원이 이중 언어 구사자이다.
- 다양한 언어로 통역된 인쇄 자료를 확보한다.
- 필요에 따라 스페니쉬나 다른 언어들로 그룹 training 을 한다.
- KYRC에 다양한 언어로 번역된 인쇄물들이 있다.
- 피어 서포트 그룹 파트너들은 아르메니아어, 한국어, 일본어, 러시아어, 필리핀어, 스페니쉬와 영어를 구사한다.
- FDLRC는 그들의 고유 언어 포커스 그룹을 지원한다.

격차감소를 위한 다른 노력

개별 프로그램 플랜(IPP)은 가족이 사용하는 고유 언어로 통역된다.

- 2015년 약 2600명의 소비자 중 2600이 IPP를 했다.
- - 60% (1560): 영어 - 통역 필요 없음
- 30% (780): 스페인어 - 512 통역됨 (66%)
- 4% (104): 한국어 - 37 통역됨 (36%)
- 3% (78): 아르메니아어 - 9 통역됨 (12%)
- 3% (78): “기타” - 24통역됨 (31%)

메네지드 케어 예산 안 (Managed Care Organization Funding Bill)

- 새로운 메네지드 케어 (Managed Care Organization) 자금 예산 안이 2016년 2월 29일 월요일 날짜로 승인 되었다.
- 우리 시스템에 일부 재정 지원을 가져올 것이다
- 재정 지원의 일부분은 격차(disparities) 인지를 위해 사용될 것이다.
- DDS 는 여러분으로 부터 이 기금이 어떻게 활용/이용 되는지 알고 싶어한다.

해경/경인 후원