

April 2, 2014

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

Dear Ms. Jimenez:

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 March 26, 2014, Lanterman conducted two community meetings, one in English and the other in Spanish. Enclosed you will find copies of our PowerPoint presentations which includes issue 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

Community Meeting – Disparity Data

Date: 26 March 26, 2014

| Name | Consumer | Parent / Family Member | Community Member | Lanternman Staff | Service Provider |
|---------------------------|----------|------------------------|------------------|------------------|------------------|
| ANILA GURUJI | | X | | | |
| ZULMA MENA | | X | | | |
| BURTON MONTANA | X | | | | |
| LOUIS MITCHELL | | | X | | |
| Dina Richardson | | | X | | |
| M HELLER | | X | X | | |
| Karla Diaz | | X | | | |
| MORRIS HIGGINS | | X | | | |
| LARRY DEBIA | | | X | | |
| RAY LEMUS | | | X | | |
| AL MARSELLA | | X | | | |
| Eduardo Solis | | X | | | |
| PATRICK ANGLINO | | | | X | |
| Kelly White | | | | | X |
| Hannah Liddell | | | | | X |
| | | | | | |

Frank D. Lanterman Regional Center
 Junta Comunitaria
 26 de marzo del 2014

| NOMBRE | NOMBRE DEL CLIENTE | DOMICILIO | TELEFONO & CORREO ELECTRONICO |
|-------------------|---------------------------|---|---|
| Gloria Guzman | Nick Francisco | 238 S. Normandie Ave #1 L.A. CA 90004 | (213) 5loringuzman@lrc.com 382-4706 |
| Liliana Ramos | Karen Jessica Figueroa | 904 S. Berendo St. Los Angeles 1250 N. KINGSLEY DR | (213) 480-0783 |
| ROSA VILLEDA | DAVID VILLEDA | # 102 24, CA 90029 L.A. - CA 90057 | (323) 661-9109 |
| Agustina M. | Agustina Ramos | 2305 Valley St # 207 | 213) 927 62 98 |
| Dindy Cardona | Osmar Segura | 715. South Normandie Av. Apt 408 Los Angeles CA. 90005 | (213) 387-5472 (213) 440-0817 Dindy Cardona 35E yahoo.com |
| Alexa Campos | Marcelo Campos | | 213 - 718 - 6551 |
| Jessica Cruz | Laura Cruz | 6142 E/uno Alto Pt 1 LA. CA. 90038 | (323) 461-9307 |
| Cecilia Rodriguez | JEFFREY ESPINOZA | 230 S. Coronado St. #12 L.A. CA | 213) 382-9898 |
| Sara Lopez | Ricardo Lopez | 307 Manhattan pt # 307 | 213 381-5267 |
| Zully Cosme | Patrick Bieng | 1418 N Mariposa av | 323 4454683 |

Frank D. Lanterman Regional Center
 Junta Comunitaria
 26 de marzo del 2014

| NOMBRE | NOMBRE DEL CLIENTE | DOMICILIO | TELEFONO & CORREO ELECTRONICO |
|------------------|------------------------------|--|---|
| Elizabeth Acosta | Victor Muñoz | 4015 Melrose ave 203 L.A. CA. 90029 | (323) 953-0705 |
| Mónica Jordullo | Arturo Arroyo Padua | 2732 W 12 St La Ca 90006 | Mónica Jordullo 580 Yahood.com 323 563 6065 |
| Olga Ashis | Jorge Ramirez | 1615 1/2 W 4th St LA 90017 526 5044 Ford #107 90020 | |
| Cruz Reyes | Daniel Hernandez | 3324 457 6537 90006 | 213) 487-6537 (805) 433 1836 |
| Martha G. Duena | Daniel Terand | 1316 W. 18th St. #2 | salga1828@hotmail.com |
| Maria Herrero | Jesus Aguilar | 1500 1/2 S. Menla Av Los Angeles CA | 213 389-8593 |
| Sara Solis | Toshua Gonzalez | 532 S. Hobart Blvd. APT #301 L.A. CA. 90020 | (213) 618-1006 |
| Hortencia Davila | Lino Olvera | 526 S. OXFORD AVE #109 Los Angeles CA 90020 | (213) 200-6107 |
| Ruth Castellana | Daniel Castellanos | 960 S. MAIN RD #14176 LA. CA. 90006 | 213 389 15 14 Casa 323 605 6037 cl |
| Beatha Rios | Luis Preza Rafael Pungama | 4125 Rosewood ave #207. L.A. 90004 | margaritarios639@yahoo.com |

Frank D. Lanterman Regional Center
 Junta Comunitaria
 26 de marzo del 2014

| NOMBRE | NOMBRE DEL CLIENTE | DOMICILIO | TELEFONO & CORREO ELECTRONICO |
|-------------------|--------------------|------------------------------|-------------------------------|
| Ana CHAVEZ | Johanna CHAVEZ | 5063 (EMOW GRD.A.V. 90029 | 323) 467 7931 |
| Ana celi cruz | Gonzalo VERA | 1541 S. ST. ANDREWS. PL. 101 | 323-7177453 |
| ESTHER PACHECO | GONZALO VERA | 1541 S. ST. ANDREWS. PL. 101 | 323.3260929 |
| Hilda Hishenzady | Staff | | |
| Joe Perales | staff | | |
| Susan Malbonado | Staff | | |
| Lorenzo Hernandez | staff | | |
| Sam Suzuki | STAFF | | |
| Mavisette Gomez | staff | | |

Frank D. Lanterman Regional Center
 Junta Comunitaria
 26 de marzo del 2014

| NOMBRE | NOMBRE DEL CLIENTE | DOMICILIO | TELEFONO & CORREO ELECTRONICO |
|----------------|--------------------|-----------|-------------------------------|
| Hannah Liddell | | OCRA | 213-213-8171 |
| Ada Hamer | | OCRA | 213-213-8180 |
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Lanterman Regional Center



Expenditure Data
for Fiscal Year 2012-13

Public Stakeholders Meeting
March 26, 2014

Why Are We Here?



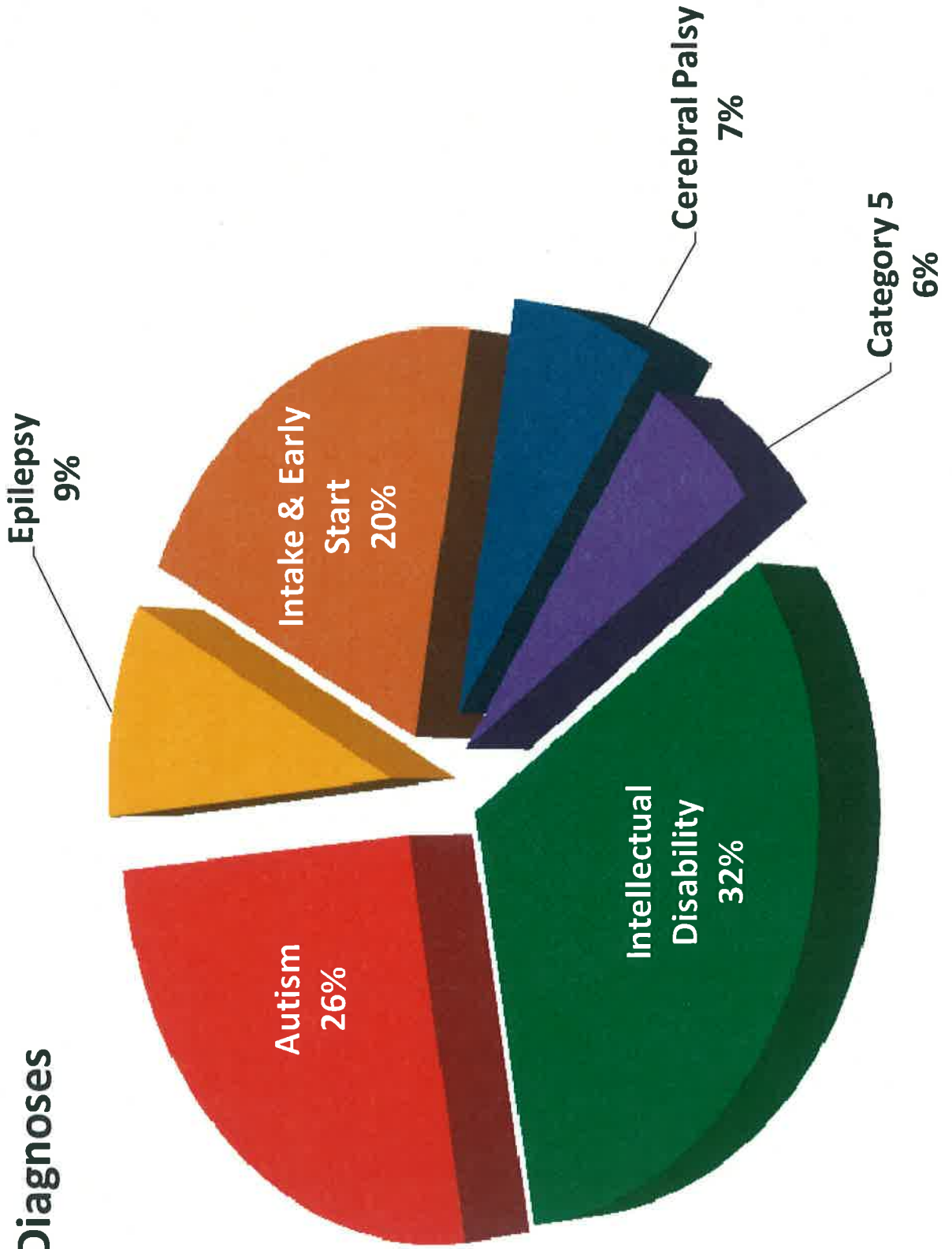
- The Lanterman Act requires the Department of Developmental Services (DDS) and regional centers to annually compile data relating to purchase of service authorization, utilization, and expenditures
- Data is to include age, race, language and disability
- Regional centers are required to annually post the data by December
- Regional centers are required to meet with stakeholders in a public meeting regarding the data within three months of posting the data

Who Are We?

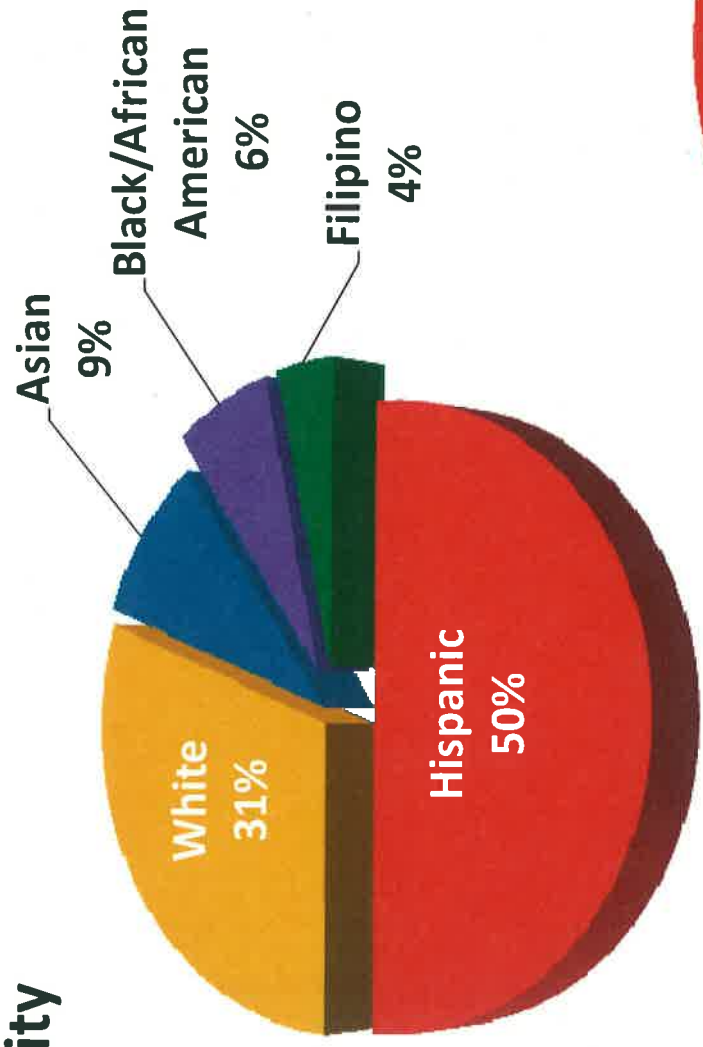


- FDLRC is one of 21 regional centers in California
- We serve 9,000 individuals with developmental disabilities in parts of Los Angeles as well as in Pasadena, Burbank, Glendale, La Canada, and La Crescenta.
- We are one of the seven smallest regional centers by the number of clients served.
- Our Purchase of Service (POS) allocation in fiscal year 2012-13 was about \$104 million, out of a statewide total of \$3.6 billion.
- We have 105 Service Coordinators, of which 88 are bilingual, most of them in Spanish.

