

August 15, 2013

Ms. Kathy Brian
Department of Developmental Services
Community Operations Division
1600 9th Street, MS 3-9
Sacramento, CA 95814

Re: Data Compilation

Dear Ms. Brian:

In accordance with the Center's contract language for Fiscal Year 2013-14, we are providing a report as requested under Article VII: Miscellaneous, Section 6 B (i) - Data Compilation.

On June 26, 2013, Lanterman conducted two community meetings, one in English and the other in Spanish. Enclosed you will find copies of our PowerPoint presentations which includes issues identified by the data; the results of the public stakeholder meeting; and proposed strategies.

Should you require further information or have questions, please contact Mr. Frank Lara at (213) 252-4902.

Sincerely,

Diane Anand
Executive Director

Enclosures

**Expenditure Data
for Fiscal Year 2011-12
Public Stakeholders Meeting**

June 26, 2013 – 7:00 PM (English)

| Name | Consumer | Parent / Family Member | Community Member | Lanternman Staff | Service Provider |
|-----------------------|----------|------------------------|------------------|------------------|------------------|
| Karla Garcia Diaz | | ✓ | | | |
| AD by: | | | | | |
| Bryan Neri | ✓ | | | | |
| ZUMA MORA | | ✓ | | | |
| Hannan Liddell | | | | | ✓ |
| Nareene Karakashian | | | ✓ | | |
| LOUIS MITCHELL | | | ✓ | | |
| SPENCER HIGGINS | | ✓ | | | |
| Cheryl Wilson & Renee | ✓ | | | | |
| Kelly White | | | | | ✓ |
| Karen Ingram | | | ✓ | ✓ | |
| al Gruesellu | | ✓ | | | |
| Eduardo Solis | | ✓ | | | |
| PATRICKA AUCCIANO | | | | ✓ | |
| LARRY DEBER | | | ✓ | | |
| HOWARD McBRoom | ✓ | ✓ | | | |

**Expenditure Data
for Fiscal Year 2011-12
Public Stakeholders Meeting**

June 26, 2013 – 7:00 PM (English)

| Name | Consumer | Parent / Family Member | Community Member | Lanternman Staff | Service Provider |
|------------------|----------|---------------------------|---------------------|------------------|------------------|
| Melinda Sullivan | | | | ✓ | |
| Irene Arnold | | | | ✓ | |
| Frank Lara | | | | ✓ | |
| Vini Ciabolla | | | ✓ | | |
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**Expenditure Data
for Fiscal Year 2011-12
Public Stakeholders Meeting**

June 26, 2013 – 10:00 AM (Spanish)

| Name | Consumer | Parent / Family Member | Community Member | Lanternman Staff | Service Provider |
|---------------------------------------|----------|---------------------------|---------------------|------------------|------------------|
| maria Sánchez | | ✓ | | | |
| Rafael Rodriguez | ✓ | | | | |
| Bertha Suazo | | ✓ | | | |
| Carla Diaz | | ✓ | | | |
| Martha Hernandez | | | ✓ | | |
| Marc Baca | | | | ✓ | |
| Patrick Antonio Frank Lara | | | | ✓ | |
| MARTHA L Gonzalez | | ✓ | | | |
| CHRISTIAN RIVERA ALLENDEZ | | | | | |
| ZULMA MENA | | ✓ | | | |
| Maldonado Maria | | ✓ | | | |
| Emma Cruz | | ✓ | | | |
| Ana Campos | | ✓ | | | |
| Maria Celedón | | ✓ | | | |
| ROSA VILLEDA | | ✓ | | | |
| AGUSTINA MELLIN | | ✓ | | | |
| Carina Cortes | | ✓ | | | |
| Emmanuel Amaya | ✓ | | | | |

**Expenditure Data
for Fiscal Year 2011-12
Public Stakeholders Meeting**

presented by Rosa
Meléndez

June 26, 2013 – 10:00 AM (Spanish)

| Name | Consumer | Parent / Family Member | Community Member | Lanternman Staff | Service Provider |
|---------------------------------|----------|---------------------------|---------------------|---------------------|---------------------|
| Maximo Gomez | | | | | |
| maria A León | | | | | |
| Sofia Santiago | | | | | |
| Dimos López | | | | | |
| Leticia Blanco Lopez | | | | | |
| Cristina Perez | | | | | |
| Aurora Gomez | | | | ✓ | |
| MARICE LOPEZ | | | | | |
| Enrique Roman | | | | ✓ | |
| Bue Crossen | | | | ✓ | |
| Josia Garibay | | | | | |
| Carina Garcia | | | | ✓ | |
| Haleh Hashemzadeh | | | | ✓ | |
| Sam Suzuki | | | | ✓ | |
| Hannah Liddell | | | | | ✓ |
| Edward Perez | | | | ✓ | |

Frank D. Lanterman Regional Center

Expenditure Data
for Fiscal Year 2011-12
Public Stakeholders Meeting

Community Meeting

June 26, 2013

Why Are We Here Tonight?

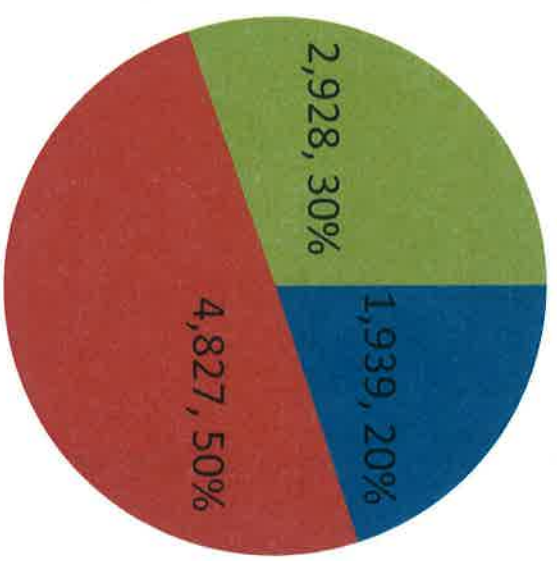
- This meeting is required by a new law (Welfare & Institutions Code, §4519.5)
- Department of Developmental Services (DDS) and regional centers are to annually compile data relating to purchase of service authorization, utilization, and expenditures
- Data is to include age, race, language and disability
- Regional centers are required to post the first year's data by March 31, 2013
- Regional centers are required to meet with stakeholders in a public meeting regarding the data within three months of posting the data
- In following years, the data is to be compiled annually by December 31 and publicly presented by the end of March.

