



May 29, 2018

Mr. Brian Winfield  
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 2017 Lanterman Regional Center posted a report "Purchase of Services Expenditure and Demographic Data: Fiscal Year 2016-2017" 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 of this year regarding this data

Notification of our public meetings was posted on our website in January 2018 as well as included in an email blast 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 meeting schedule to our support groups and family trainings during this time period. Three of our meetings were hosted by parent support groups and the fourth was held the night of our March board meeting.

### **Spanish Support Group**

Our first meeting was hosted by one of our Spanish Support Groups, Padres Unidos del Centro Lanterman, on March 13. We utilized our automated phone system, providing a reminder call in Spanish to families identified as Spanish speakers. A total of 6 family members attended as did two people from Disability Rights CA; the evening of the meeting there was a serious rain storm which may have impacted attendance. Both the oral and Power Point presentation were done in Spanish.

Comments acknowledged that, culturally, it is unusual to ask others for help, which results in delayed eligibility determination and possibly delayed service implementation. They also shared that some people are concerned, due to their immigration status, that they may need to repay the government for the services and other are concerned about being reported to Immigration.

### **Korean Support Group**

Our Korean Support Group hosted a meeting on March 2 held at the Koch-Young Resource Center. A reminder phone message was provided in Korean. The attendance included 26 individuals and both the presentation and Power Point were in Korean. In response to the data, the group commented that finding Korean speaking service providers was a challenge. They also shared that culturally, they are taught not to question a person in authority, which may be demonstrated by not asking for services or not letting the service coordinator know if there is a problem.

### **English Support Group**

The Board of Directors hosted a presentation on March 28. There were 8 family members, 6 adult clients, 2 service providers and 5 community members. This presentation was done in English. Comments included that some families are afraid to request services due to their immigration status. There was a lengthy discussion on the importance of translating the IPP and IFSP document to ensure that families understand what services have been agreed to and authorized.

The Power Point presentations used at the community meetings are posted on our website. The following observations were made:

Lanterman Regional Center staff continue to mirror the ethnic and language demographics of the clients we serve. 99% of our Hispanic and 88% of Asian clients live in the family home, while only 90% of White and 77% of African-American clients live in the family home.

These meetings were an opportunity to share information related to some of our disparity projects:

- 1) Our Promotora Project now has four promotoras supporting 104 families.
- 2) Our Korean Community Health Worker project, modeled after the Promotora Project, completed its first year. In this first year, the two workers were trained in

the model and began supporting 20 families. This next year, they will support 52 families.

3) We have completed our first Literacy series for Spanish speakers.

In addition to the three public meetings, we were invited to speak with our newly established Chinese support group and the Client Advisory Committee on this topic. If you have any questions concerns our community meeting, please do not hesitate to call.

Regards,

A handwritten signature in cursive script that reads "Melinda Sullivan".

Melinda Sullivan  
Executive Director



-Purchase of Services Differences- English Session 3-28-18

Notes:

- Attendee stated that some families are afraid of requesting services due to their immigration status and asked if the Regional Center had seen impact on requests for services due to immigration status?
- Attendee asked what an IPP is.
- Attendee asked what an IFSP is.









## Korean Parents Support Group-Purchase of Services Differences- 3-2-18

### Notes:

When asked to provide reasons as to why families might not be utilizing all of the authorized services, participants expressed

- that Service Providers lacked direct personnel that speaks their native language ( Korean) and/or staff that are familiar with the Korean culture; Staff might not be the right match for their child;
- Service providers are located too far away (specifically referring to clinic based services)
- Service providers have high turnover rates and it makes impossible to build rapport with staff
- Direct staff are at times ill prepared to meet the needs of clients,
- Not a lot of variety of service providers and services,
- Service providers have long wait lists.

When asked if participants knew what an IPP was, approximately half of the participants in the room stated that they did not. Of the Participants who reported that they did in fact know what an IPP was, they reported that they were not too familiar with the IPP process.