Diagnoses



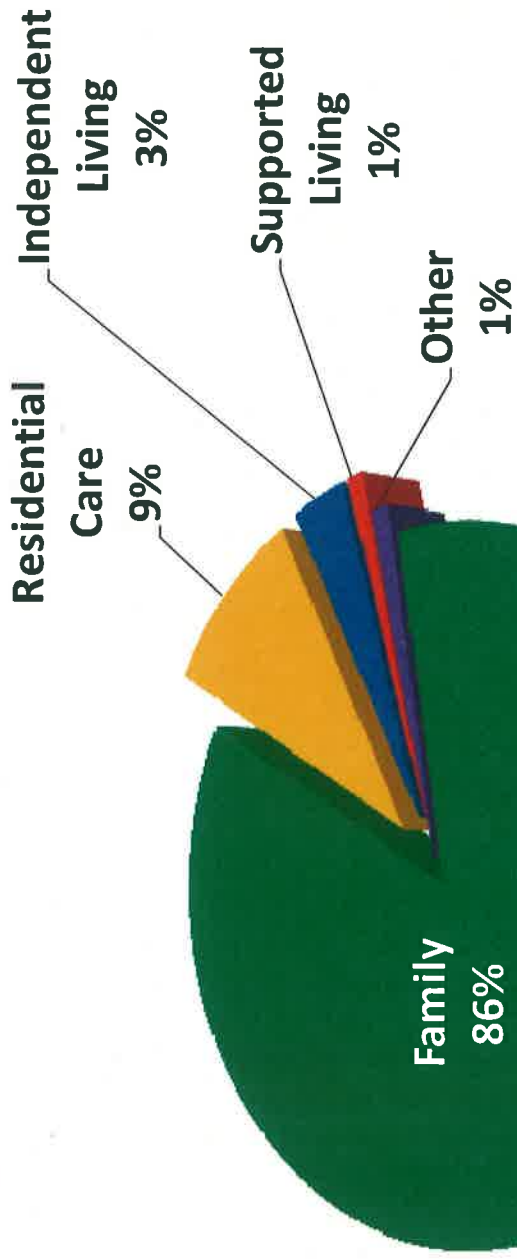
Ethnicity



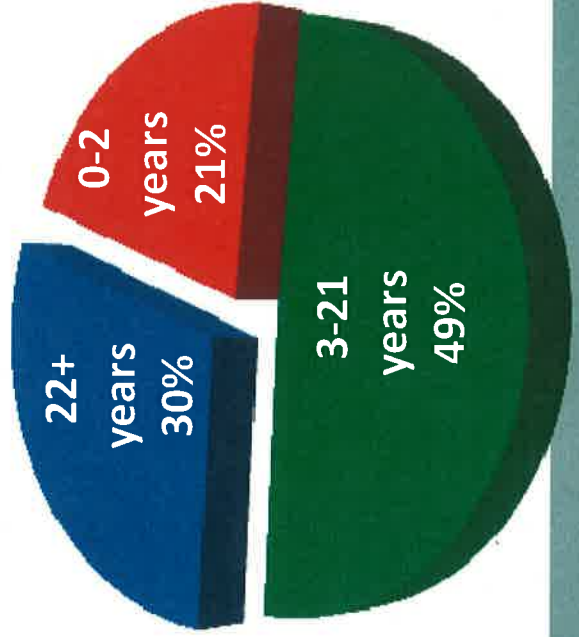
Language



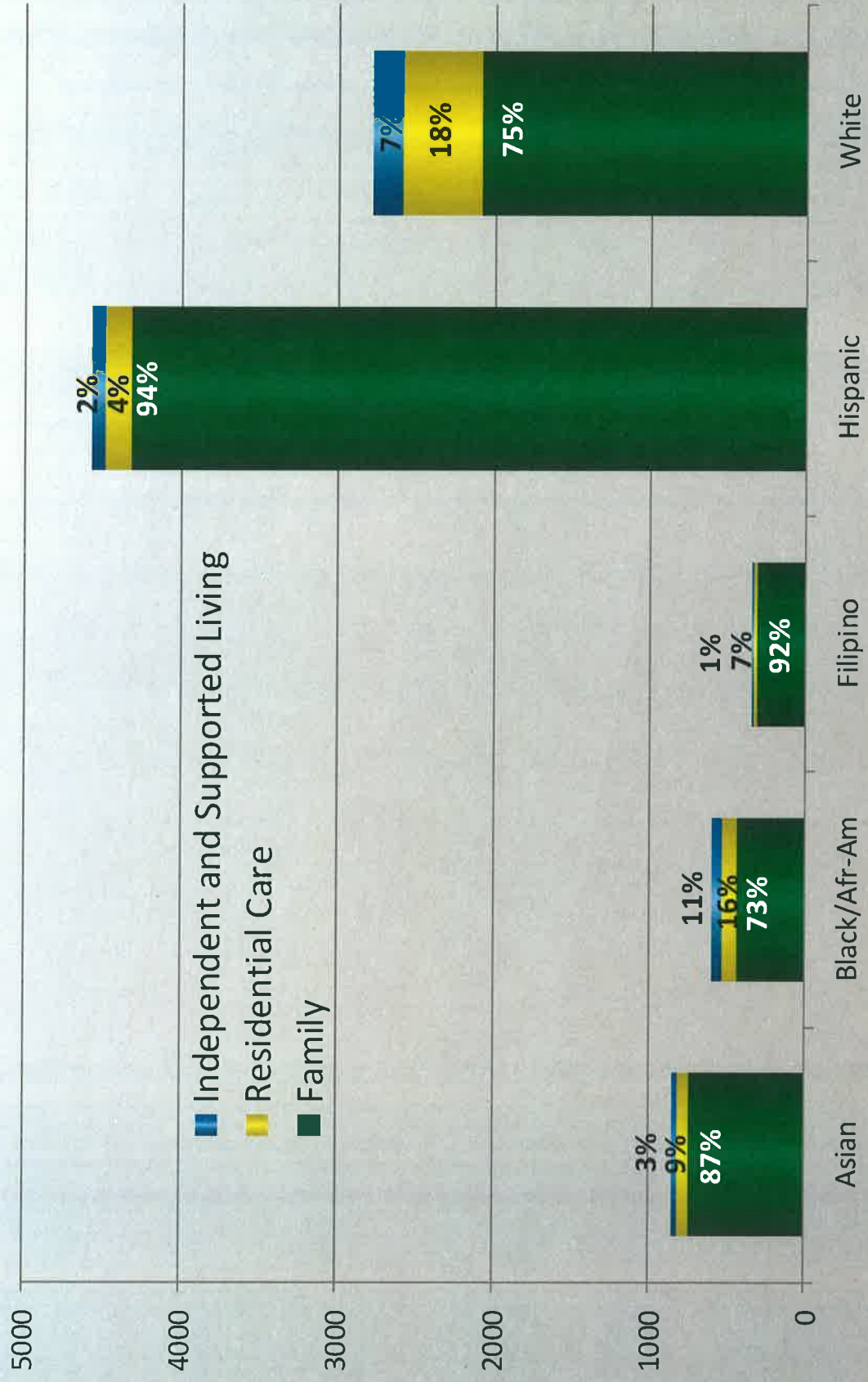
Living Arrangement



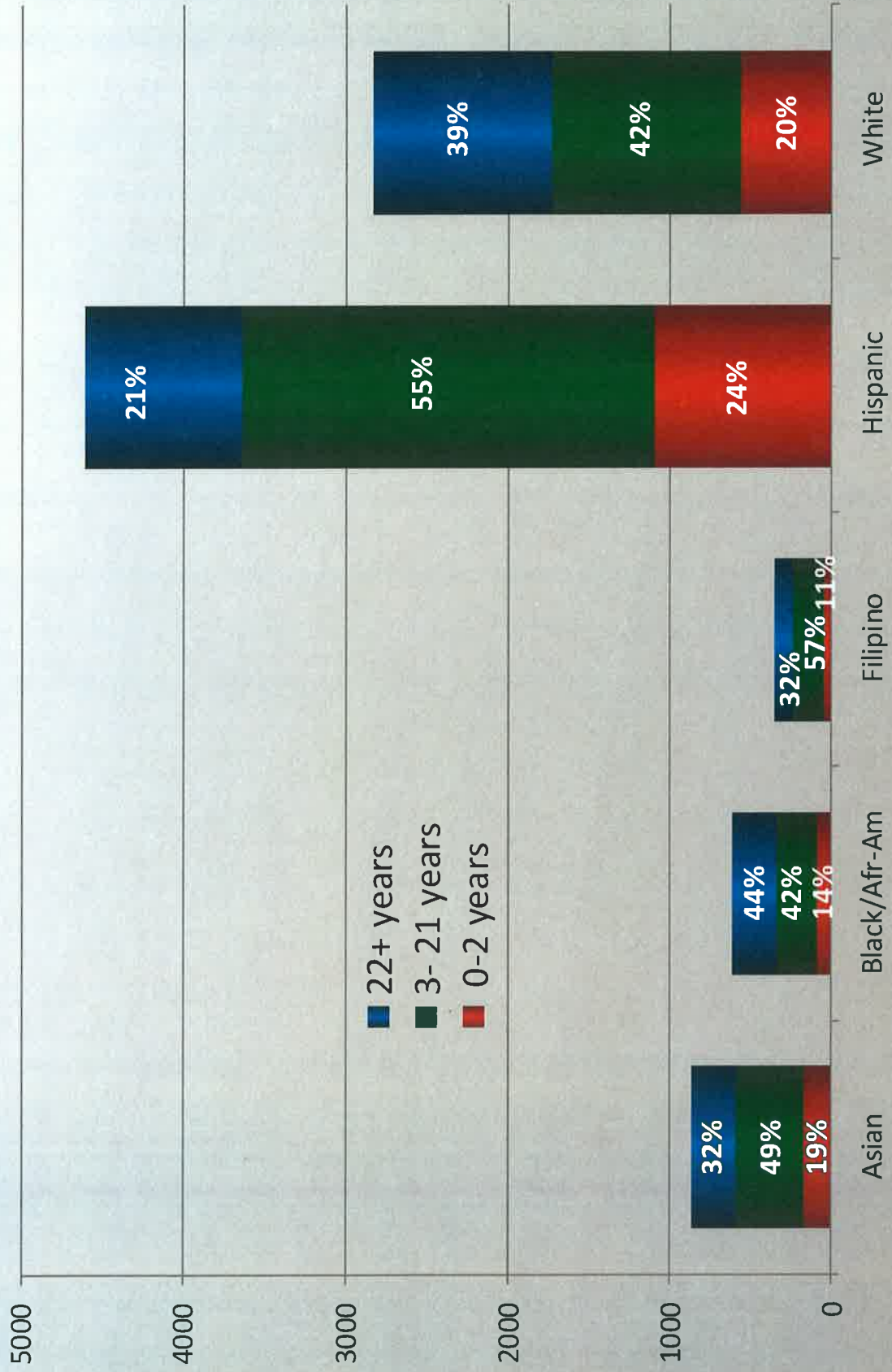
Age



Living Arrangement by Ethnicity

