



July 29, 2019

Ms. LeeAnn Christian  
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 Ms. Christian,

This is a follow-up letter in response to a conversation I had with Ms. Sylvia Hoggatt, concerning our original April letter; Ms. Hoggatt requested clarification on recommendations regarding our continuing efforts to address disparity in purchase of services. In December 2018, pursuant to W&I Code 4519.5 as well as our contract with DDS, Lanterman Regional Center posted a report, "Purchase of Services Expenditure and Demographic Data: Fiscal Year 2017-18 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. Two public meetings were held in March of this year regarding the data.

Notification of our meetings was posted on our website in January, 2018 and included in email blasts to our clients and families as well as service providers and it was posted on our Face Book page on February 8, 2019 and reshared on March 4th. 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. Our first our community meeting was hosted by our Padres Unidos Support Groups held at Children's Hospital of Los Angeles and the second meeting was held the night of our regularly scheduled board meeting on March 27, 2019.

### **Padres Unidos Support Group**

Our first meeting was hosted by the Padres Unidos Support Group, on March 12th. Approximately 34 family members attended. Both the oral and Power Point presentation were done in Spanish.

Comments from the participants included the acknowledgement that, culturally, it is not unusual not to ask about services, which may lead to losing valuable time of service implementation. We also received constructive input regarding making sure that service coordinators explain a parent's right to a written denial with appeal rights and two parents encouraged others to not take a 'wait and see' approach as to the needs of their child, but to seek out information and another parent specified that the support group has been a good source of information. One parent specifically encouraged others to enroll in English as a Second Language classes as a way to becoming better informed, thus a better advocate for their family member.

### **English Community Meeting**

An English presentation was held on March 27<sup>th</sup>. In attendance were two regional center staff, one representative from OCRA, one representative from the State Council, one representative from DDS and four community members. One board member provided written testimony; in addition, 7 Spanish speaking individuals came to this meeting and the Regional Center reconvened a concurrent meeting in Spanish.

There were several questions from the OCRA representative regarding the Promotora program; she was given the necessary contact information so as to pursue her detailed questions. One participant praised the literacy classes for monolingual Spanish speaking parents and one parent board member provided written testimony, with a suggestion to provide computer/technology classes so as to improve the usage of the website by families.

Our community meeting presentations are posted on our website. The following observations were made:

- Lanterman Regional Center staff are similar in ethnic and language demographics as the clients we serve.
- 94% of our Hispanic and 89% of Asian clients live with their families while only 75% of White and 70% of African-American clients live with their families. Out-of-home placements is one of the most expensive services the Center purchases and based on our data, those expenditures tend to be made on behalf of White and African-American clients.

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 our disparity projects:

- 1) Our Promotora Project is an ongoing success and is now in its fifth year and while our Korean Health Worker project is smaller than the Promotora Project, it has matured and provided support to our Korean families.
- 2) Lanterman continues to coordinate an automated telephone message system which 14 Centers utilize to send messages in a family's preferred language. We submitted for continued funding but it was not granted.
- 3) Our Literacy and English as a Second Language (ESL) class serves a small number of families, but for those who complete it we have seen the impact it has had. As we have been told, 'it does not matter if you translate a letter or IPP if I cannot read'.
- 4) We provided information as to the translation of IPP documents

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### **Recommendations**

Continue with the Leamos (literacy classes) through a DDS Disparity Grant

Continue with our Promotora and Community Health Worker programs

Promote support groups, especially those in a second language

Promote parent trainings

Train service coordinators to explain a parent's right to a written denial, with appeal rights

Since the Automated Phone system in the family's preferred language was not granted, Lanterman Regional Center is funding it out of its budget

Continue to provide translated IFSPs/IPPs

Explore computer classes for families to improve the usage of the website by families

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

Sincerely,

  
Melinda Sullivan  
Executive Director