Participants reported that Service Coordinators often verbally deny parent's request and parents are not aware of their rights and procedures,

- Participants reported that they were not aware of the NOA process.
- One participant stated that culturally, they are taught not to question a person in a position of authority.

In response to the last slide of the presentation, one of the participants stated that people of white and African American descent are the least satisfied, yet, according to the data presented, they are the recipients of most of the services.



Total 26 people attended  
DATE: 3/2/18

Korean Parent Support Group Attendance  
(Disparity Meeting)

Parent's name	Child's name	출석 싸인	Email Address	Phone #
Annie Kim	Andrew Kim	V/A	ANNIEKIM318@YAHOO.COM	213-820-4959
Benjamin Yoo			yoo.benjamin@gmail.com	
Betty Oh	Nathan Lee	BO	ohbetty@sbcglobal.net	818-577-6735
Booksoon Shin	Sengen Park			
Chinyoung Farrey	KYCC	C/f	cfarrey@kycccla.org	213-26-8242
Connie Vilchez	Hope Vilchez		conniej1026@yahoo.com	
Ellie Kim	Derek Oh		vickkh@nate.com	714-316-3131
Erin Eum	Andrew Espina		erin_eum@yahoo.com	213-587-0619
Eun Hee Kim	Jason Kim		kim9394@sbcglobal.net	213-448-4343
Eunhee Joo	Jonghae Park		Ejoo1968@gmail.com	
Eunhee Kim	Loreen Kim		tonykim02@hotmail.com	
Giiny Yoo	CHW			gyoo@kycccla.org
Grace Han	Colin Han		gkim76@gmail.com	
Hana Lee	Christine Lee		hanasalang21@hotmail.com	
Heayoung Paeng	John Pang	pang	Hpaeng@gmail.com	
Hee Jeoung/Karen Lee	Kenneth & Kurcy Kim		nariya726@gmail.com	323-819-2558
HeeJoo An	Euguen Seo		white-juno@hanmail.net	818-279-4089
Henry Oh	Steve Oh		henryoh11@gmail.com	
Hwayoung Jun	Peter Jun		hwayoungjoy@gmail.com	
Hyangey Ma	Yoon Jey Ma		hayngeyha@gmail.com	213-793-0340
Hyon Namkung	Jenny Namkung		hyonnamkung@gmail.com	
Hyunmi Yoo	Natalie Yoo		Hyunmiyoo65@gmail.com	
Il Jin Park	Seung Eun Park		bij5678@hanmail.net	310-387-1171
In Jin Lee	Daniel Kang		tsun0505@naver.com	213-925-8140
In Sook Kim	Ji Soo Andy Kim		insookmichelle@hotmail.com	213-446-3130
Jae Rhee	Marvin Rhee		Jaerhee57@yahoo.com	323-469-3851
Jae Sook Lim	Adriano Shim		12teresalim@yahoo.com	213-587-3279
Jenika Choi	Yuha Choi		jenikachoi203@gmail.com	213-590-0088
Jennier Kim	Kevin Kim		Jenniferhkwkim@gmail.com	818-935-4550
Jennifer Kim	Michelle Kim		jenniferkim500@gmail.com	310-702-5070
Jennifer Sung	Joon Ho Sung		jsung0011@gmail.com	
Jenny Kim			kimjenny4@yahoo.com	
Ji Yeon You	Colin Lee		inya23@hanmail.net	
Jiae, Sophia Park			Dragonfishiwai@yahoo.com	
Jin Young Lee	Changshin Kim		ljinyoung79@naver.com	213-407-8731
Joangoan Pai	Christian Pai		jongoanpai@gmail.com	213-700-0231
Jongsin Sheen	John Sheen		kksheen@hotmail.com	213-550-6156
Joo Kim	Kenny Yom		god2701@yahoo.com	213-252-8757
Josephine Ko	William Ko		jo82ph1n2@hotmail.com	213-703-4639
Joungim Kim	Sean Kim		kw83001042@hanmail.net	323-513-8478
Juhee Lee	Amber Lee		usastylefashion@gmail.com	213-820-9260

