



April 2, 2015

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.

Lanterman conducted three community meetings, one in Spanish (3/9/15), Korean (3/13/15), and English (3/25/15). 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,

Melinda Sullivan
Executive Director

Enclosures

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 9, 2015 in Spanish at 9:30 a.m.
- Friday, March 13, 2015 in Korean at 10:00 a.m.
- Wednesday, March 25, 2015 in English at 7 p.m.

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:

- *Lunes, 9 de marzo de 2015 en español a las 10 a.m.*
- *Viernes, 3 de marzo 2015 en coreano a las 10 a.m.*
- *Miércoles, 25 de marzo de 2015 en inglés a las 7 p.m.*

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, como fueron por primera vez el año pasado, 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:

Lanterman Regional Center
3303 Wilshire Blvd.
Suite 700
Los Angeles, CA 90010

Due to security reasons, access to the building requires that all visitors carry a picture ID.

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.

Frank D. Lanterman Regional Center

Community Meeting

Date: March 9, 2015

Name	Client	Parent / Family Member	Community Member	Lanterman Staff	Service Provider
Sam Suzuki				X	
Lorenzo Hernandez				X	
Bertha Ruiz	2				
Zulma Mena		✓			
Janeth Morales		✓			
Gabriela Romero	1	✓			
Mónica Gordillo	2	✓			
Dora Alicia Orellana	1	✓			
Miriam Jimenez		✓			
Ricardo Honorato		✓			
Rocio Martínez	1	✓			
Esperanza Bañuelos	1	✓			
Elizabeth Acosta	1	✓		X	
Zoila Ramirez	1	✓			
Eliana Rivas	1	✓			

Frank D. Lanterman Regional Center

Community Meeting

Date: March 13, 2015

Name	Client	Parent / Family Member	Community Member	Lanterman Staff	Service Provider
AMY KIM		✓			
Jame du man				✓	
Evie Jung				✓	
Hannah Liddell OCRA					✓
Kendra McWright OCRA					✓
Jo Kim		✓			
Linda Au		✓			
Jo Kim Jojungim Kim		✓			
Rebecca Kim		✓			
Neeha Hwang				✓	
Yoo Sook Kim		✓			
Eun Hee Kim		✓			
Ellie Kim		✓			
Sung Yong Kim		✓			
		✗			

Frank D. Lanterman Regional Center

Community Meeting

Date: March 25, 2015

	Name	Client	Parent / Family Member	Community Member	Lanterman Staff	Service Provider
	Spineuz					
	Julissa Riuode		✓			
	Hannah Liddell OCRA					✓
	MARK NIGGINS		✓			
	Anulo Gurji		✓			
	Ana E Villaverde de Rivas		✓			
	Brian Neumann		✓			
	Kelly White					
	al uarseen		✓			
	Rubi Saldana rubisaldana@gmail.com			✓		
	Maria Cruz mariacruz@gmail.com			✓		
	Martina Heller		✓			
	Karen Fryer					✓