Who Are We?

- FDLRC is one of 21 regional centers in California
- We serve 8,500+ individuals with developmental disabilities in parts of Los Angeles as well as in Pasadena, Burbank, Glendale, La Canada, and La Crescenta.
- We are one of the seven smallest regional centers by the number of clients served.
- Our Purchase of Service (POS) allocation in fiscal year 2011-12 was about \$103 million, out of a statewide total of \$3.4 billion.
- We have 98 Service Coordinators, of which 81 are bilingual, most of them in Spanish.

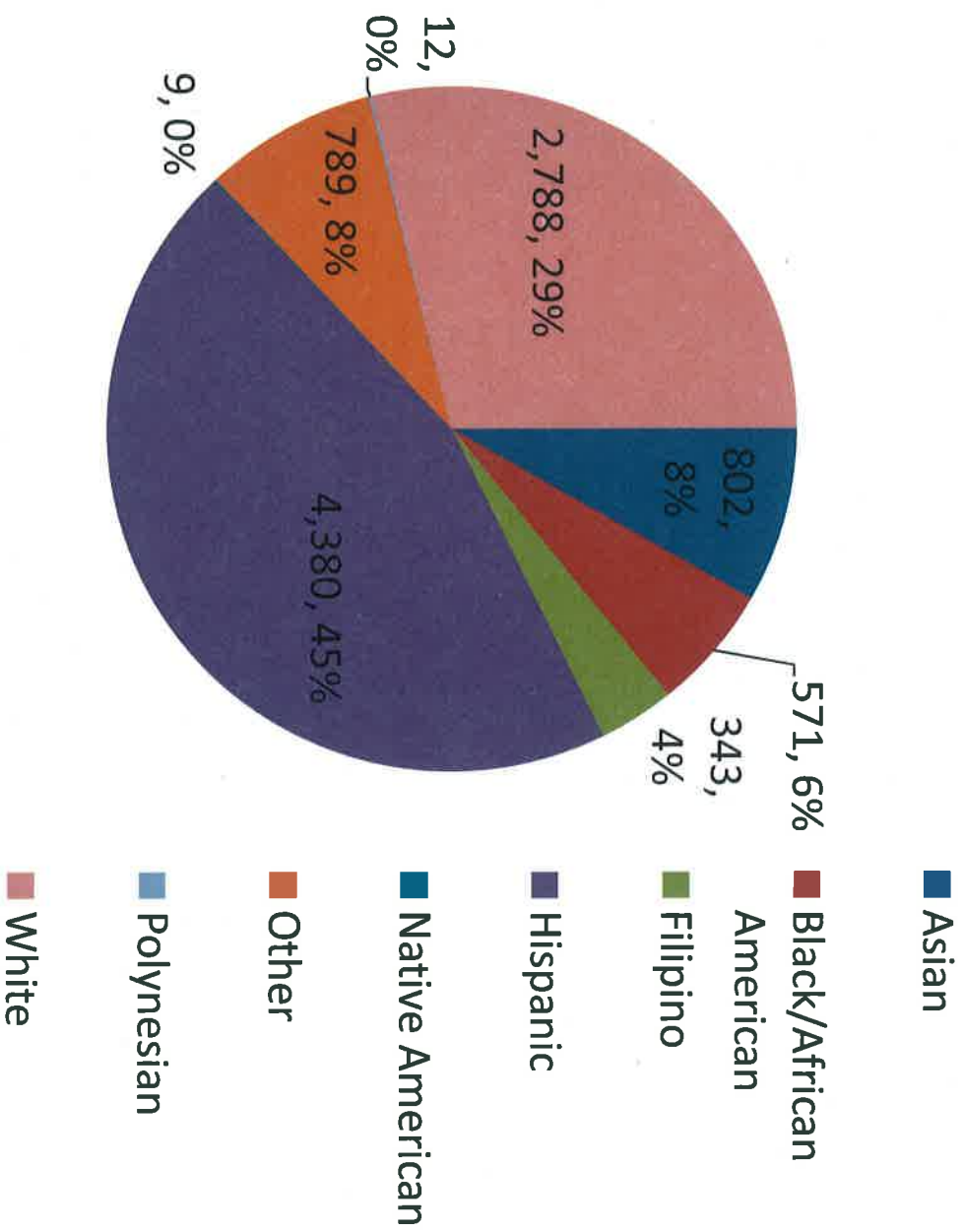
Who Do We Serve?