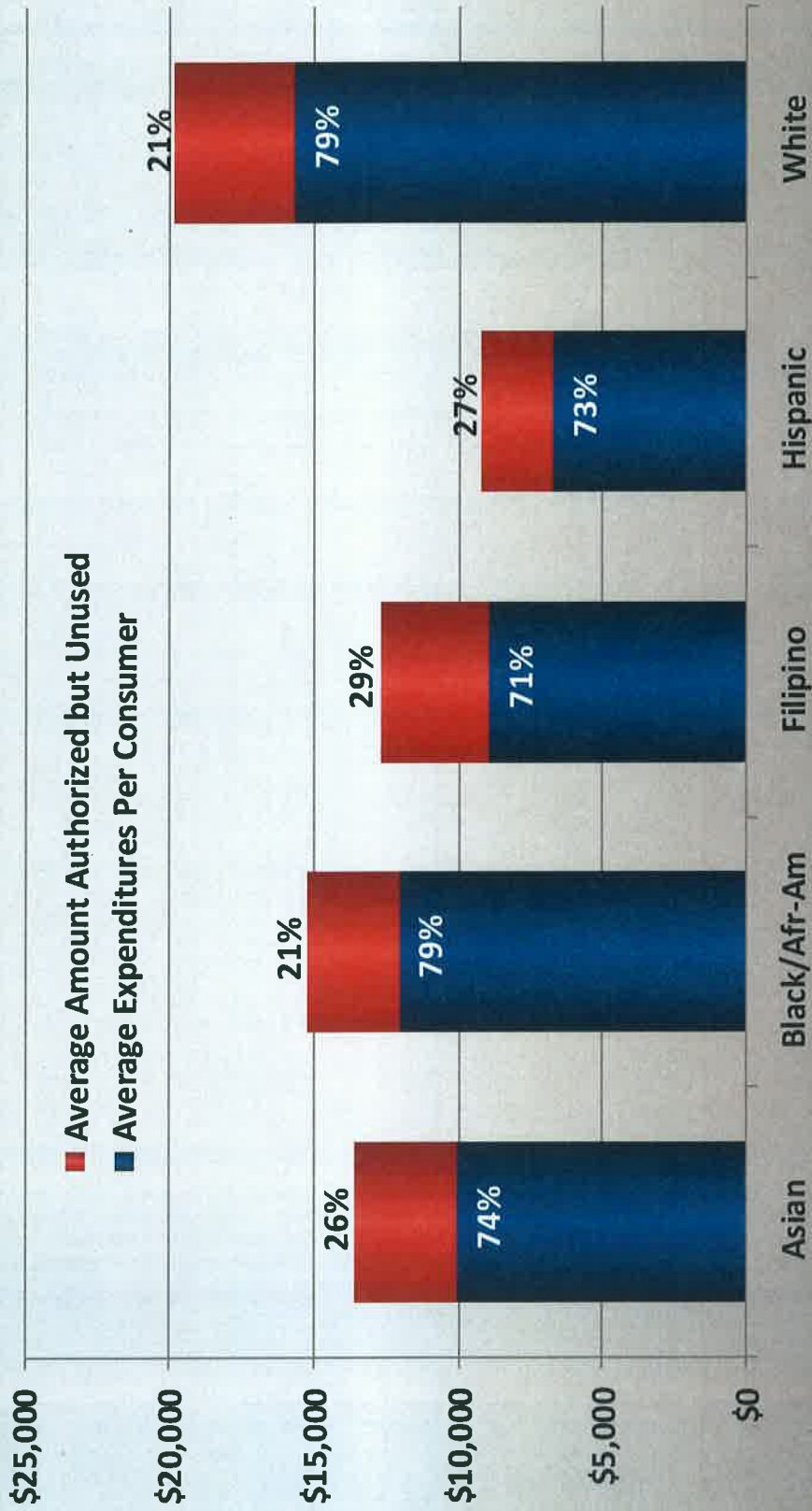


Age by Ethnicity



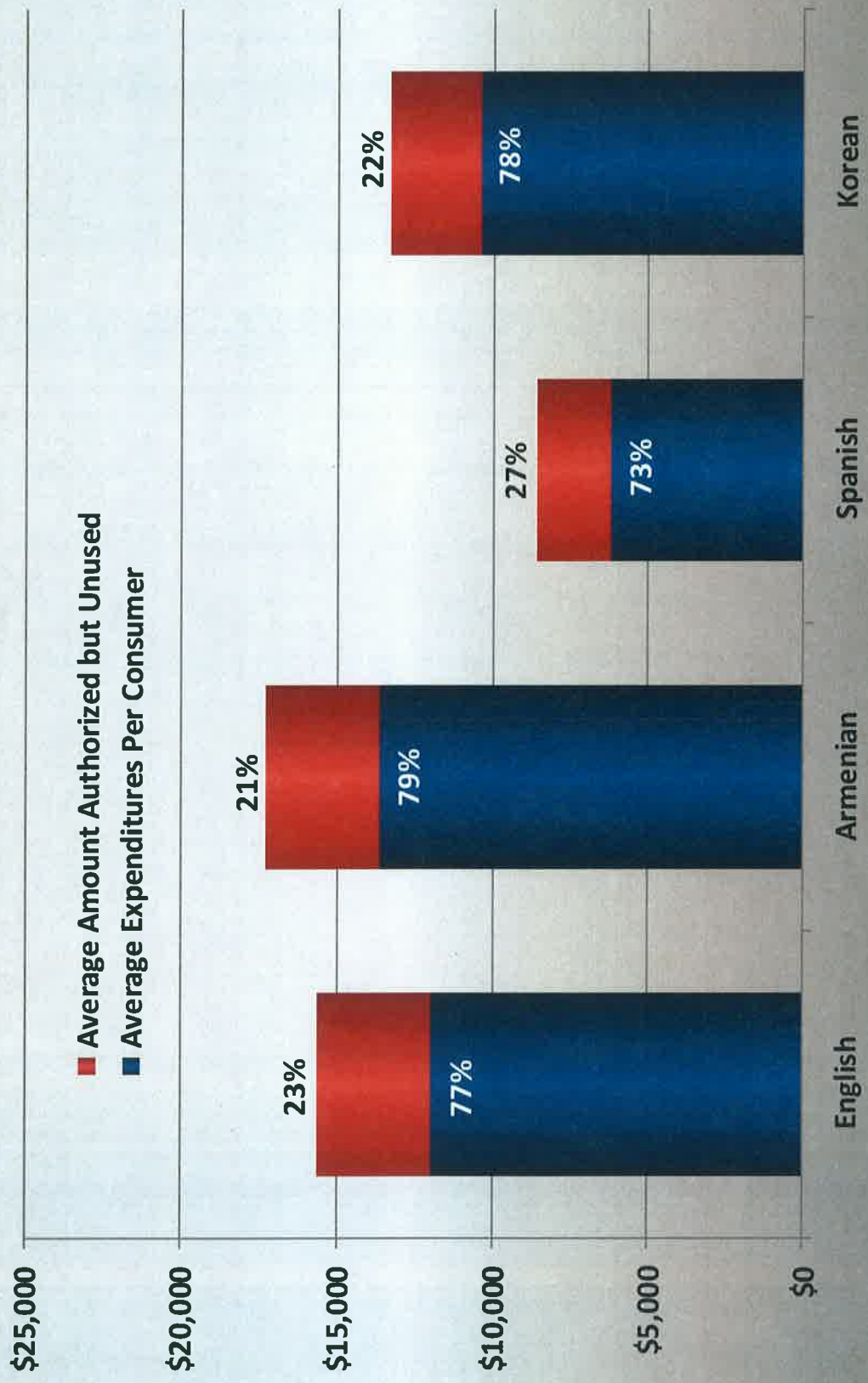
Annual Expenditures and Authorized Services by Ethnicity

Fiscal Year 2012-2013



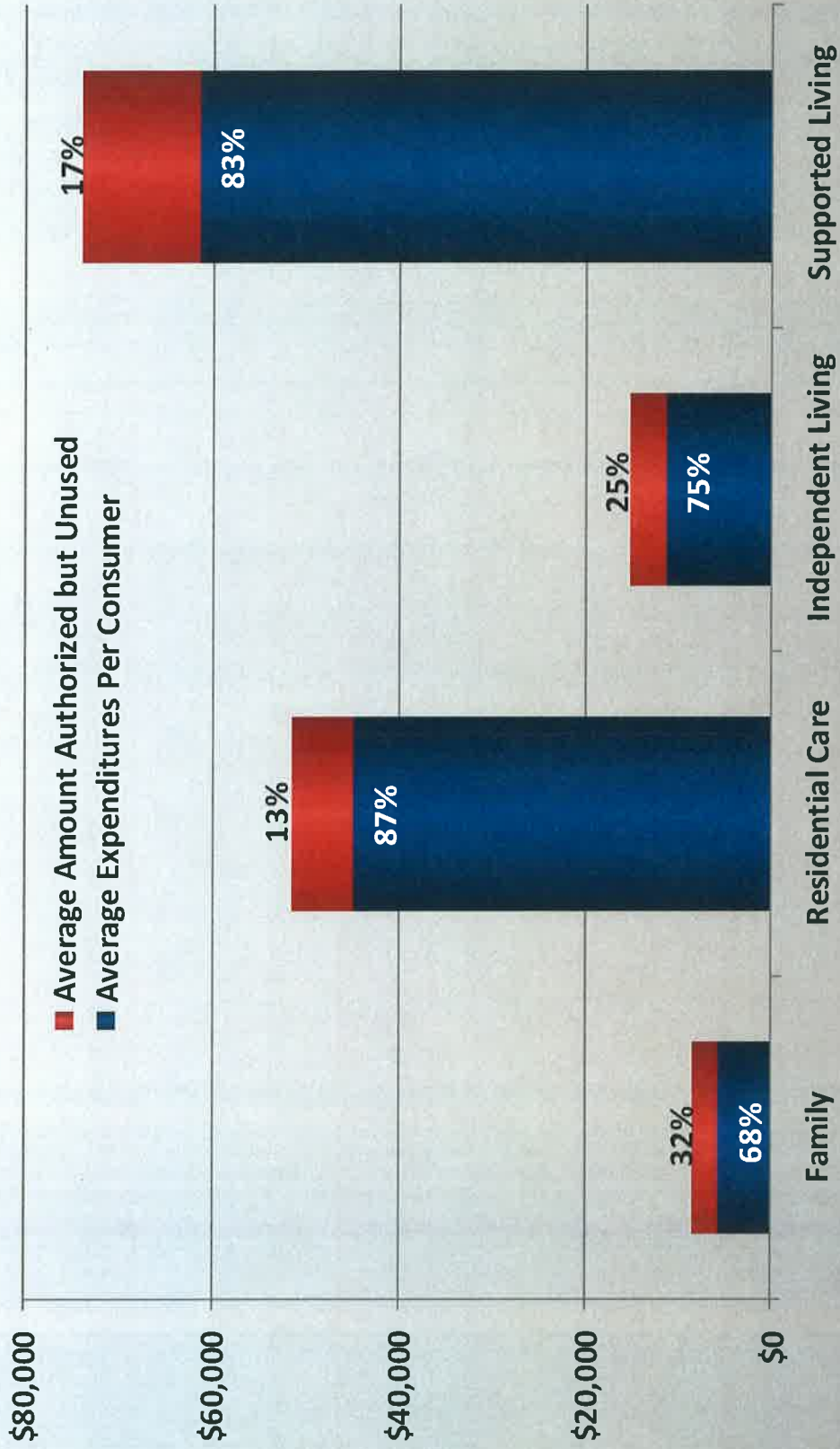
Annual Expenditures and Authorized Services by Language