Lanterman Regional Center

Expenditure Data

for Fiscal Year 2013-14

Public Stakeholders Meeting

March, 2015

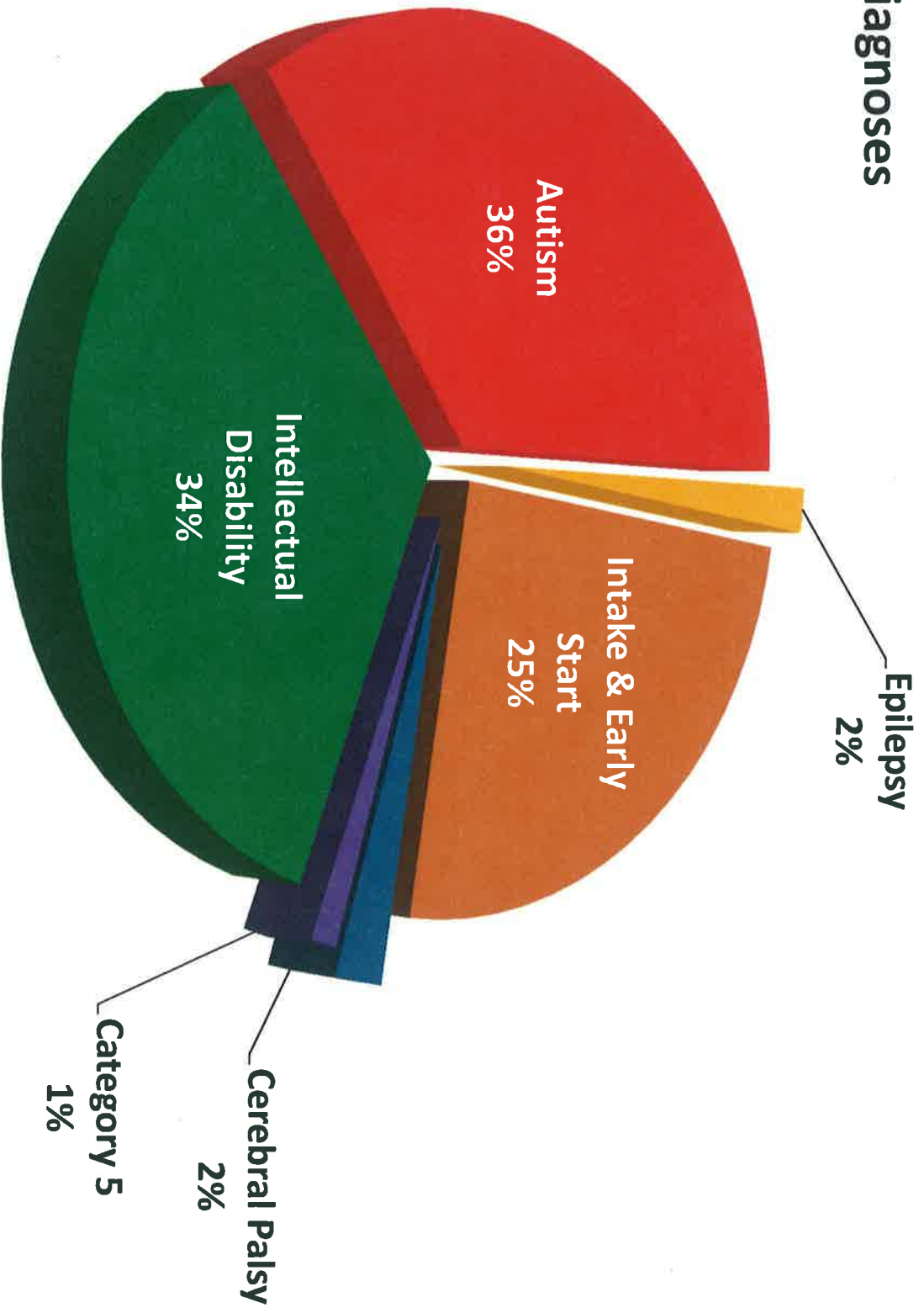
Why are We Here?