Current FDLRC Clients By Age

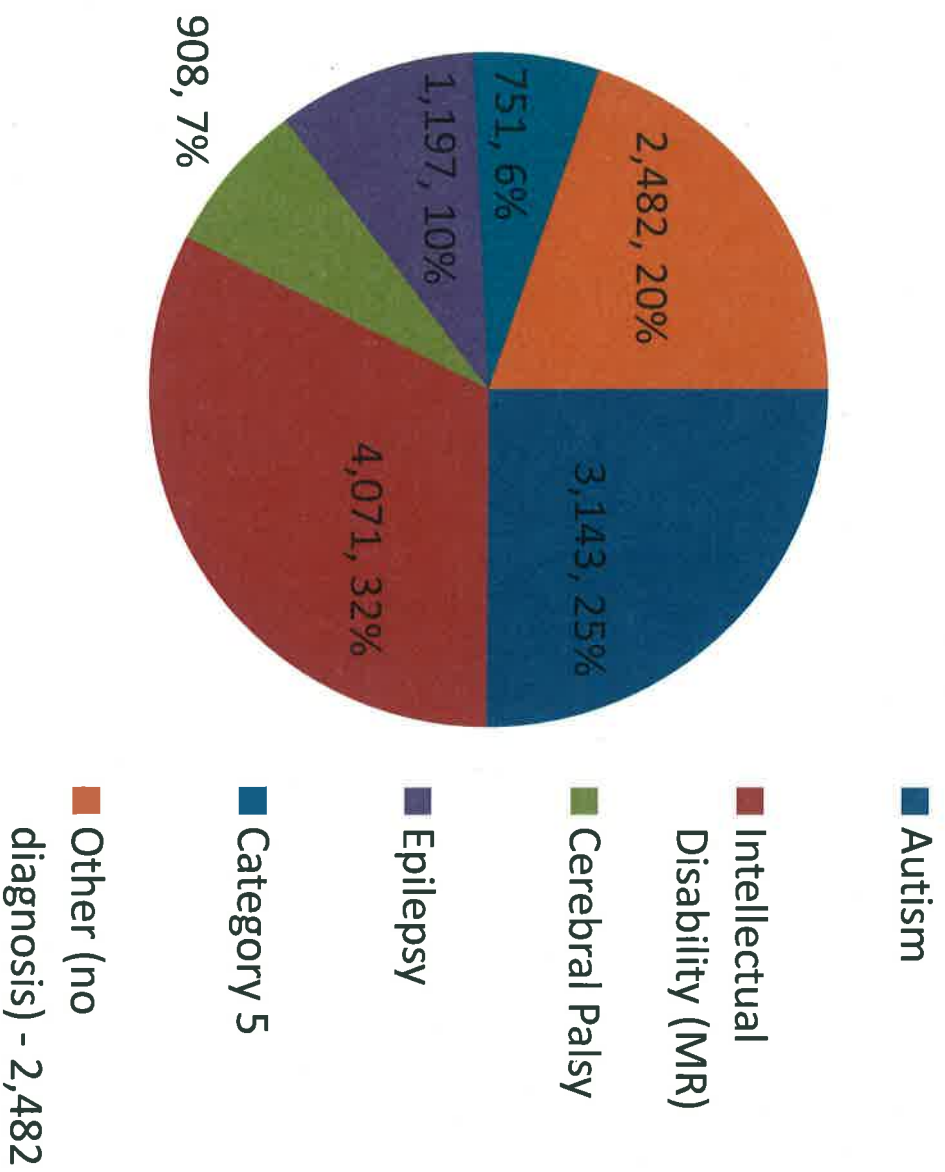


- 0-2
- 3-21
- 22 and older

Current FDLCRC Clients by Ethnicity

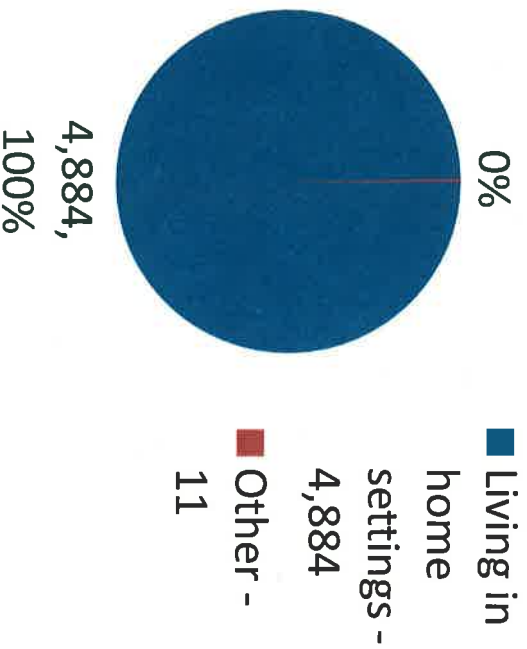


Current FDLRC Clients by Diagnosis

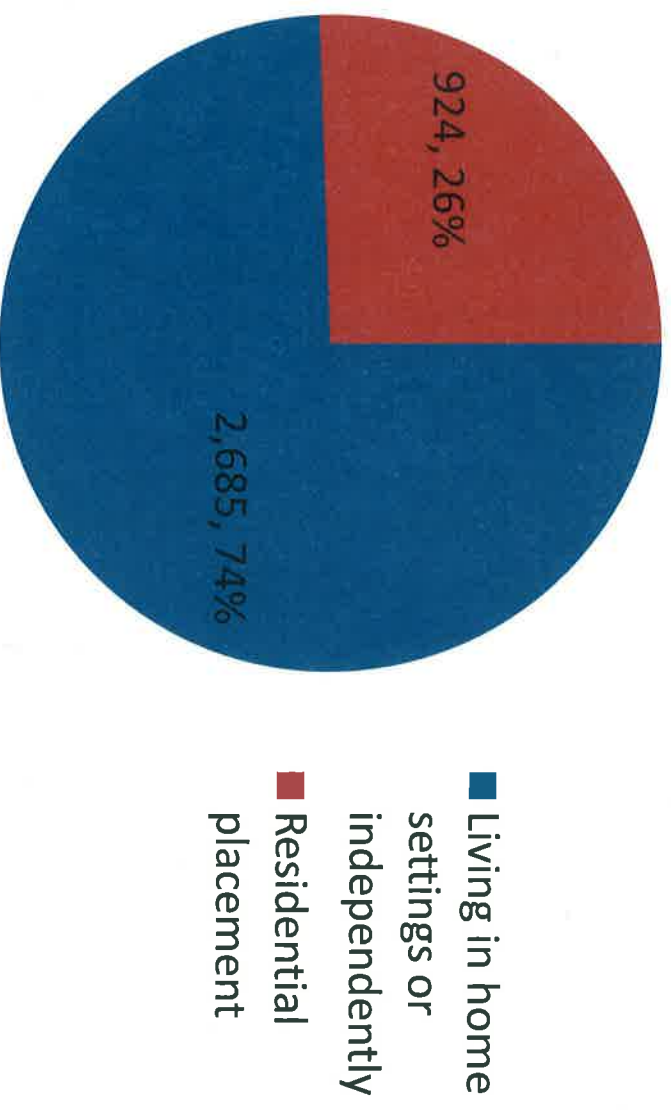


Percentage of Clients by Living Arrangement

Children



Adults



FDLRC Clients living With Family by Ethnicity

| Ethnicity | Total Clients | Percent living with families |
|--------------------------|---------------|------------------------------|
| African American / Black | 517 | 81% |
| Asian | 1,058 | 90% |
| Hispanic | 3,766 | 95% |
| Native American | 9 | 78% |
| White | 2,378 | 78% |
| Other | 789 | 92% |
| Total | 8,517 | 89% |

This data has limitations

- This represents a one year period of July 1, 2011 through June 30, 2012
- This data is based on what regional centers paid for services provided to consumers during time period. It does not include data provided by other sources such as Medi-Cal, the public schools, IHSS, and the like.
- The overall number of clients reported is greater than the current actual caseload. All clients are included for whom a service was purchased at any point in the year; some may no longer be associated with the center as they have moved away or for another reason.
- Many clients have more than one diagnosis so are counted in more than one category.
- Client needs differ and services purchased are based on the Individual Program Planning (IPP) process, so expenditures will be different from client to client.
- To be able to understand why differences exist, we need to look at additional information.