Fiscal Year 2012-2013

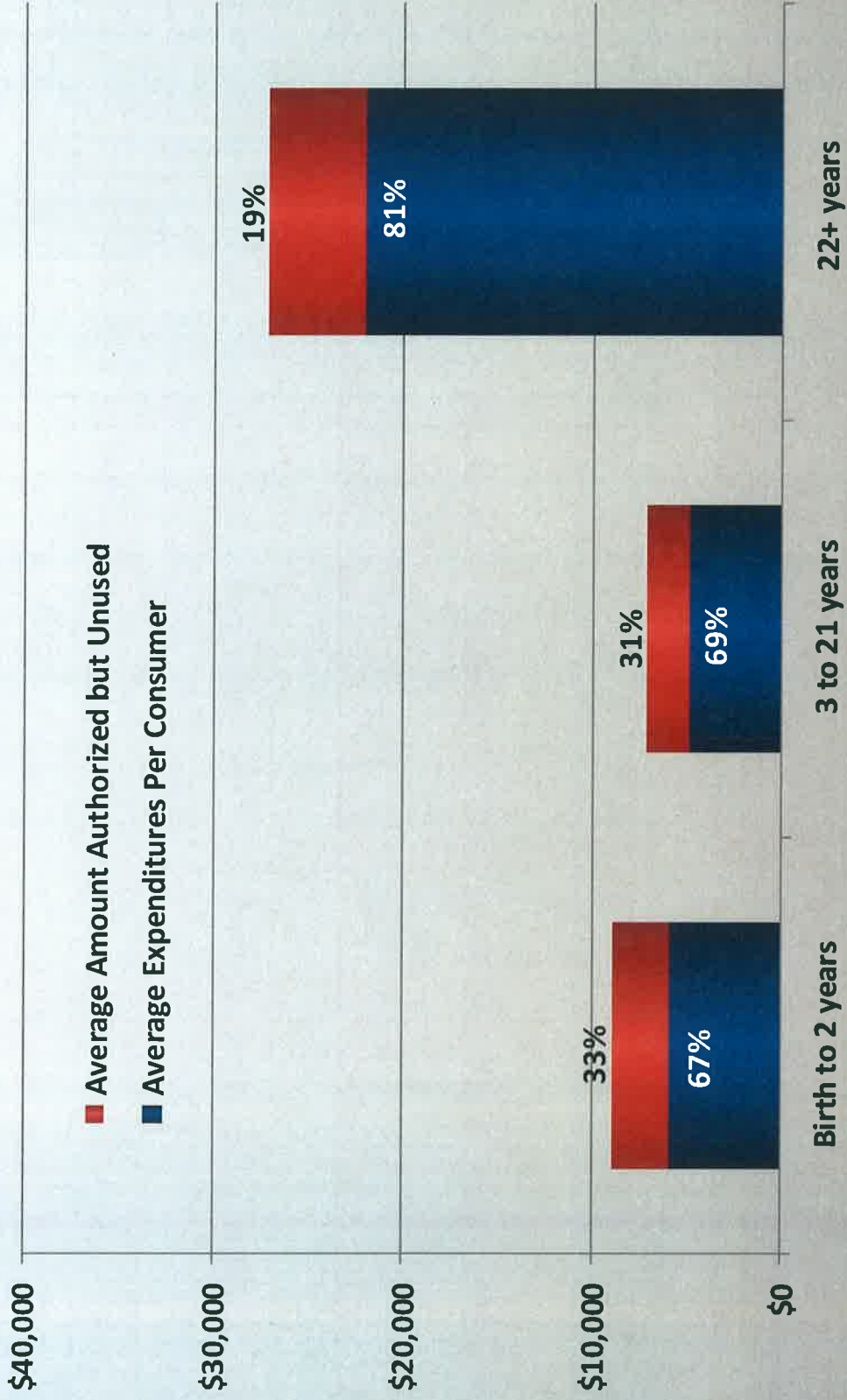


Annual Expenditures and Authorized Services by Living Arrangement

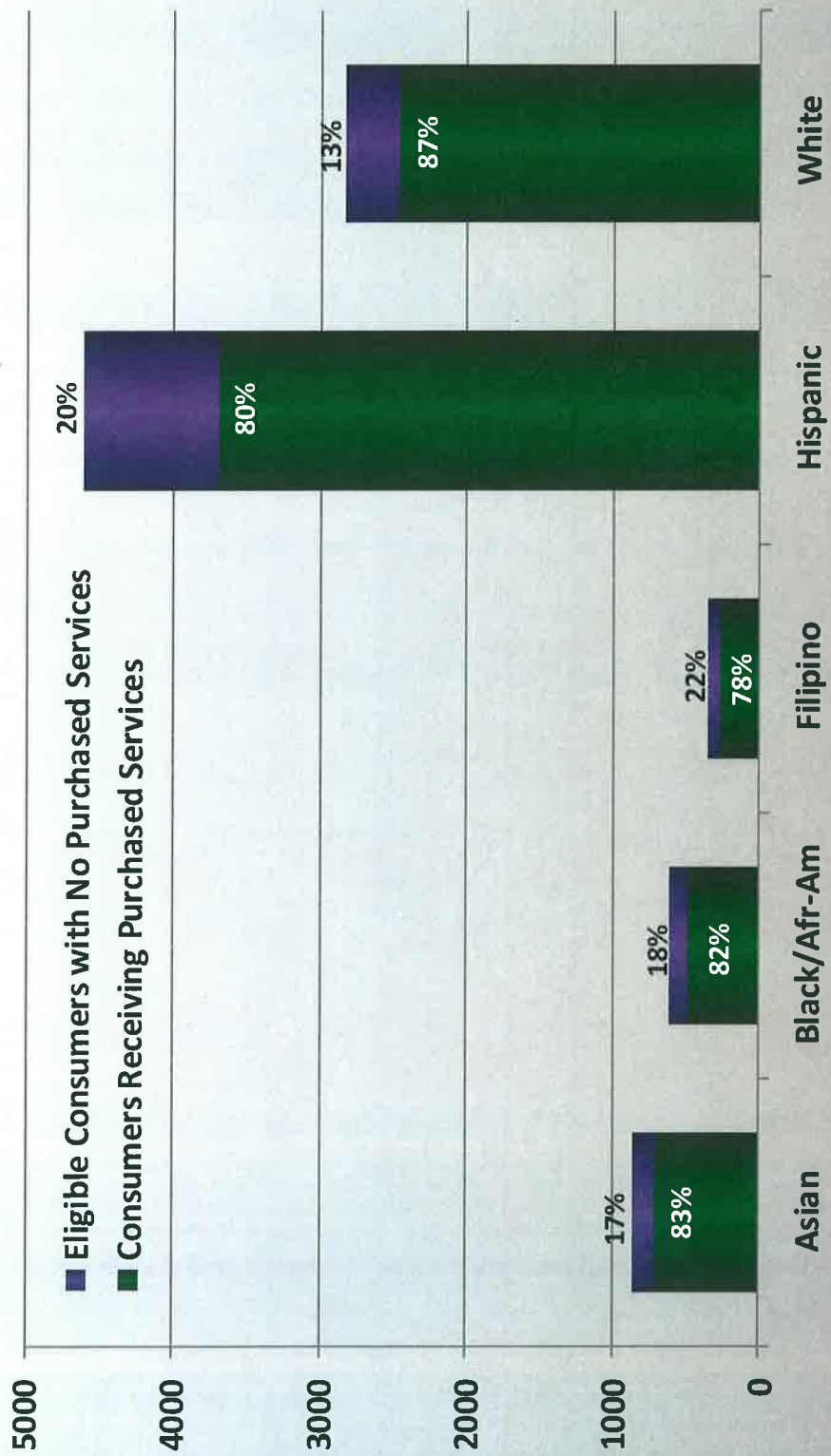
Fiscal Year 2012-2013



Annual Expenditures and Authorized Services by Age Fiscal Year 2012-2013

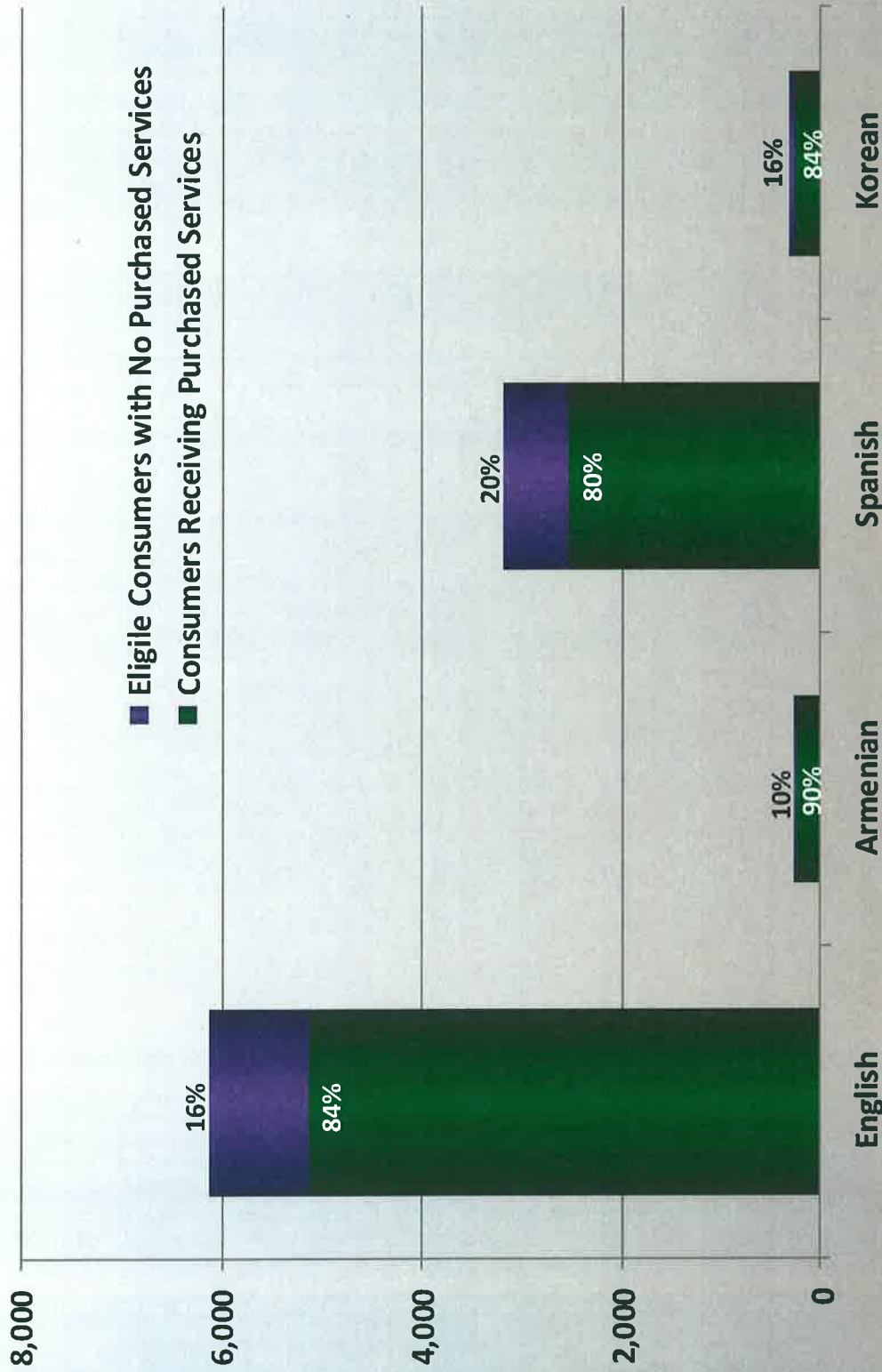


Consumers with No Purchased Services by Ethnicity Fiscal Year 2012-2013

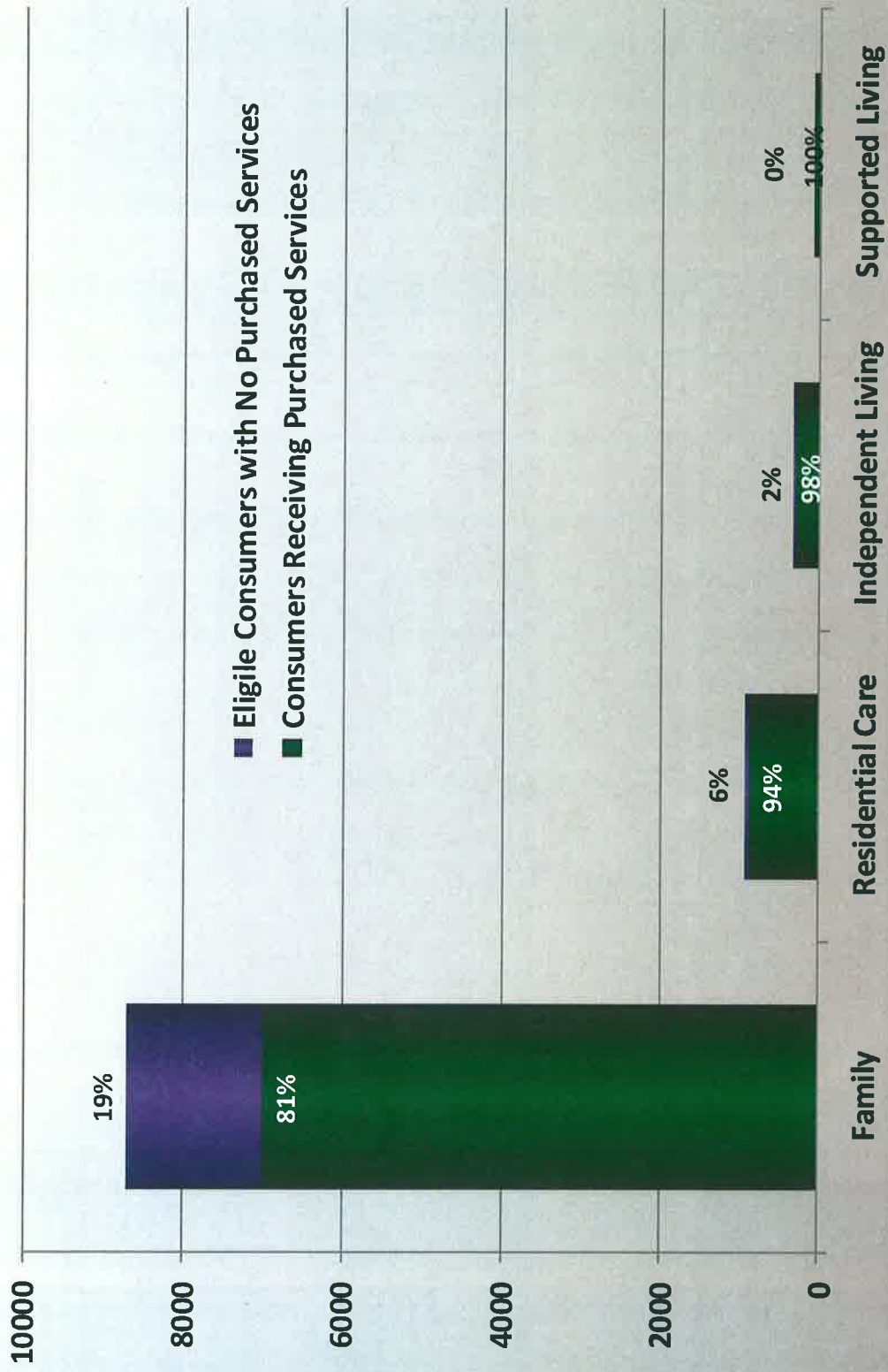


Consumers with No Purchased Services by Language

Fiscal Year 2012-2013

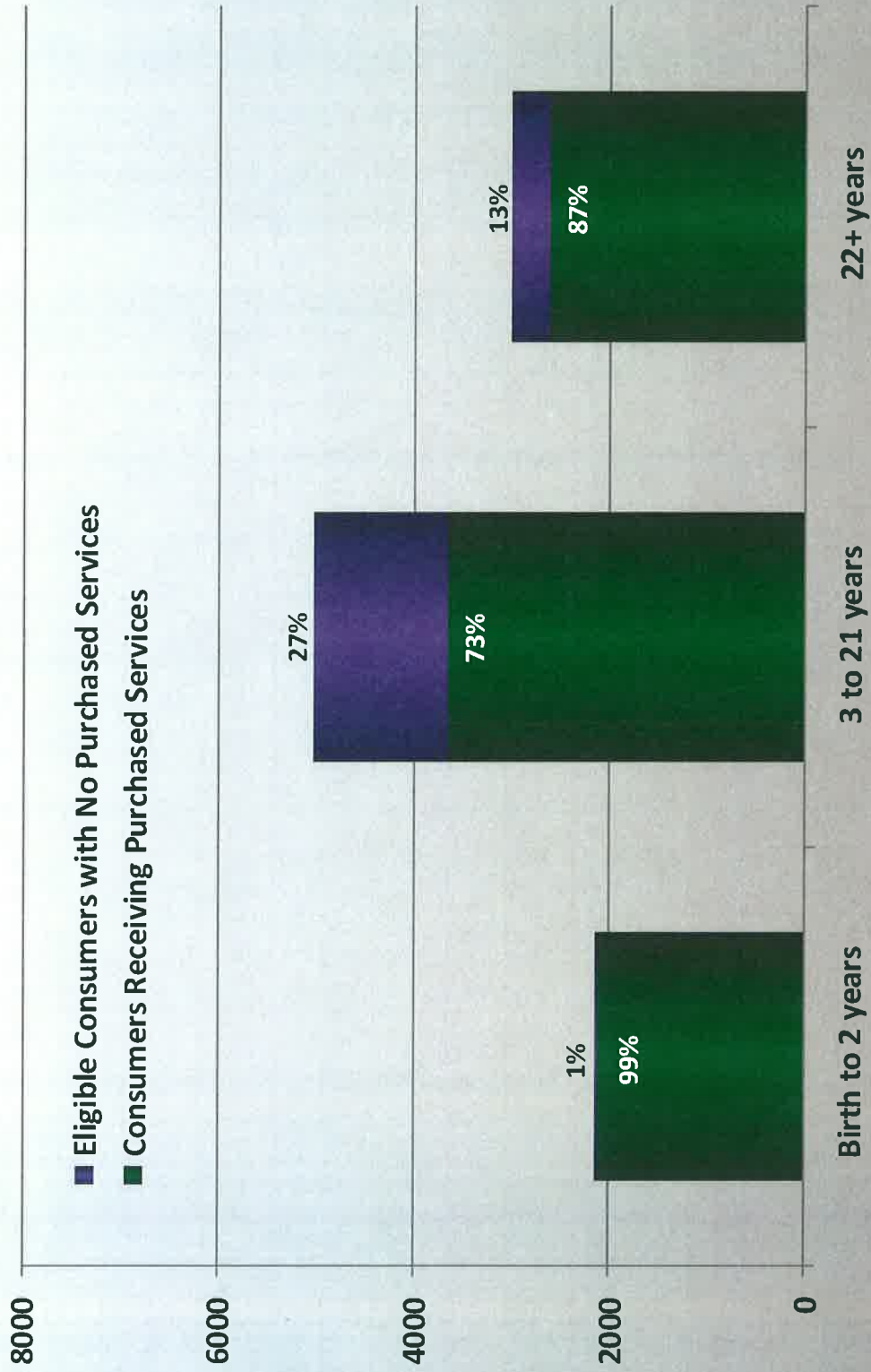


Consumers with No Purchased Services by Living Arrangement Fiscal Year 2012-2013



Consumers with No Purchased Services by Age

Fiscal Year 2012-2013



Attempting to Understand the Data

- 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, do drive cost differences.
- We do not know all of the reasons at this stage; we need to learn more.

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 Have We Learned?

- Whether a client lives at home with their family or away from home varies depending on the client's ethnicity
- Living away from home is more costly than living with family
- More African-American and White adults live away from home resulting in higher expenditures

What Service Coordinators Tell Us

- ▶ Families may 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.

What Families Tell Us

- 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 than in other cultures.

Lanterman's Commitment

- We employ bilingual service coordinators
 - 84% are bilingual
 - Have begun to translate IPP's into the family's primary language
- 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; also some in Japanese
- We have Peer Support Partners who speak Armenian, Japanese, Korean, Russian, Tagalog, Spanish and English
- We have language focused support groups

What Are We Doing?