- 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

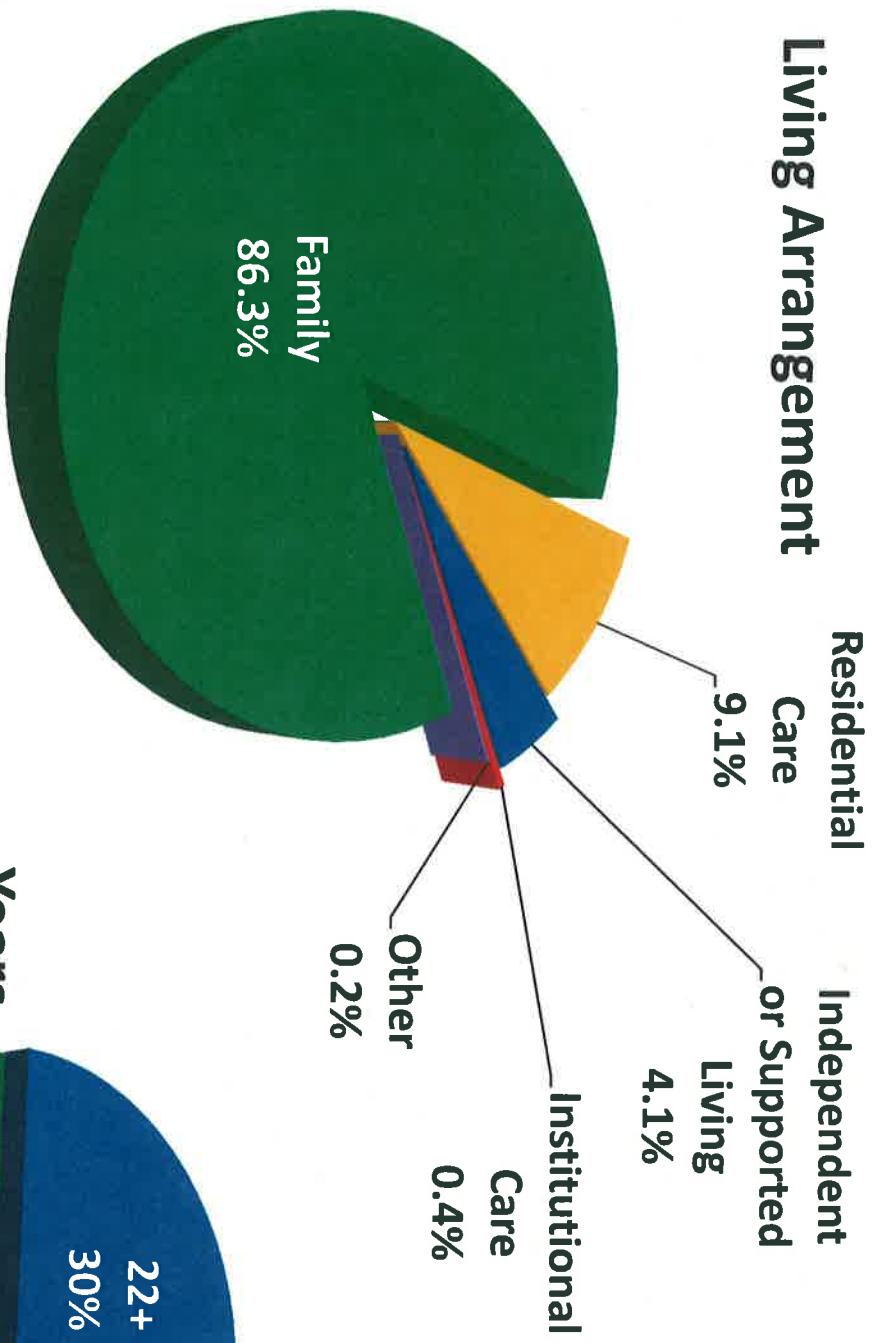
Who Are We?

- We are 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.
- Our Purchase of Service (POS) allocation in fiscal year 2013-14 was about \$111 million, out of a statewide total of \$3.8 billion.
- We have 105 Service Coordinators, of whom 89 are bilingual.