Highlights of FDLCRC's Authorization Data

- Overall, average authorized amount per client all ages= \$13,169

| | | |
|-------------------------|---|----------|
| Asian | = | \$12,916 |
| Black/ African American | = | \$14,160 |
| Filipino | = | \$12,559 |
| Hispanic | = | \$9,057 |
| Native American | = | \$10,271 |
| Other | = | \$14,949 |
| Polynesian | = | \$9,125 |
| White | = | \$19,098 |

Overall, average authorized amount per client birth to age 2 years = \$8,947

| | | |
|-------------------------|---|----------|
| Asian | = | \$8,643 |
| Black/ African American | = | \$6,151 |
| Filipino | = | \$10,423 |
| Hispanic | = | \$9,301 |
| Other | = | \$11,294 |
| Polynesian | = | \$2,087 |
| White | = | \$8,210 |

Highlights of FDLRC's Authorization Data

- Overall, average authorized amount per client age 3 to 21 years= \$7,371

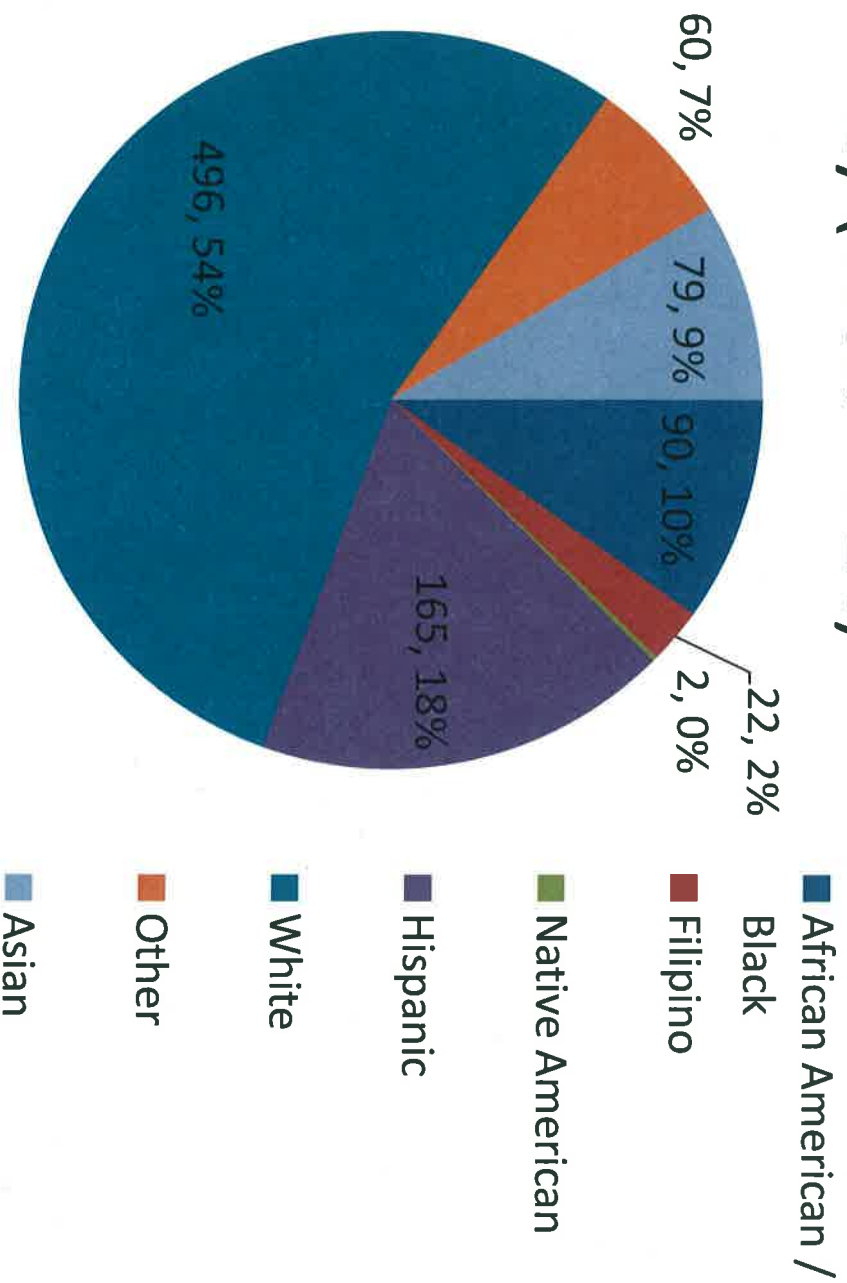
| | | |
|------------------------|---|----------|
| Asian | = | \$9,104 |
| Black/African American | = | \$7,074 |
| Filipino | = | \$8,830 |
| Hispanic | = | \$5,081 |
| Native American | = | \$20,873 |
| Other | = | \$9,739 |
| Polynesian | = | \$0 |
| White | = | \$10,750 |

Overall, average authorized amount per client age 22 years+ = \$25,526

| | | |
|------------------------|---|----------|
| Asian | = | \$20,936 |
| Black/African American | = | \$22,375 |
| Filipino | = | \$20,297 |
| Hispanic | = | \$19,393 |
| Native American | = | \$7,242 |
| Other | = | \$24,671 |
| Polynesian | = | \$21,065 |
| White | = | \$33,434 |

Example of Expenditure Differences

- Clients Living in Out of Home Settings by Ethnicity (Total = 914)



Attempting to understand the issues

- Disparities do exist if we simply look at the numbers.
- However, the data does not mean that individual needs are not being met, as services purchased are based on the IPP process.
- Choices clients and families make, such as out-of-home-placement, can drive cost differences.
- We do not know all of the reasons at this stage; more needs to be learned.