- Developing Cultural Competency training for our staff and board members
- Promotora Project – Using specially trained community members to assist families to access services
 - 2 Promotoras
 - 52 families from the School Age Units

Promotora Project

- **Began meeting with families in January**
- **Communication Barriers**
 - Shared cell phones by multiple families
 - ✦ unsuccessful telephone communication
 - Address changes not updated with the regional center
 - Monolingual- Dialect Language speakers-
 - ✦ May not understand (read/write/understand) Spanish language
- **Transportation Barriers**
 - Traveling with multiple children, some with special mobility needs
 - MTA fares, not just for client, but also for parent and siblings makes this costly for some families
 - Child care for non-LRC client in order to provide time, travel, etc. for required appointments for LRC client is a challenge

Promotora Activities

- **Coaching and supporting families to access generic resources**
 - How to apply
 - What information is needed
 - Getting to and keeping the appointment
- **More explanation on how to access services**
 - Detailed and repeated explanations

Stories

- **Some families declined respite because they were uncomfortable with strangers in the home**
 - They had not completed the conversion respite process, but now with the help of the Promotora the family has begun again
- **Have helped some families with Access Services**
- **Have connected one family with a Promotora that speaks the specific dialect**
 - Now the family is connected with a community resource focused on the same home country

Centro Regional Lanterman



Data de Gastos
Para Ano Fiscal 2012-13

Junta Para La Comunidad
Marzo 26, 2014

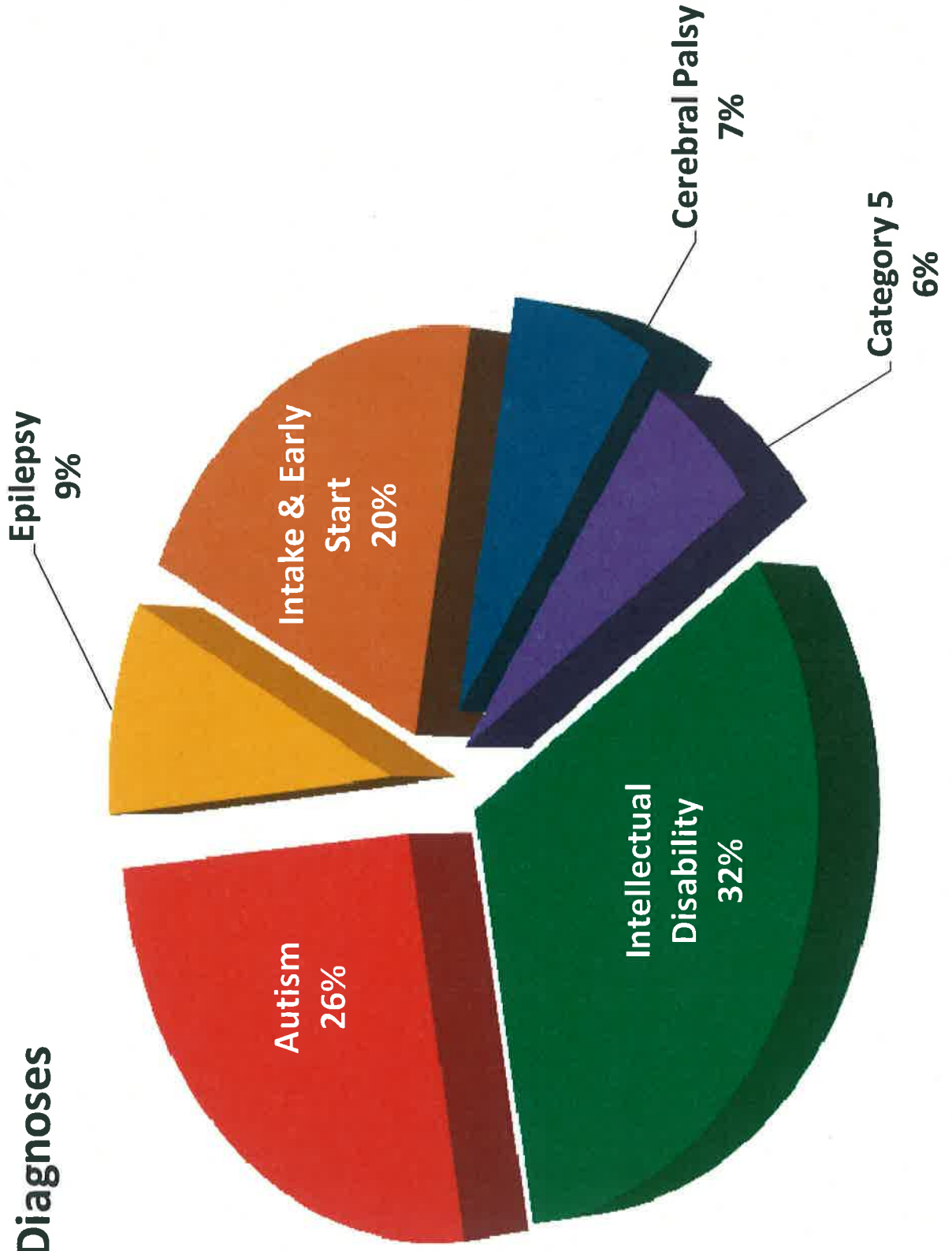
¿Porque Estamos Aquí?

- El Acta de Lanterman requiere que el Departamento de Servicios de Desarrollo (DDS) y los centros regionales deben obtener los datos relativos a la compra de autorizaciones de servicios, la utilización y los gastos anualmente
- Los datos deben incluir edad, etnicidad, idioma y discapacidad
- Los centros regionales tienen la obligación de publicar los datos antes de Diciembre
- Los centros regionales tienen la obligación de tener una junta publica con respecto a los datos dentro de tres meses siguientes a la publicación de los datos

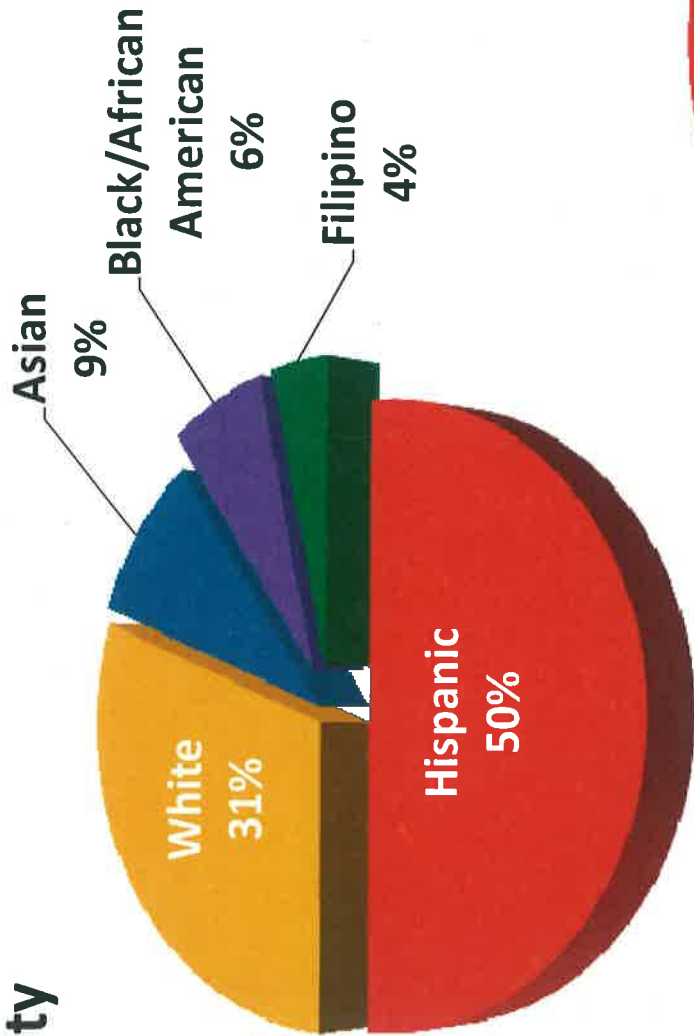
¿Quiénes Somos?

- FDLRC es uno de 21 centros regionales en California
- Servimos a 9,000 individuos con discapacidades del desarrollo en partes de Los Angeles igual que en Pasadena, Burbank, Glendale, La Canada, y La Crescenta.
- Somos uno de siete centros regionales mas pequeños por el numero de clientes que servimos
- Nuestra asignación fiscal para la compra de servicios (POS) en el año 2013-13 fue de aproximadamente \$104 millones, de un total estatal de \$3.6 billones.
- Tenemos 105 Coordinadores de Servicio, lo cual 88 son bilingües, la mayoría en Español.

Diagnoses



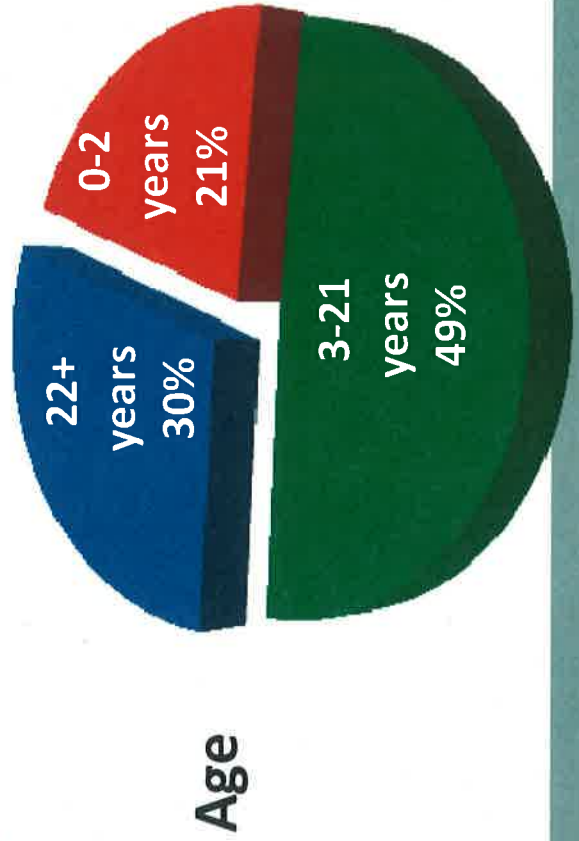
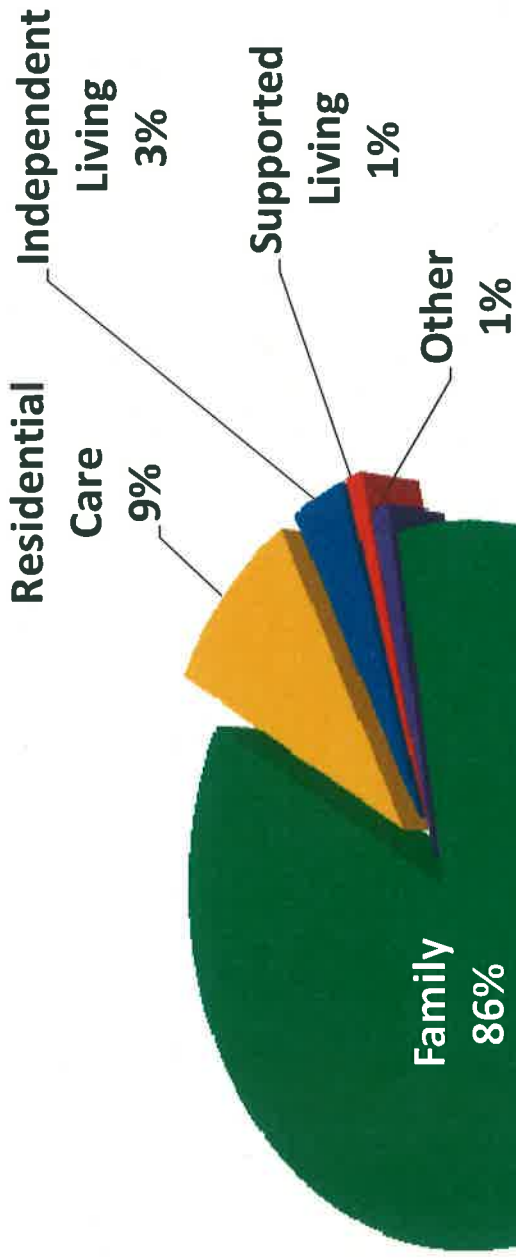
Ethnicity