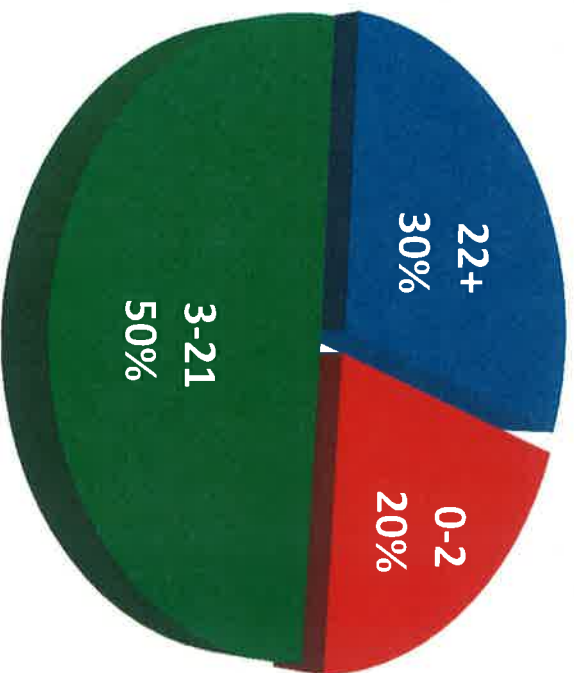
Diagnoses



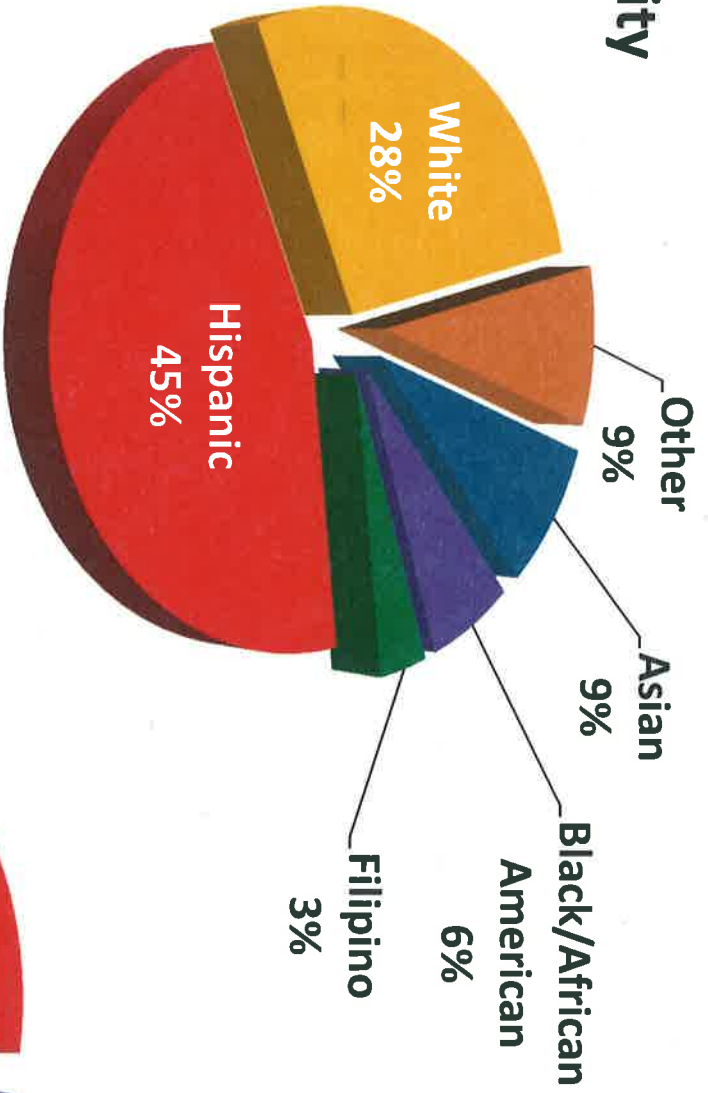
Living Arrangement



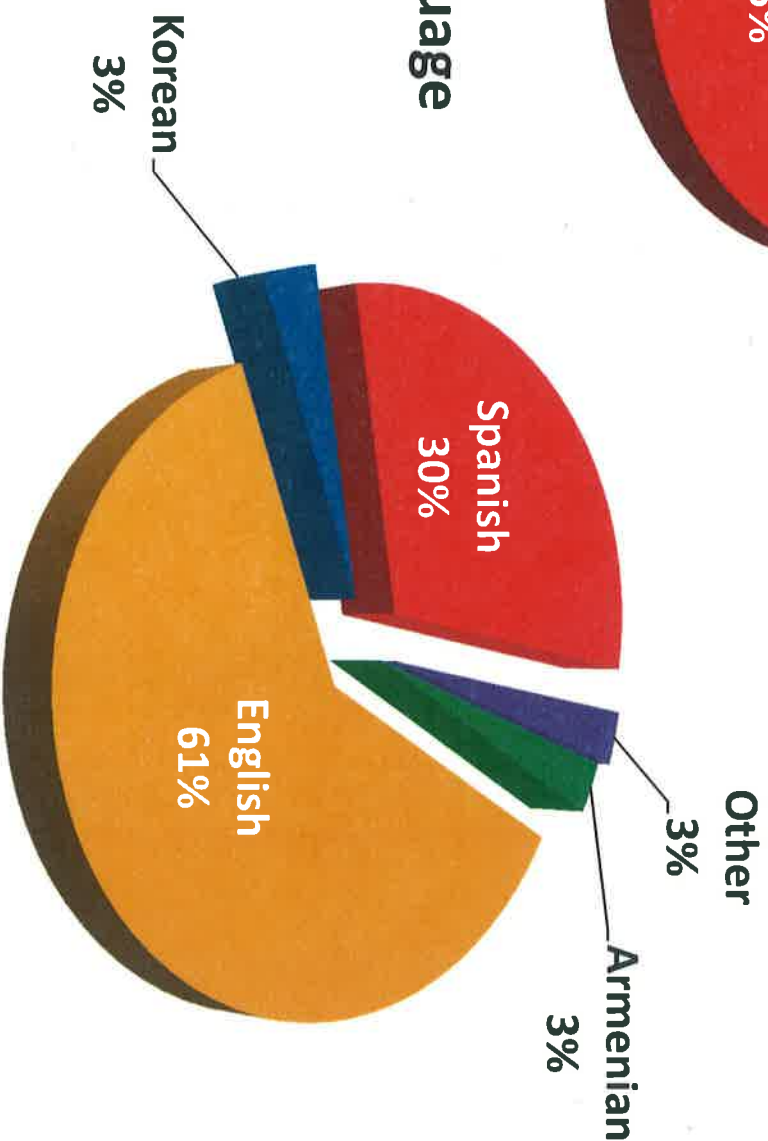
Years of Age