A Framework for Purchasing Services

- All the services the regional center purchases are based on funding standards. These standards are developed in accordance with existing laws and regulations and are approved both by the Center's Board of Directors and the Department of Developmental Services. These standards are found on our website.
- Services purchased are based on the IPP that is developed between the client/family and the regional center.
- The client/family can appeal any decision made by the regional center relative to purchasing or not purchasing a service.

What We've Learned

- Whether a client lives at home with their family or away from home varies depending on the family's ethnicity
- Living away from home is more costly than living with family
- In Early Start (birth to age 3), expenditures are higher for Hispanics than for other ethnicities
- Expenditures are higher for White adults because more of them live away from home

Percentage of Authorized Services Used

- Asian = 77.0%
- African American / Black = 80.7%
- Filipino = 71.9%
- Hispanic = 76.4%
- Native American = 85.8%
- Other = 79.2%
- Polynesian = 81.1%
- White = 80.9%
- Overall total = 78.7%

Efforts we took to understand disparities

- We met with Service Coordinators who told us about some experiences with Hispanic families:
 - ▶ Families need to focus on economic survival.
 - ▶ Some lack transportation to get to services.
 - ▶ Families may decline service because they do not want service providers (strangers) in their home.
 - ▶ Parents' experience in their home countries is that the government does not provide services, so they have low expectations.
 - ▶ Legal status may make some people wary of services.

Understanding disparities, continued

- We also met with Spanish-speaking Peer Support Partners:
 - They agreed with what had been said by service coordinators, but also added some items:
 - They may not question authority figures; parents wait for a professional to express concern about the child's development.
 - Multi-generational family living is much more common in other cultures.

FDLRC's Commitment

- We employ bilingual service coordinators
 - 83% are bilingual
- We translate most print materials into Spanish; some into Korean and Armenian
- We provide group trainings in Spanish and other languages as needed
- The KYRC has materials in Spanish and Korean; some in Japanese also
- We have Peer Support Partners who speak Armenian, Japanese, Korean, Russian, Tagalog, Spanish and English
- We have language focused support groups

WHERE DO WE GO FROM HERE?

- More research is needed.
- We are exploring a project similar to the health care model by using community members such as promotoras.

**Centro Regional Frank D. Lanterman
Datos de Gastos para el Año Fiscal
2011-12**

Junta Para La Comunidad

Junta Comunitaria

26 de Junio, 2013

¿Por Qué Estamos Aquí Hoy?

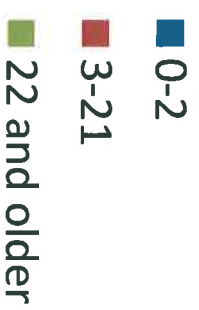
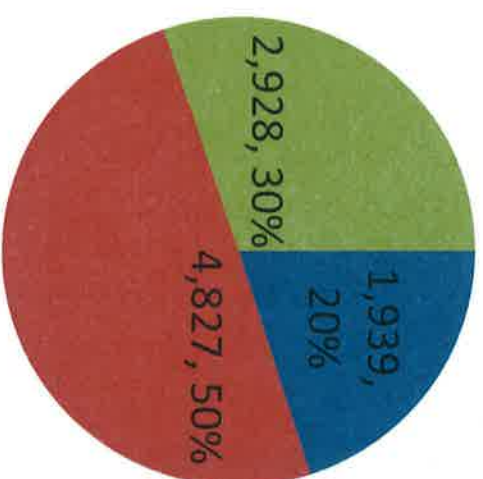
- Esta junta es requerida por un nuevo reglamento recién aprobado (Código de Bienestar e Instituciones, § 4519.5)
- El Departamento de Servicios de Desarrollo (DDS) y los Centros Regionales deben obtener anualmente los datos relativos a la compra de autorización de servicio, la utilización y los gastos
- Los datos deben incluir la edad, la raza, el idioma y la discapacidad
- Los Centros Regionales tienen la obligación de publicar los datos del primer año para el 31 de marzo 2013
- Los Centros Regionales tienen la obligación de tener una reunión pública con respecto a los datos dentro de los tres meses siguientes a la publicación de los datos
- En los años siguientes, los datos van a ser compilados anualmente, para el 31 de diciembre y presentado públicamente a finales de marzo.

¿Quiénes Somos?