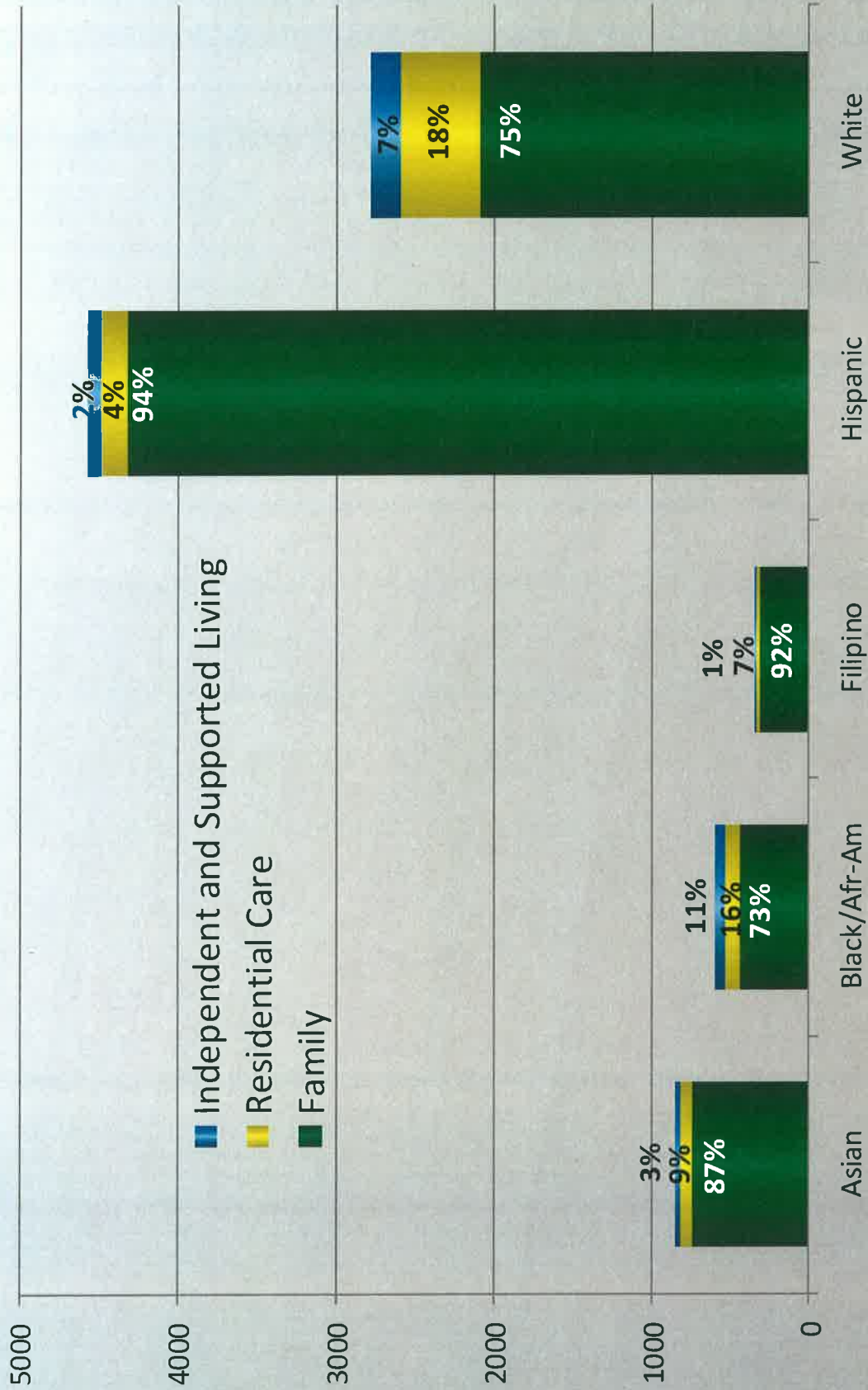
Language



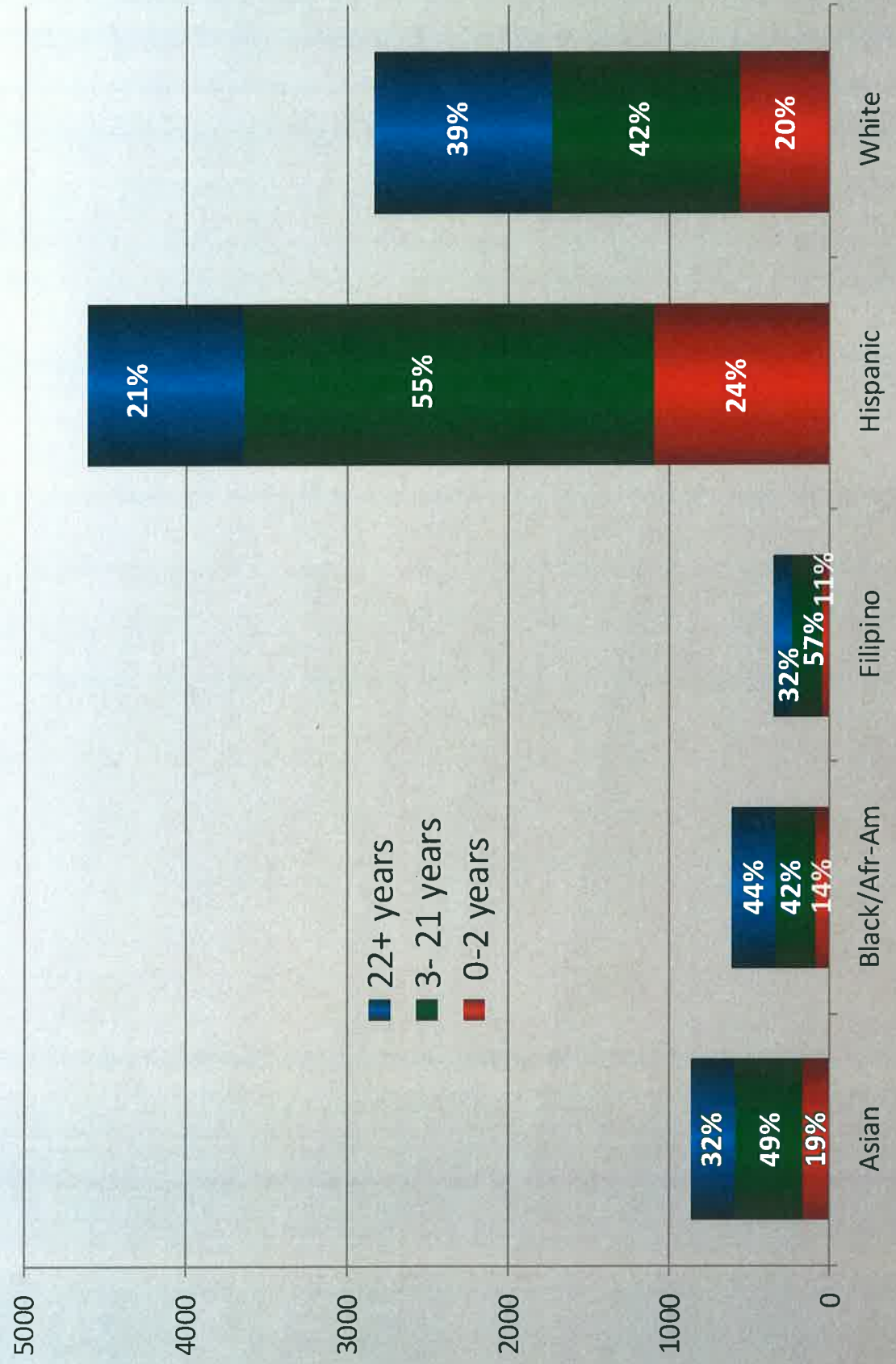
Living Arrangement



Living Arrangement by Ethnicity

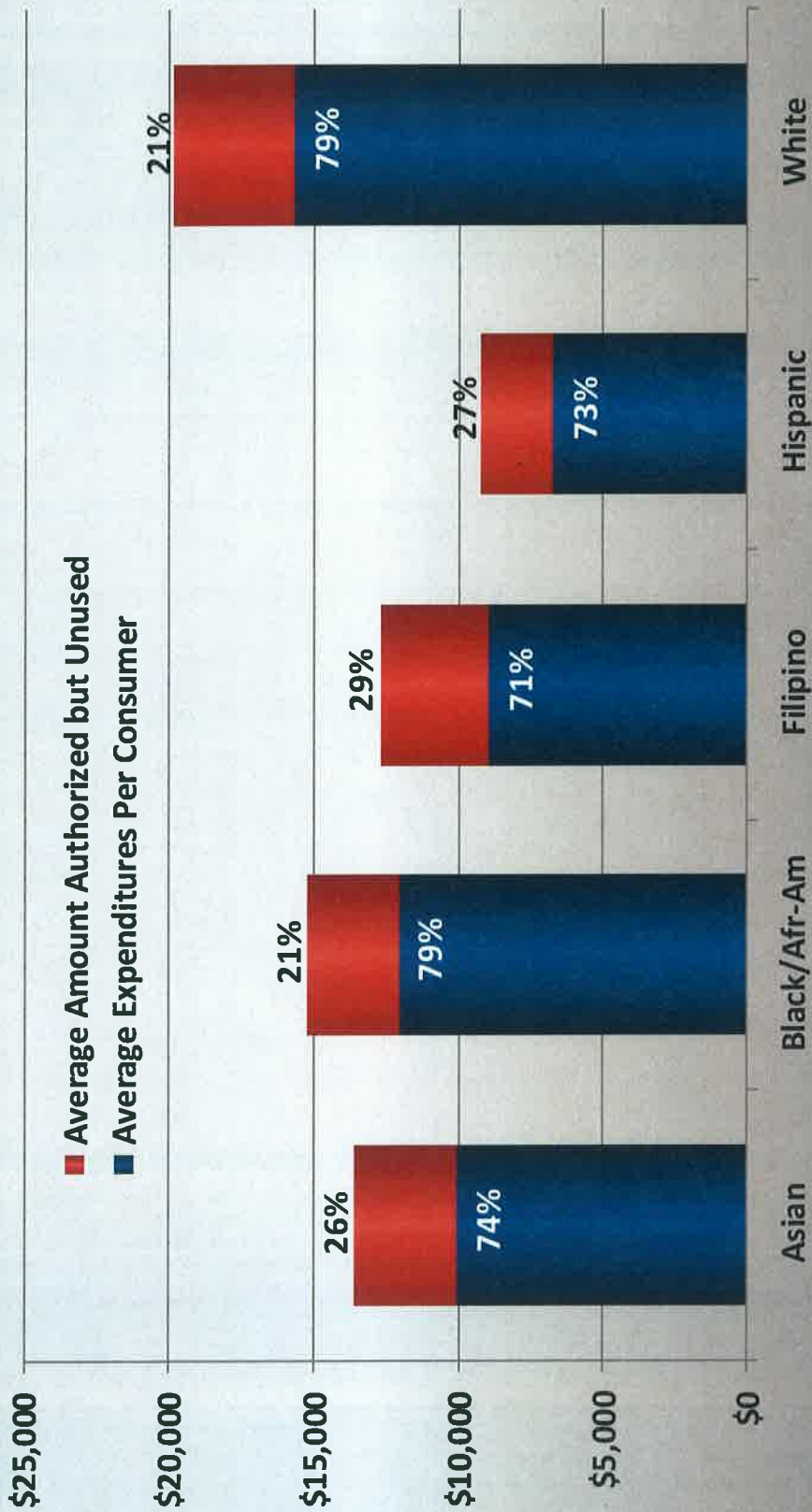


Age by Ethnicity



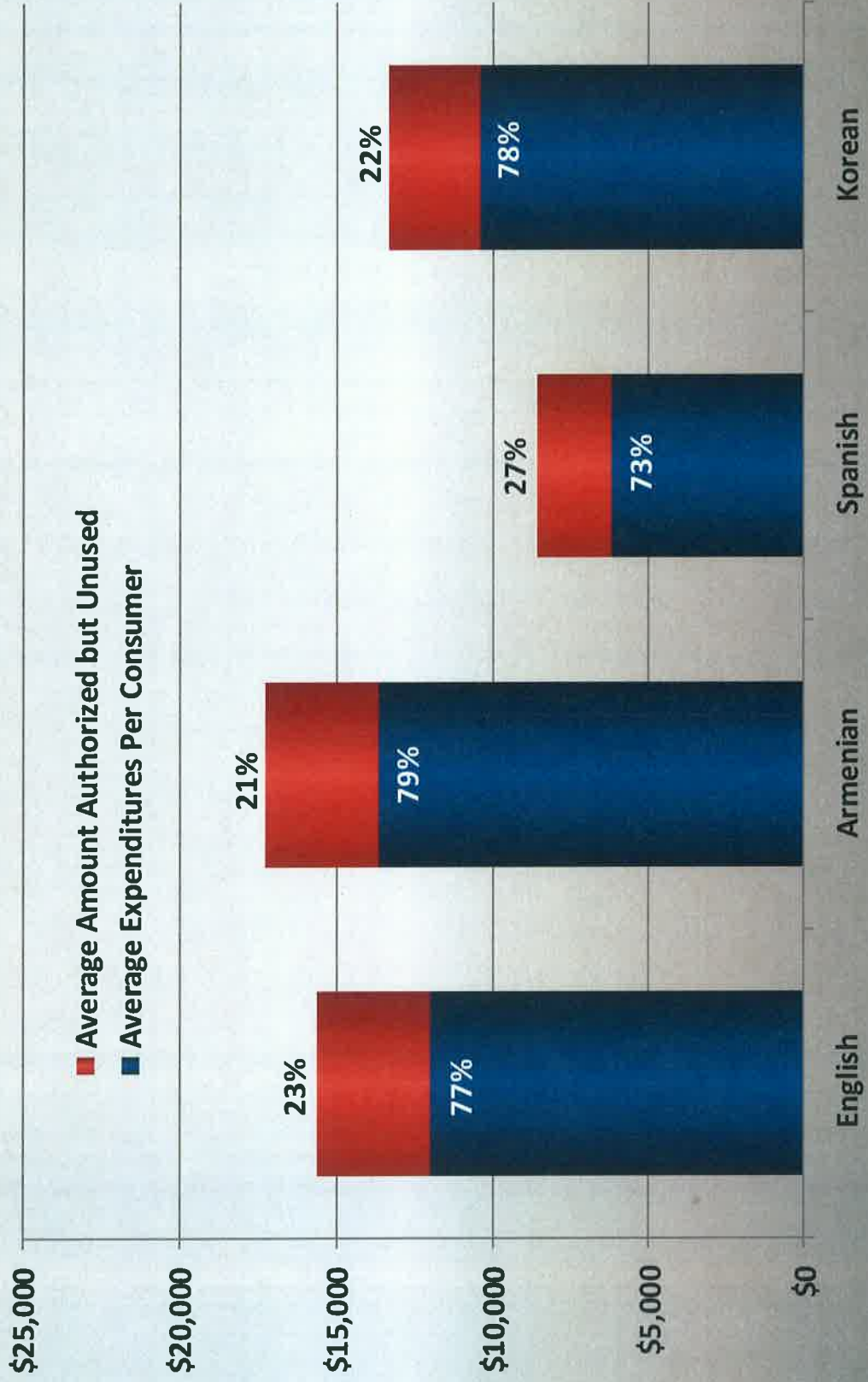
Annual Expenditures and Authorized Services by Ethnicity