Ethnicity



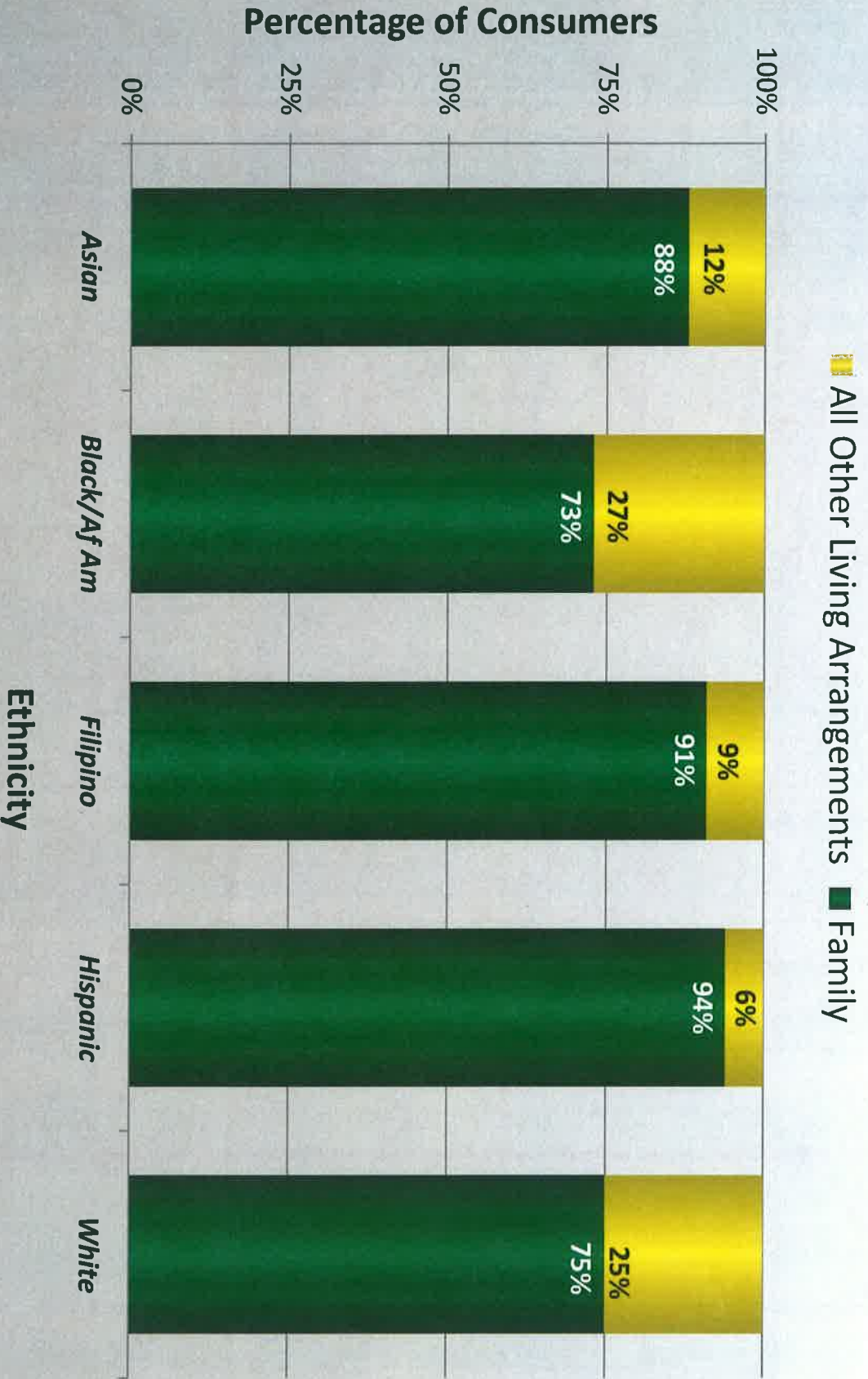
Language



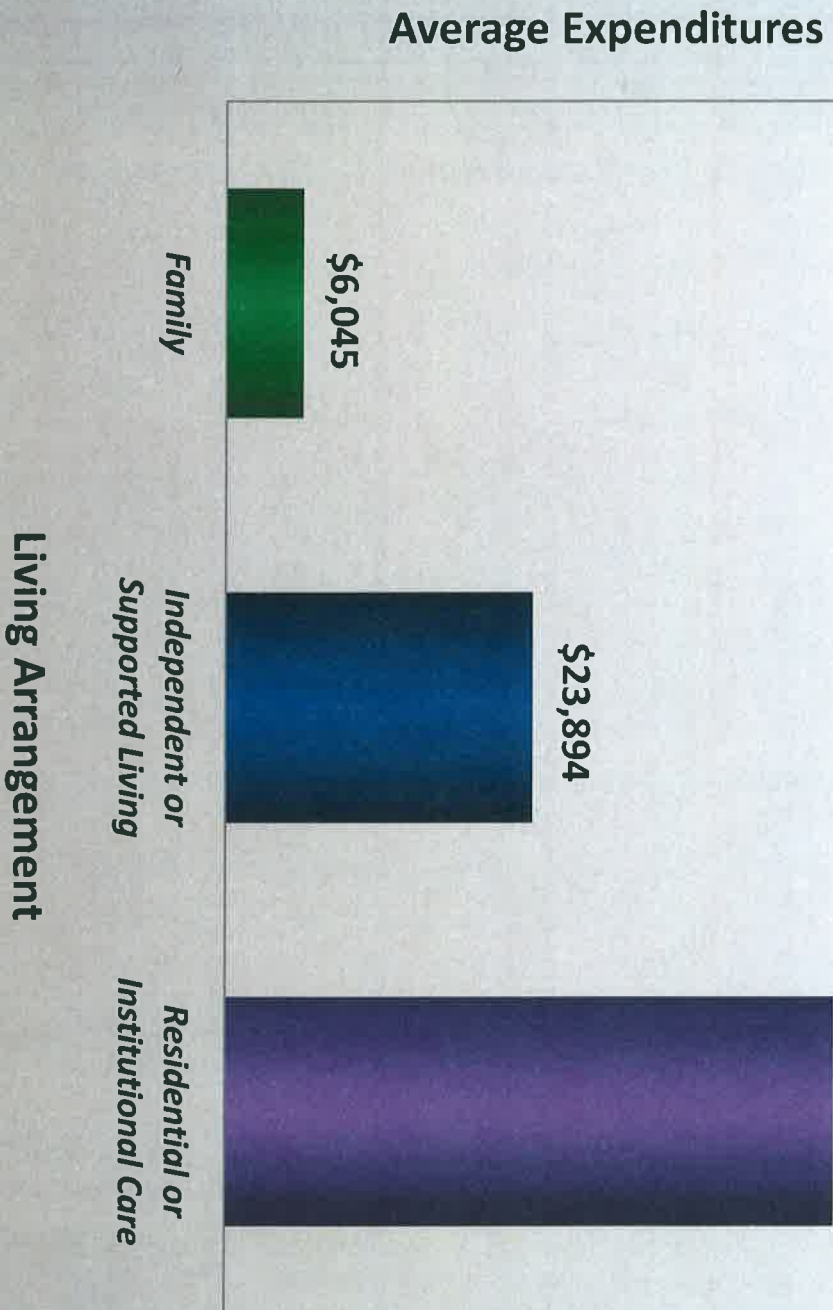
Data Limitations on Purchase of Services

- The following data are based on what we paid for services provided to clients between July 1, 2013 and June 30, 2014. 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.