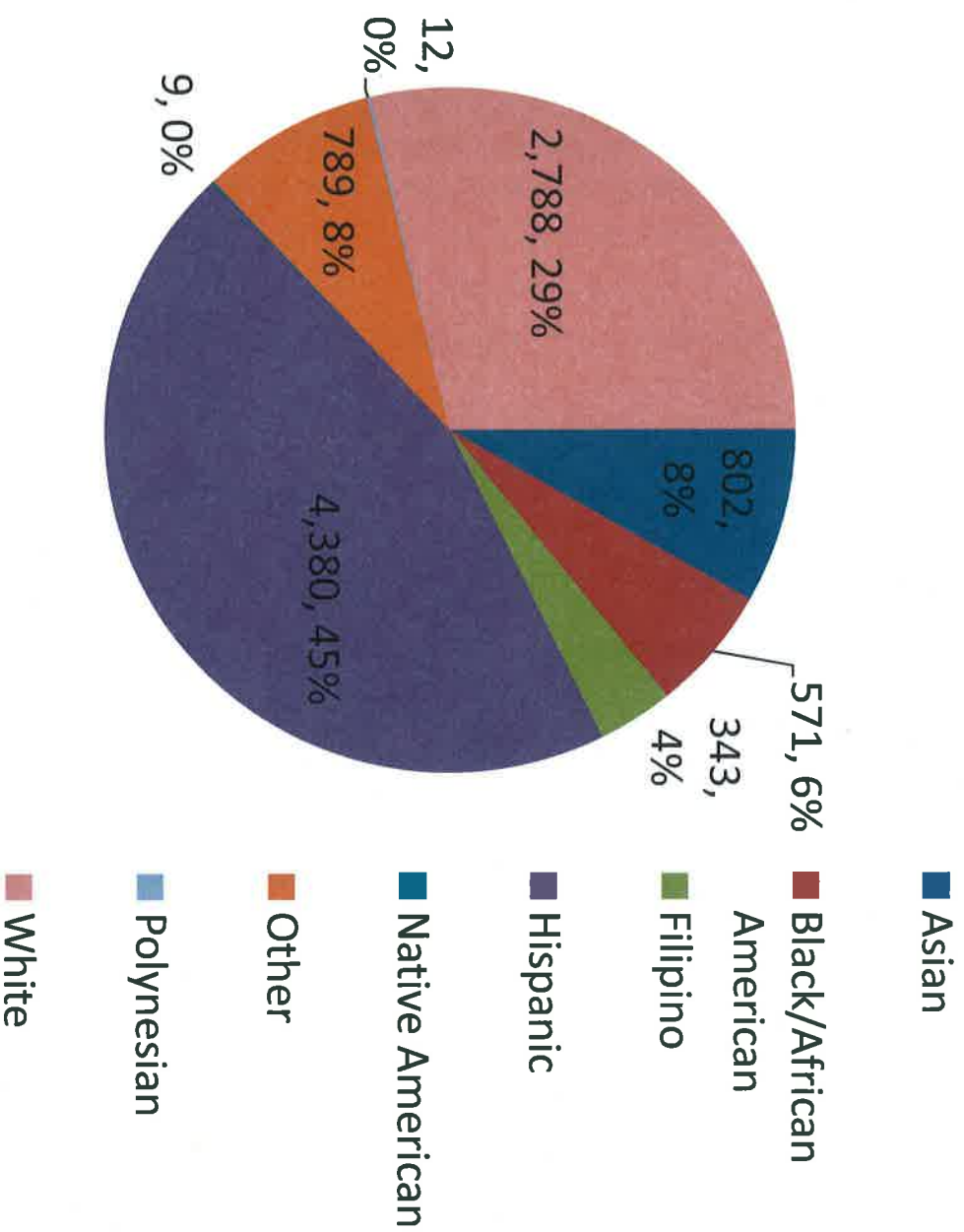
- FDLRC es uno de los 21 Centros Regionales en California
- Servimos a 8500 + individuos con discapacidades del desarrollo en Los Ángeles, Pasadena, Burbank y Glendale, La Cañada y La Crescenta
- Somos uno de los siete centros regionales mas pequeños por el número de clientes que servimos
- Nuestra asignación fiscal para compra de servicios (POS) en el año fiscal 2011-12 fue de aproximadamente \$103 millones, de un total estatal de \$ 3.4 billónes
- Tenemos 98 coordinadores de servicios, lo cual 81 son bilingües, la mayoría en español.

¿A Quiénes Servimos?

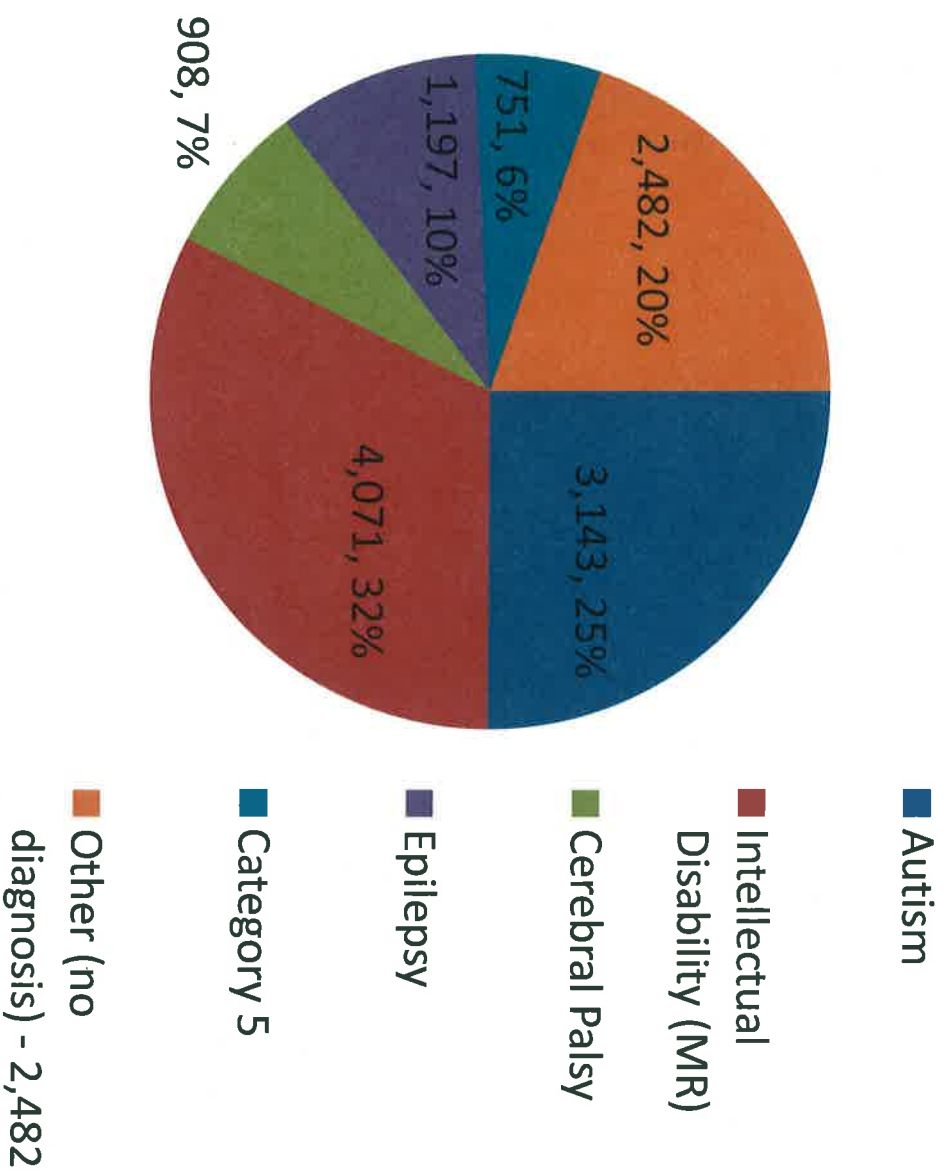
Los clientes actuales de FDLRC según edad