Fiscal Year 2012-2013



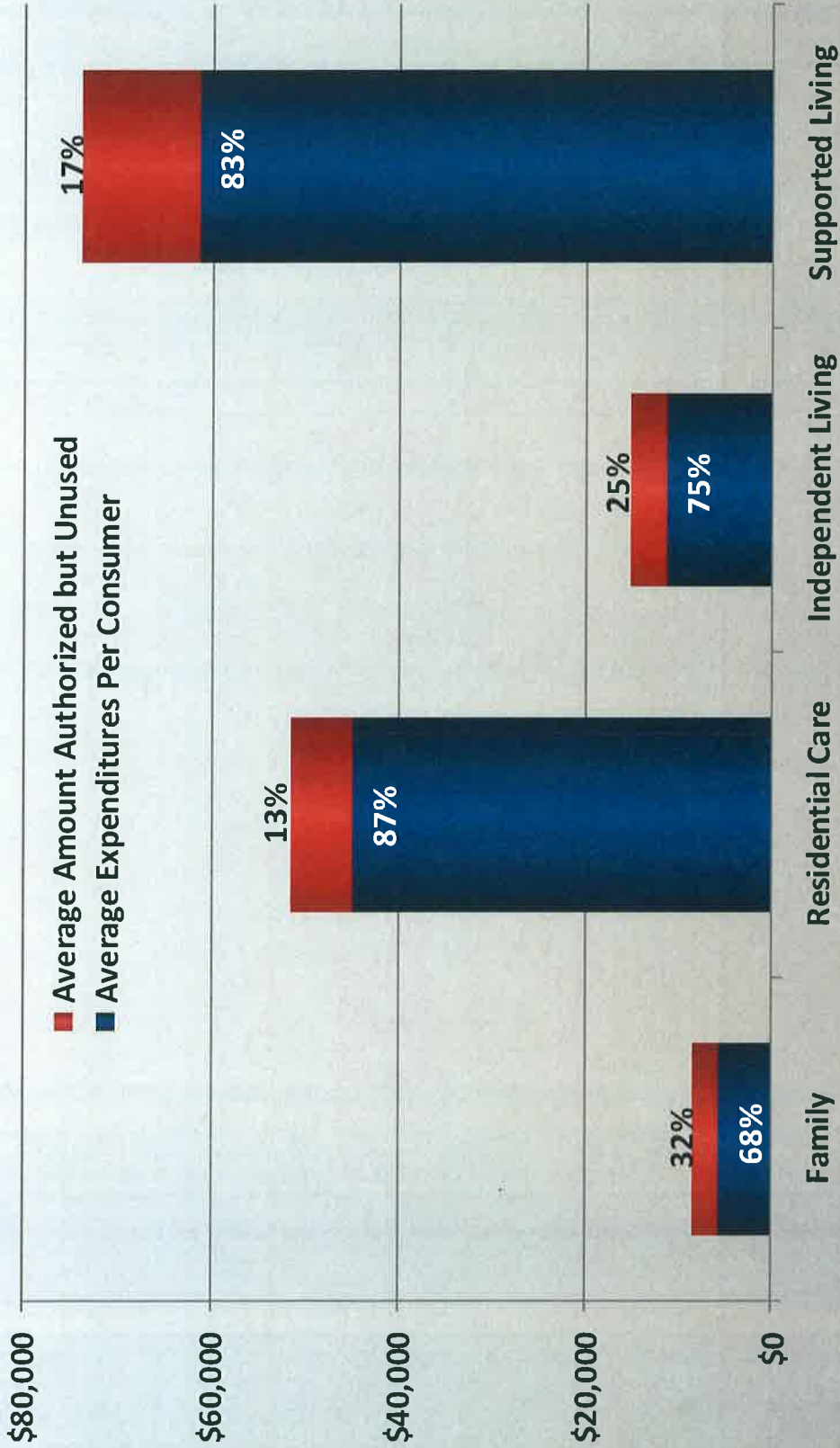
Annual Expenditures and Authorized Services by Language

Fiscal Year 2012-2013

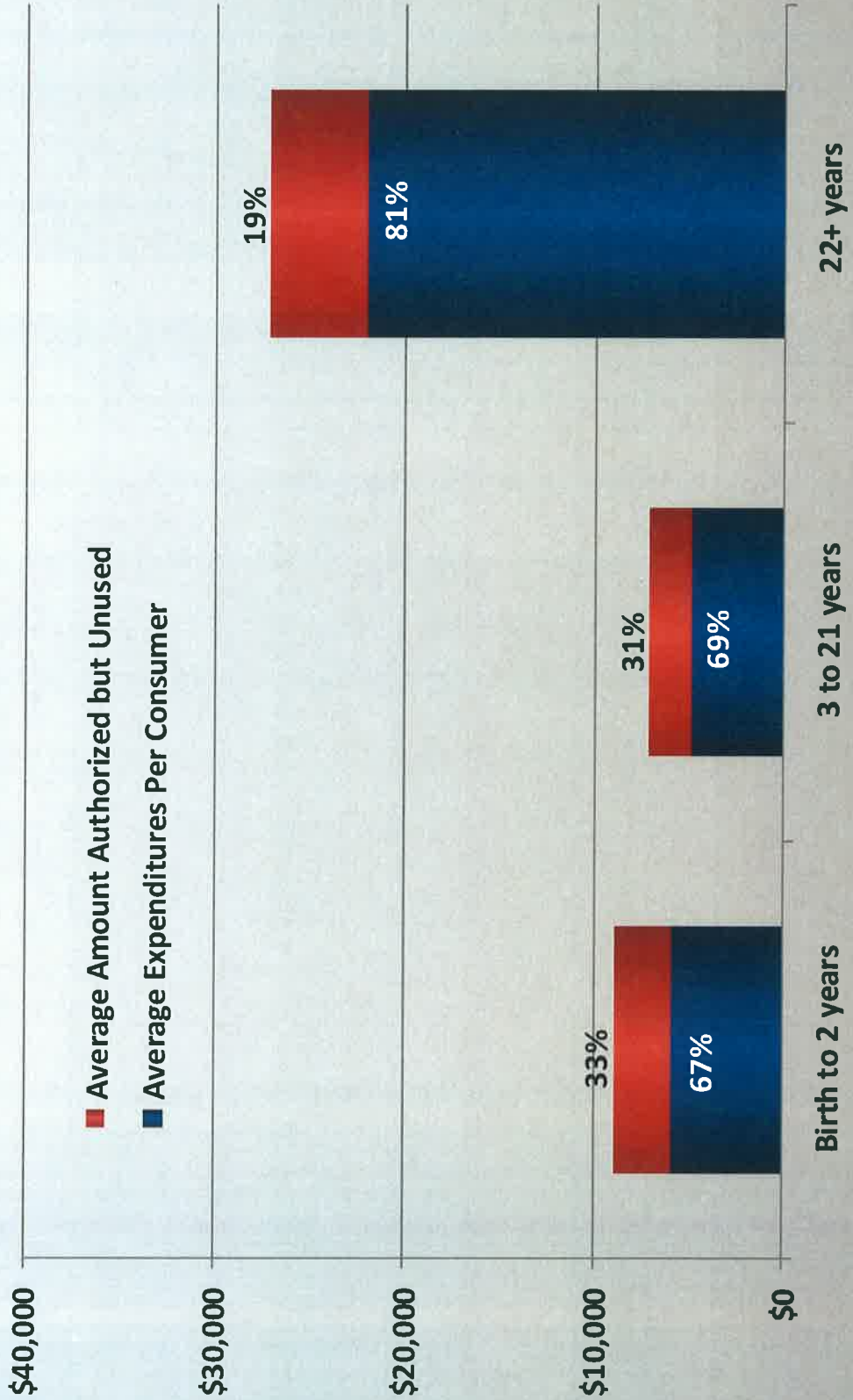


Annual Expenditures and Authorized Services by Living Arrangement

Fiscal Year 2012-2013

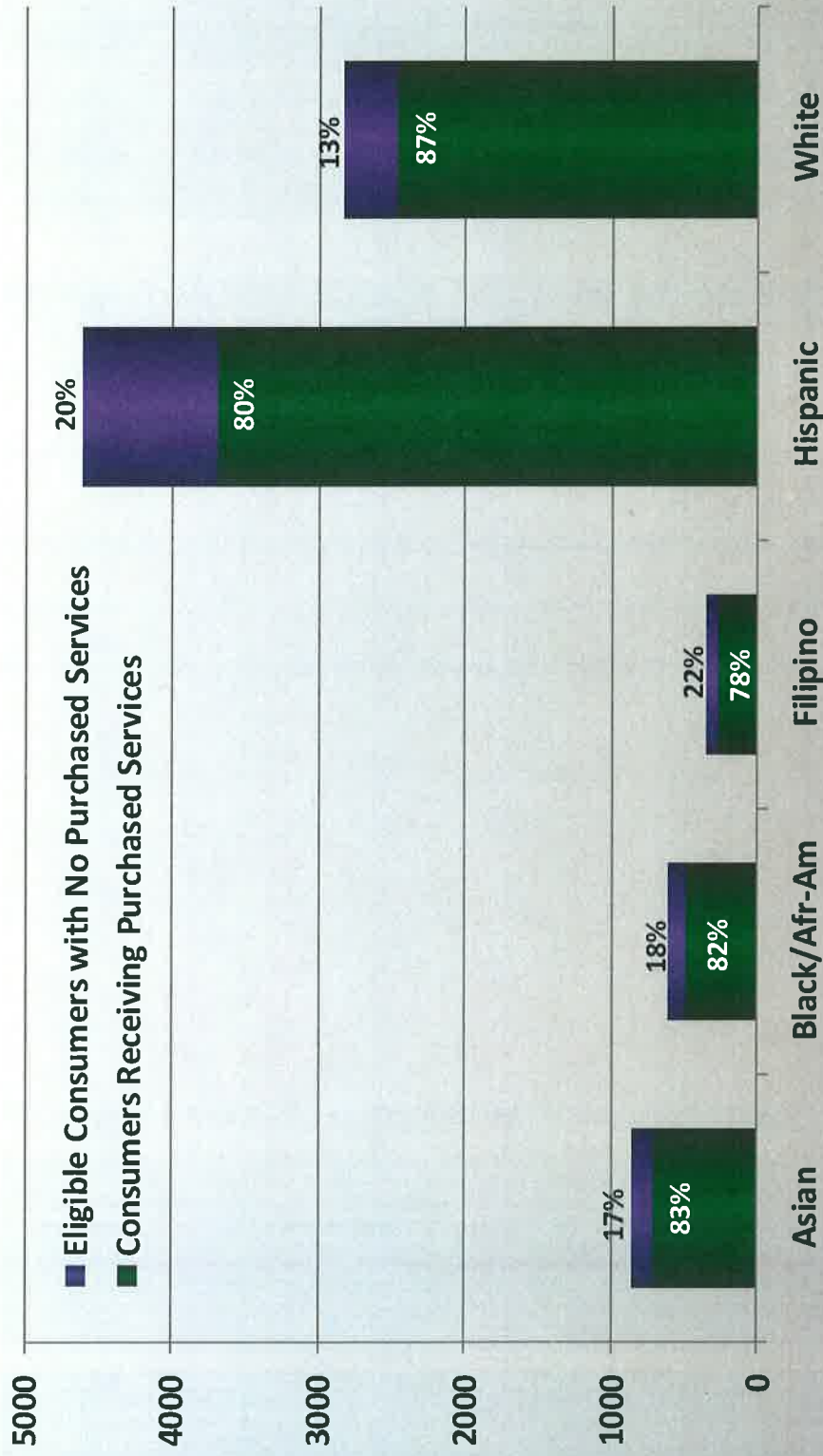


Annual Expenditures and Authorized Services by Age Fiscal Year 2012-2013



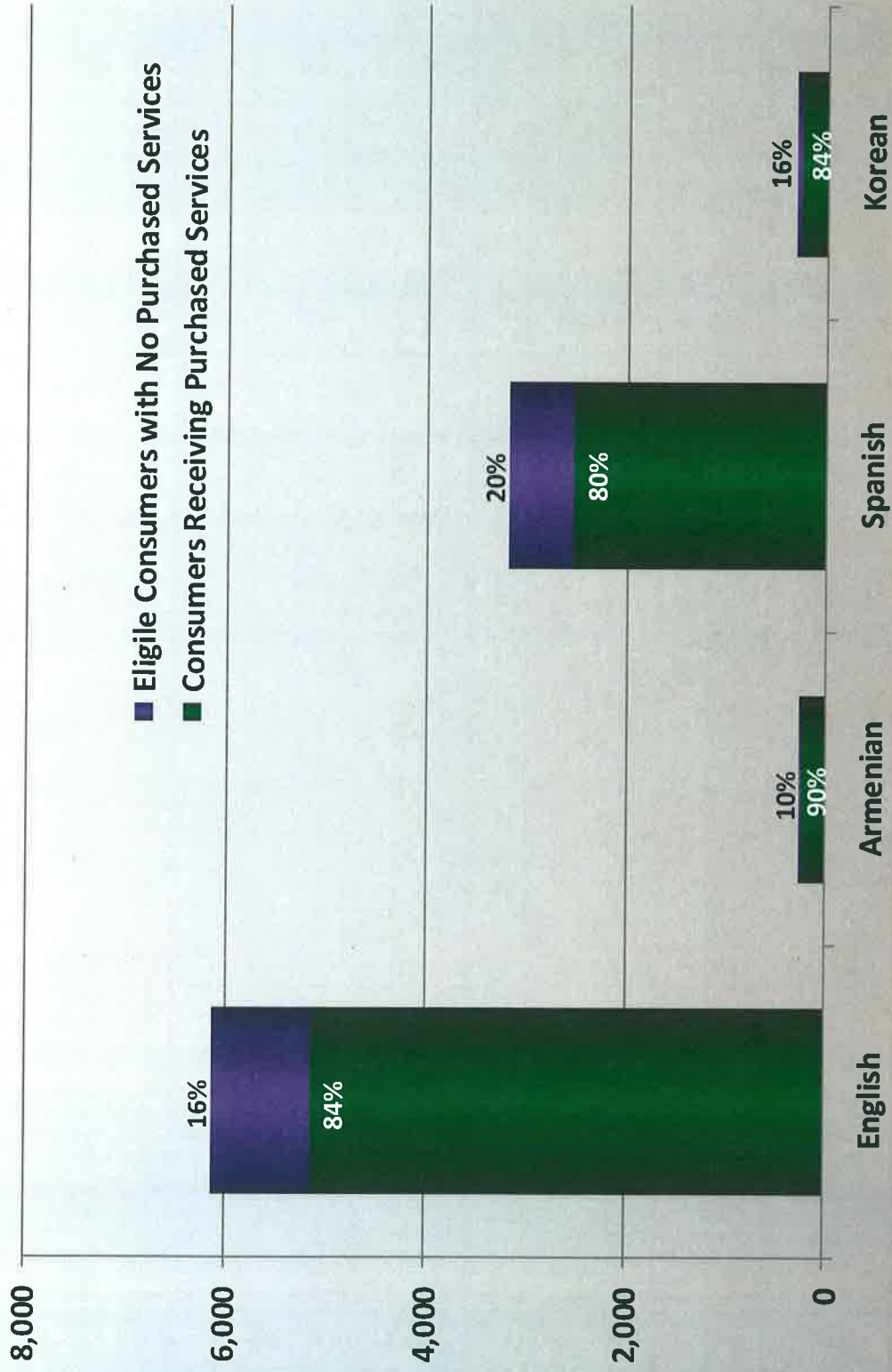
Consumers with No Purchased Services by Ethnicity