July Kim	Ji Yool Kim		julieapplejoa@gmail.com	
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Mikyung Kang	Robin Lee		yi323@naver.com	
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Moon Jeong Kim	Hyundo Hong		pinokio8519@gmail.com	
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Sophia Jiae Park	Ryan Park		Dragonfishiwai@yahoo.com	
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Sung Yong Kim	Erin Kim	<i>Erin Kim</i>	skim5060@yahoo.com	213-321-8467
Susie Choe	Charles Choe		susie10041@hotmail.com	
Tom Chun	Loreen kim		topchun@mac.com	
Yenny Choi	Brian Lee, William Lee	<i>Brian Lee</i>	yenny2103790@gmail.com	213-210-3790
Yoo Eui Sook	Paul Oh	<i>Paul Oh</i>		213-344-7023
Yoo Sook Kim	Daniel/Paul Kim	<i>Daniel/Paul Kim</i>	purpleysk@yahoo.com	213-435-8174
Young H Joh	Alice Joh		catalina.joh@gmail.com	
Young Hui Jung			younghuiyun@yahoo.com	
Young Ji Bae	KYCC	<i>✓</i>	ybae@kyccla.org	
Young Soon Paik De Sim	Viviana Sim		youngsoonfunky@gmail.com	
Young Yu	Olivia Yu		Young_yu77@hotmail.com	
Youngchul Yoo	Karis Yun		ycyoolee@hotmail.co.kr	
Yun Hwa Park	Sam Park		yunhwapark@gmail.com	213-500-6506

name change  
↑  
Amy

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Timothy Lee

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- 12-322 - 8227



## Spanish Speaking Parents Support Group-Purchase of Services Differences- 3-13-18

### Notes:

When participants were asked to assist in providing an explanation as to why disparities in the purchase of service exist, participants reported,

- families lacked an understanding of the type of services their child might be eligible for,
- families are not told how to request services or are provided with misinformation.
- language is a barrier to accessing services; the service provider might not have staff who speaks the family's/client's native language
- fear of accepting services due to concerns that one day they will have to repay the government for services rendered.
- fear of using outside providers vs. family/acquaintances or people parents/clients feel comfortable with
- unwillingness to allow others to help (also attributed to cultural issues)
- families do not want to bother the Service Coordinator or question their decisions.

When asked why families might not be accessing services to the full amount authorized, participants reported the following,

- Participants reported that they were not aware of all the services offered by the regional center
- that Service Providers lacked direct personnel that speaks their native language and/or staff that are familiar with their culture;
- Direct staff are at times ill prepared to meet the needs of clients,
- Not a lot of variety of service providers and services,
- Service providers have long wait lists

When asked if participants knew what an IPP was, almost all of the participants in the room stated that they did not.

Participants reported that Service Coordinators often verbally deny parent's request and parents are not aware of their rights and procedures,

- Participants reported that there were not aware of the NOA process.
- One participant stated that culturally, they are taught not to question a person in a position of authority.



FRANK D. LANTERMAN  
REGIONAL CENTER

# HOJA DE REGISTRO

PADRES UNIDOS DEL CENTRO LANTERMAN

FECHA: 3/13/18

TEMA: Desigualdad

HORARIO: 7-9pm

Nombre del Padre	Nombre y Apellido de su hijo/a	Educación del cliente	Domicilio	Teléfono y Correo electrónico
MARINA GONZALEZ	ESTEFIA HERNANDEZ	22		213-219-8376
Olivia Huerta	David Huerta	17		213-261-1363
Hannah Liddell	NA		Disability Rights	
Pilar Gonzalez	NA		Disability Rights	
Arly R	Ibrael R	9	1811 Grismer Ave #102 Burbank CA 91504	(818) 778-6301
María M Zesaki	Jimena Zesaki	11	6522 La Mirada Ave #205 LOS Angeles Ca 90038	(323) 463 0885
Viktoría Sarmiento	Adriana Angel Ricardo Rojas	23.24 19 años	213-413-0187	
Lucio Mastinez	Kenneth Gonzalez	7 años	(213) 805-1181	