Cientes de FDLRC actuales según su origen étnico

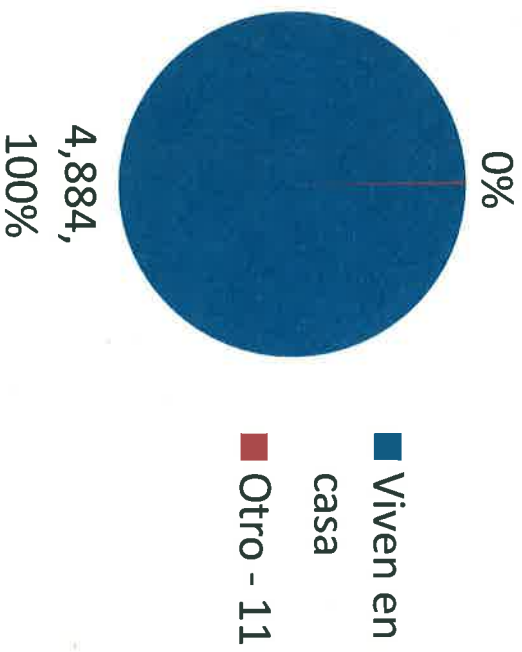


Los clientes actuales de FDLRC según Diagnosis



Porcentaje de clientes por Arreglo de Vivienda

Niños



Adultos



Cientes de FDLRC que Viven con la Familia

Según Grupo Étnico

| Ethnicity | Total Clients | Percent living with families |
|--------------------------|---------------|------------------------------|
| African American / Black | 517 | 81% |
| Asian | 1,058 | 90% |
| Hispanic | 3,766 | 95% |
| Native American | 9 | 78% |
| White | 2,378 | 78% |
| Other | 789 | 92% |
| Total | 8,517 | 89% |

Estos Datos Tienen Limitaciones

- Esto representa gastos para el período de un año del 1 de julio de 2011 hasta el 30 de junio 2012.
- Basado en lo que los centros regionales pagaron por los servicios proveídos a los clientes durante el período de tiempo. No incluye datos para servicios proveídos por Medi-Cal, el distrito escolar, IHSS, y otros parecidos.
- El número total de clientes reportados es mayor que la carga de casos asignados/por coordinador. Los clientes incluidos en los datos recibieron servicios en algún momento durante el año fiscal; es posible que algunos no siguen asociados con el centro porque se han mudado de residencia o por alguna otra razón.
- Muchos clientes tienen más de un diagnóstico por lo que algunos se cuentan en más de una categoría.
- Las necesidades de los clientes varían y los servicios son basados en el proceso de Plan Individual(IPP), los gastos pueden ser diferentes de un cliente a otro.
- Para poder entender porque existen estas diferencias, necesitamos considerar mas información.

Datos de autorización Destacados de

FDLRC

- En general, el promedio autorizado por cliente de todas las edades = **\$ 13,169**

| | | |
|-------------------------|---|----------|
| Asian | = | \$12,916 |
| Black/ African American | = | \$14,160 |
| Filipino | = | \$12,559 |
| Hispanic | = | \$9,057 |
| Native American | = | \$10,271 |
| Other | = | \$14,949 |
| Polynesian | = | \$9,125 |
| White | = | \$19,098 |

En general, el promedio autorizado para clientes desde el nacimiento a los 2 años = \$8,947

| | | |
|-------------------------|---|----------|
| Asian | = | \$8,643 |
| Black/ African American | = | \$6,151 |
| Filipino | = | \$10,423 |
| Hispanic | = | \$9,301 |
| Other | = | \$11,294 |
| Polynesian | = | \$2,087 |
| White | = | \$8,210 |

Datos de Autorización Destacados de

FDLRC

- En general, el promedio autorizado para los clientes de los 3 a los 21 años de edad = \$7,371