Fiscal Year 2012-2013



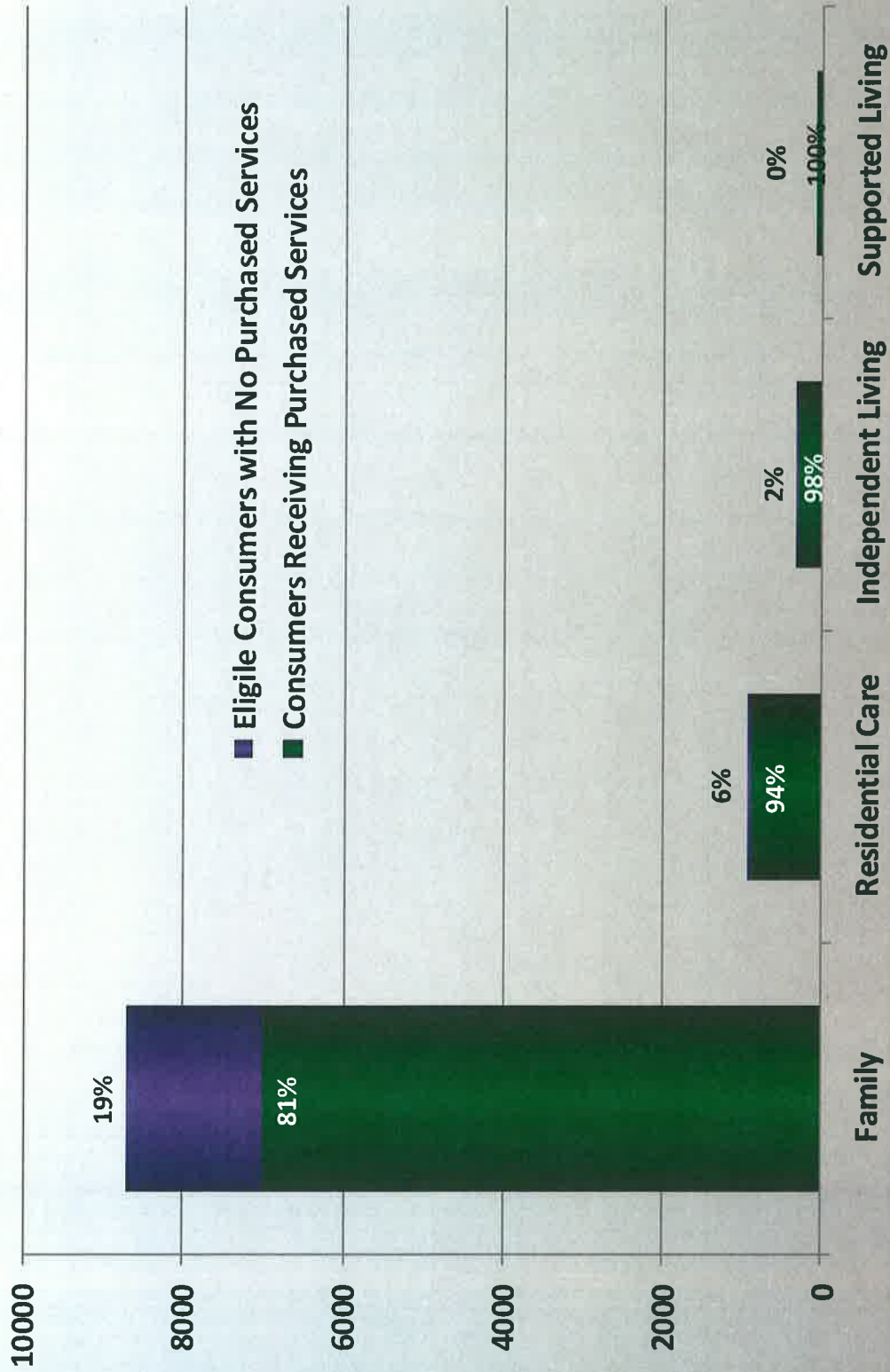
Consumers with No Purchased Services by Language

Fiscal Year 2012-2013

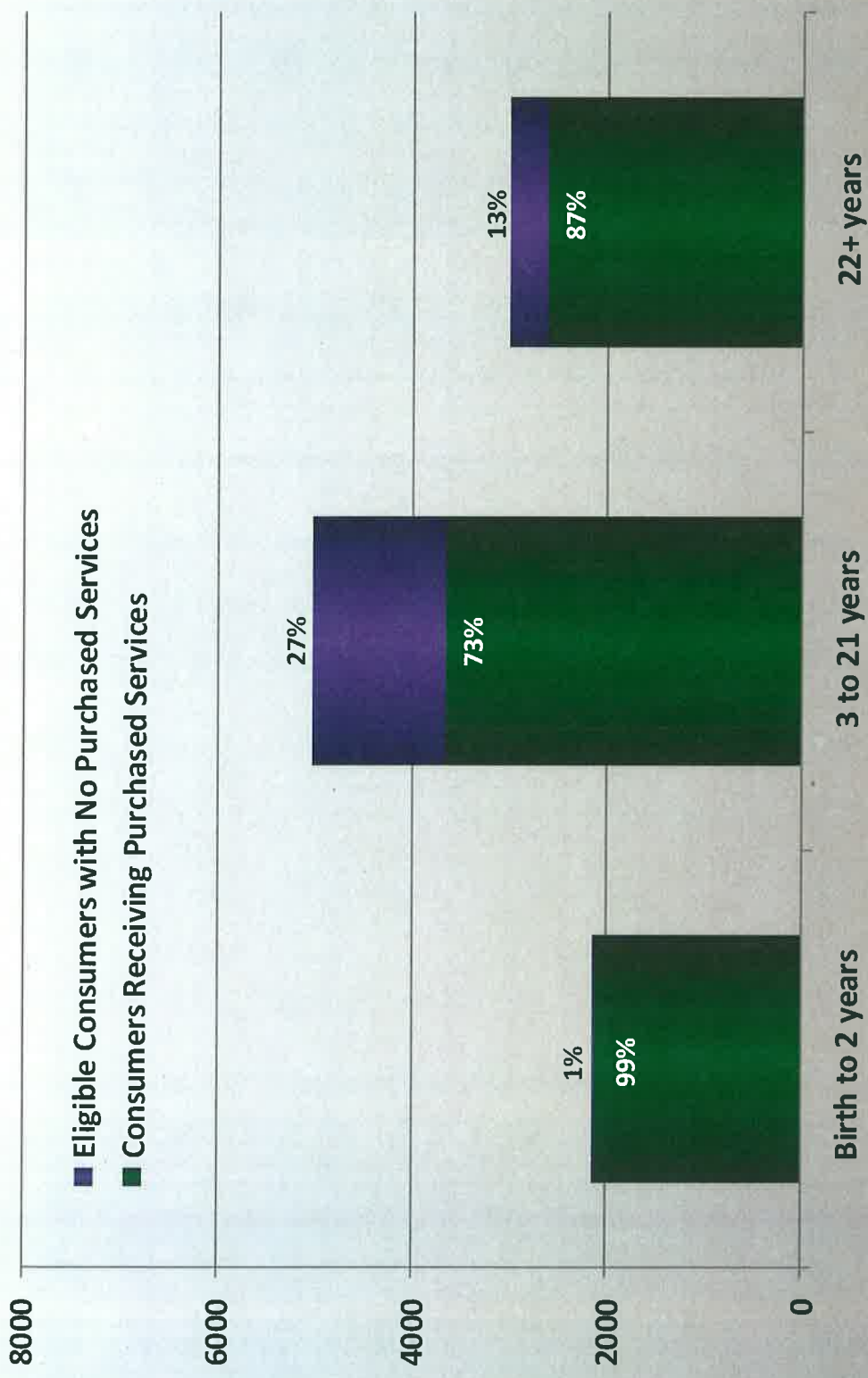


Consumers with No Purchased Services by Living Arrangement

Fiscal Year 2012-2013



Consumers with No Purchased Services by Age Fiscal Year 2012-2013



Tratando de Comprender Los Datos

- Las disparidades existen si sencillamente miramos los números.
- Sin embargo, los números no significan que no se satisfacen las necesidades individuales, son proveídas 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 todavía no entendemos todas las razones; necesitamos aprender mas.

Un Modelo Para La Compra De Servicios

- Todos los servicios que el centro regional compra son basados en los reglamentos de fondos. Estos reglamentos son desarrollados de acuerdo con las leyes y regulaciones actuales, y son aprobadas por la Junta Directiva del Centro y el Departamento de Servicios de Desarrollo. Los reglamentos están disponibles en nuestro sitio de internet.
- Las compras de servicios son basadas en el IPP desarrollado entre el cliente/familia y el centro regional.
- El cliente/familia puede apelar cualquier decisión hecha por el centro regional relacionada con la compra o no compra de servicios.

¿Que Hemos Aprendido?

- Si un cliente vive en casa con su familia o fuera de casa varia, dependiendo en la etnicidad del cliente.
- Vivir fuera de casa es mas costoso que vivir con la familia.
- La mayoría de adultos Afro-Americanos y blancos viven fuera de casa, lo cual resulta en costos mas altos.

¿Que nos dicen los Coordinadores de Servicio?

- ▶ Las familias necesitan enfocarse en superar su situación económica.
- ▶ Algunos les falta transportación para llegar a los servicios.
- ▶ Algunas familias rechazan los servicios porque no quieren que extraños visiten sus hogares.
- ▶ Algunas familias vienen se países de origen donde el gobierno no presta servicios, por lo tanto tienen bajas expectativas.
- ▶ La situación legal puede hacer que algunas personas desconfían de los servicios.

¿Que nos dicen las familias?

- Están de acuerdo con los coordinadores de servicios, pero agregaron lo siguiente:
- Probablemente no cuestionan a las figuras de autoridad; los padres esperan que un profesional exprese alguna preocupación acerca del desarrollo del niño.
- Es mas común vivir en familia multi-generacional que en otras culturas.

Compromiso de Lanterman

- Empleamos a coordinadores de servicio bilingües
 - 84% son bilingüe
 - Empezamos a traducir los IPP's al idioma primario de la familia
- Traducimos la mayoría de materiales impresos en Español; algunos en Coreano y Armenio
- Ofrecimos entrenamientos en Español y otros idiomas
- KYRC tiene materiales en Español y Coreano; también algunos en Japonés
- Tenemos Campaneros de apoyo que hablan Armenio, Japonés, Coreano, Ruso, Tagalo, Español and Ingles
- Tenemos grupos de apoyo para diferentes idiomas

¿Que Estamos Haciendo?

- Estamos desarrollando entrenamiento sobre la Competencia Cultural para nuestros empleados igual que miembros de la Junta Directiva
- Proyecto de Promotora – Usando miembros de la comunidad especialmente entrenados para asistir a las familias asesar servicios
 - 2 Promotoras
 - 52 familias de la unidad Edad Escolar

Proyecto de Promotora

- Empezaron a contactarse con familias en Enero
- Obstáculos de Comunicación
 - Teléfonos celulares compartidos entre múltiple familias
 - comunicación telefónica sin éxito
 - Cambio de direcciones no al corriente con el centro regional
 - Monolingüe- Idioma de Dialecto
 - Falta de entendimiento del idioma en Español (leer/escribir/entender)
- Obstáculos de Transportación
 - Viajar con múltiple niños, algunos con necesidades especiales de movilidad
 - Las tarifas de MTA fares, no solamente para el cliente, pero también para el pariente y hermanitos es muy costo para algunas familias
 - La falta de cuidado de niños par non-LRC clientes para tener el tiempo, viajar, etc. par citas requeridas par el cliente LRC es muy difícil

Actividades de las Promotoras

- **Entrenamiento y apoyo para que las familias tengan acceso a recursos genéricos**
 - Como aplicar
 - Que información es necesaria
 - Como llegar y cumplir con la cita y los requisitos necesarios
- **Proveer mas explicación sobre como tener acceso a los servicios**
 - Explicaciones detalles y repetición

Historias

- **Algunas familias rechazan el servicio de respiro porque no se sienten cómodos con extraños en sus hogares cuidando a sus hijo/a**
 - Falta de completar al proceso de Conversión para Respiro, pero ahora con la ayuda de la Promotora la familia puede empezar de nuevo
- **Han ayudado algunas familias con servicios de Access**
- **Han conectado a una familia con una Promotora que habla su dialecto específico**
 - Ahora la familia esta conectada con un recurso en su comunidad que entiende su misma cultura de su país de origen