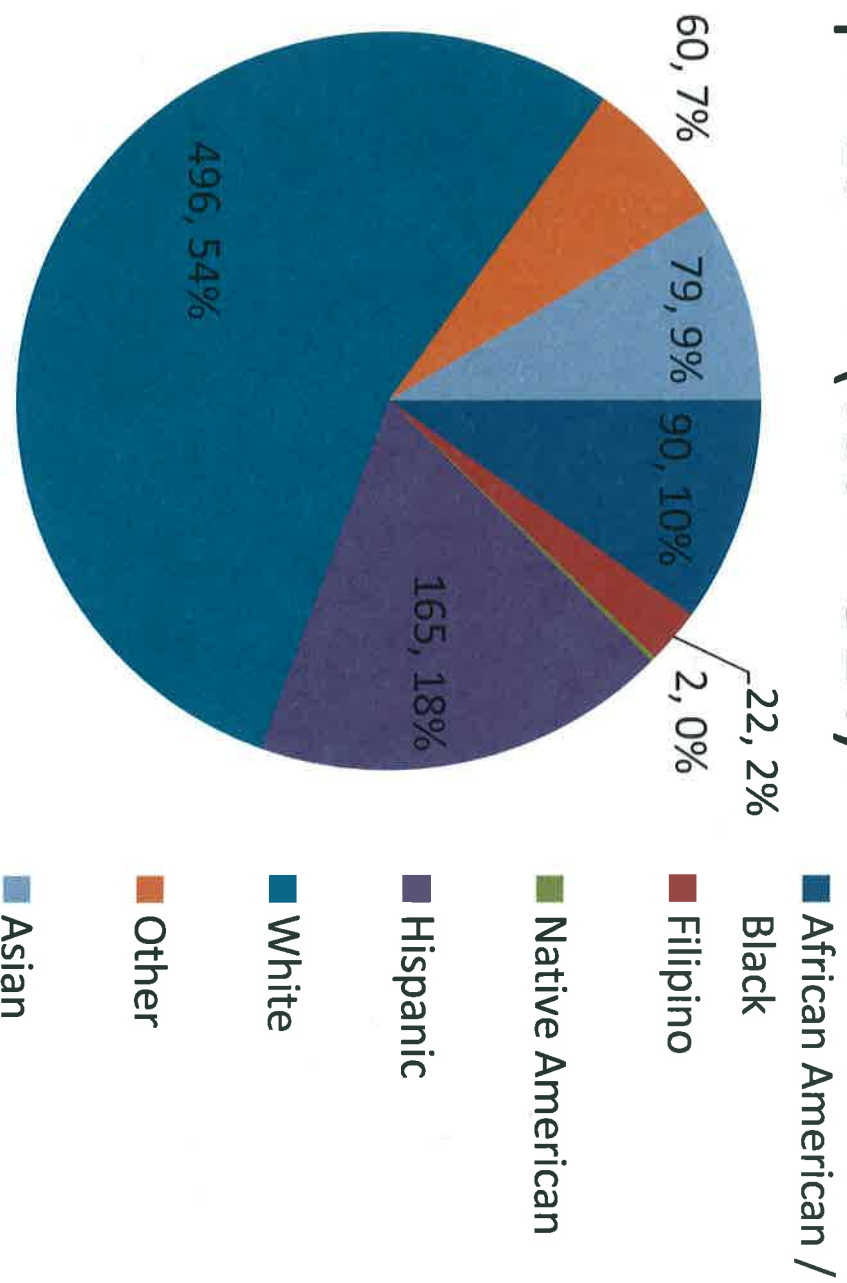
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| Hispanic | = | \$5,081 |
| Native American | = | \$20,873 |
| Other | = | \$9,739 |
| Polynesian | = | \$0 |
| White | = | \$10,750 |

En general, la cantidad promedio autorizada para clientes de edad 22 y mayor + = \$ 25,526

| | | |
|------------------------|---|----------|
| Asian | = | \$20,936 |
| Black/African American | = | \$22,375 |
| Filipino | = | \$20,297 |
| Hispanic | = | \$19,393 |
| Native American | = | \$7,242 |
| Other | = | \$24,671 |
| Polynesian | = | \$21,065 |
| White | = | \$33,434 |

Ejemplo de las Diferencias de Gastos

- Los clientes que viven fuera de su hogar según Grupo Étnico (Total=914)



Tratamos De Entender El Tema

- Disparidad existe si solamente miramos a los números
- Sin embargo, los datos no significan que no se satisfacen las necesidades individuales, son próveidas y son basadas en el proceso de IPP?
- Las decisiones de los clientes y familias, por ejemplo vivir fuera de casa, pueden aumentar la diferencia en costos.
- En esta etapa, no sabemos todas las razones, tenemos mucho que aprender.

Un Modelo Para La Compra de Servicios

- Todos los servicios que provee el centro regional son basados en el estándar de financiamientos. Estos estándares fueron desarrollados basados en las leyes y regulaciones que existen hoy en día y son aprobados por el Comité Directivo de el centro igual que el Departamento de Servicios para el Desarrollo. Estos estándares se pueden ver en nuestro sitio de internet.
- La compra de servicios son basadas en el IPP que es desarrollado entre el cliente/familia y el centro regional.
- El cliente/familia puede apelar cualquier decisión hecha por el centro regional pertinente a la compra o no compra de servicios

Lo Que Hemos Aprendido

- Si un cliente vive en casa con su familia o fuera de casa varía, dependiendo de la etnia de la familia
- Vivir fuera de casa es más costoso que vivir con la familia
- En Intervención Temprana (desde el nacimiento hasta los 3 años), el gasto es mayor en los hispanos que en otros grupos étnicos
- El gasto es mayor para los blancos debido a que más de ellos viven fuera de casa

Porcentaje de Autorizaciones de Servicios Utilizados

- Asian = 77.0%
- African American / Black = 80.7%
- Filipino = 71.9%
- Hispanic = 76.4%
- Native American = 85.8%
- Other = 79.2%
- Polynesian = 81.1%
- White = 80.9%
- Overall total = 78.7%

Nuestros Esfuerzos Para Entender las Disparidades

- Nos reunimos con Coordinadores de Servicios quien nos contaron sobre algunas de sus experiencias con sus familias hispanas
 - Las familias necesitan enfocarse en superar su situación económica.
 - La falta de transportación para llegar a los servicios.
 - Las familias pueden rechazar un servicio, por la razón que no quieren que los proveedores de servicios (extraños) entren a su hogar.
 - Los padres vienen de países de origen donde el gobierno no presta servicios, por lo tanto tienen bajas expectativas.
 - Situación legal/residencia puede hacer que algunas personas desconfían de los servicios

Entendiendo las Disparidades, continuación

- También nos reunimos con el grupo de
Compañeros de Apoyo Hispanos
 - ✓ Estaban de acuerdo con los coordinadores de servicios, pero agregaron lo siguiente:
 - Tal vez no cuestionan a las figuras de autoridad, los padres esperan que un profesional exprese alguna preocupación por el desarrollo del niño.
 - Es mas común vivir en familia multi-generacional que en otras culturas

Compromiso de FDLRC

- Empleamos coordinadores de servicios bilingües
 - 83% Son bilingüe
- Traducimos la mayoría de los materiales impresos en Español, algunos al Coreano y Armenio
- Proporcionamos entrenamientos en Español y otros idiomas, según sea necesario
- KYRC tiene materiales en Español Y Coreano, algunos en Japonés también
- Tenemos Compañeros de Apoyo que hablan Tagalo, Armenio, Japonés, Coreano, Ruso, Español e Inglés
- Tenemos Grupos de Apoyo enfocados en el Idioma

¿Que Hacemos Ahora?

- Se necesita mas investigación
- Estamos explorando un proyecto similar a el modelo usado por la comunidad de cuidado de salud, como lo son las promotoras.