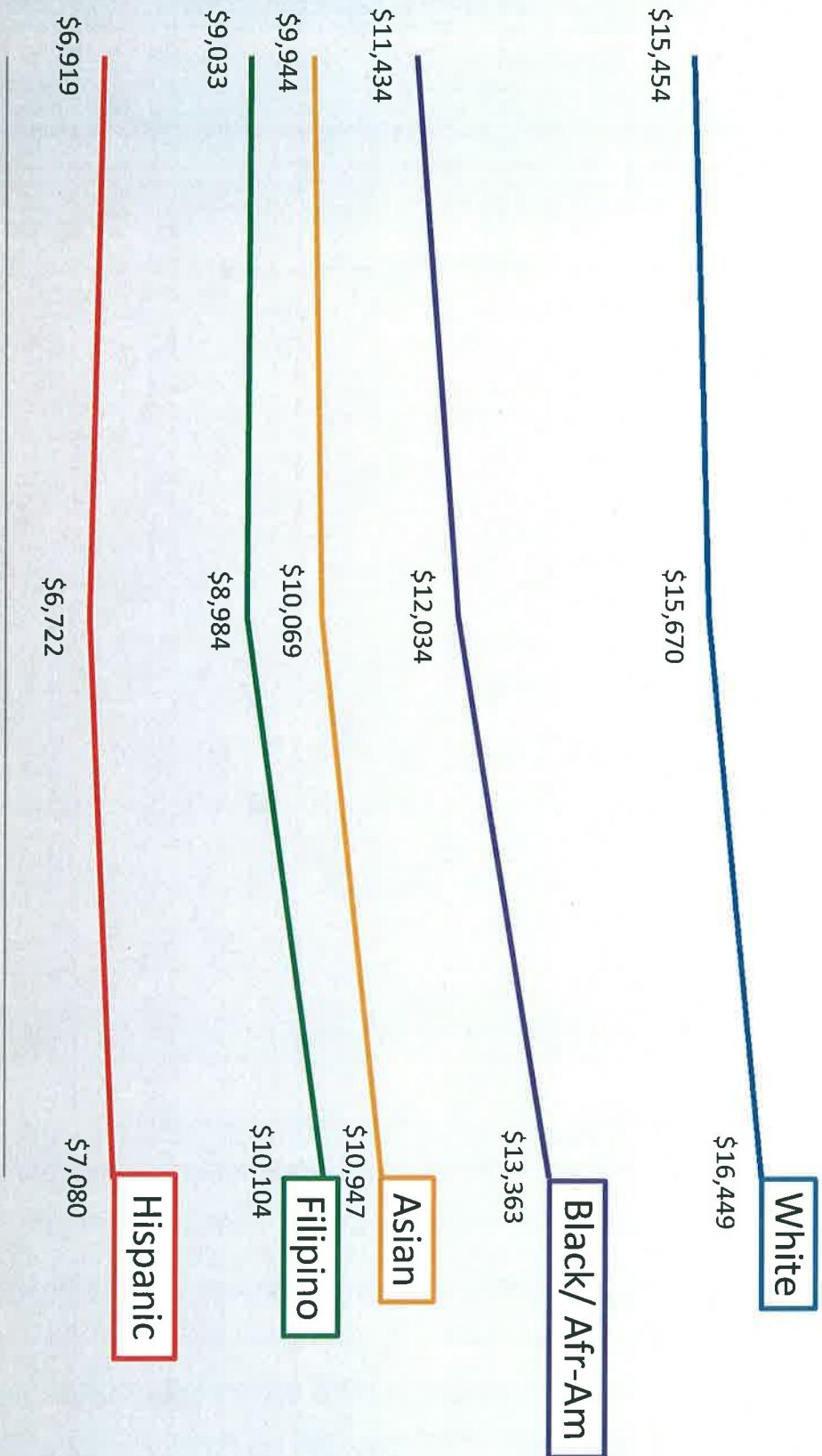
Living Arrangement by Ethnicity



Annual Expenditures per Consumer by Living Arrangement 2013-14 Fiscal Year



Average Expenditures per Consumer by Ethnicity Fiscal Years 2012 - 2014



Average Expenditures

2012

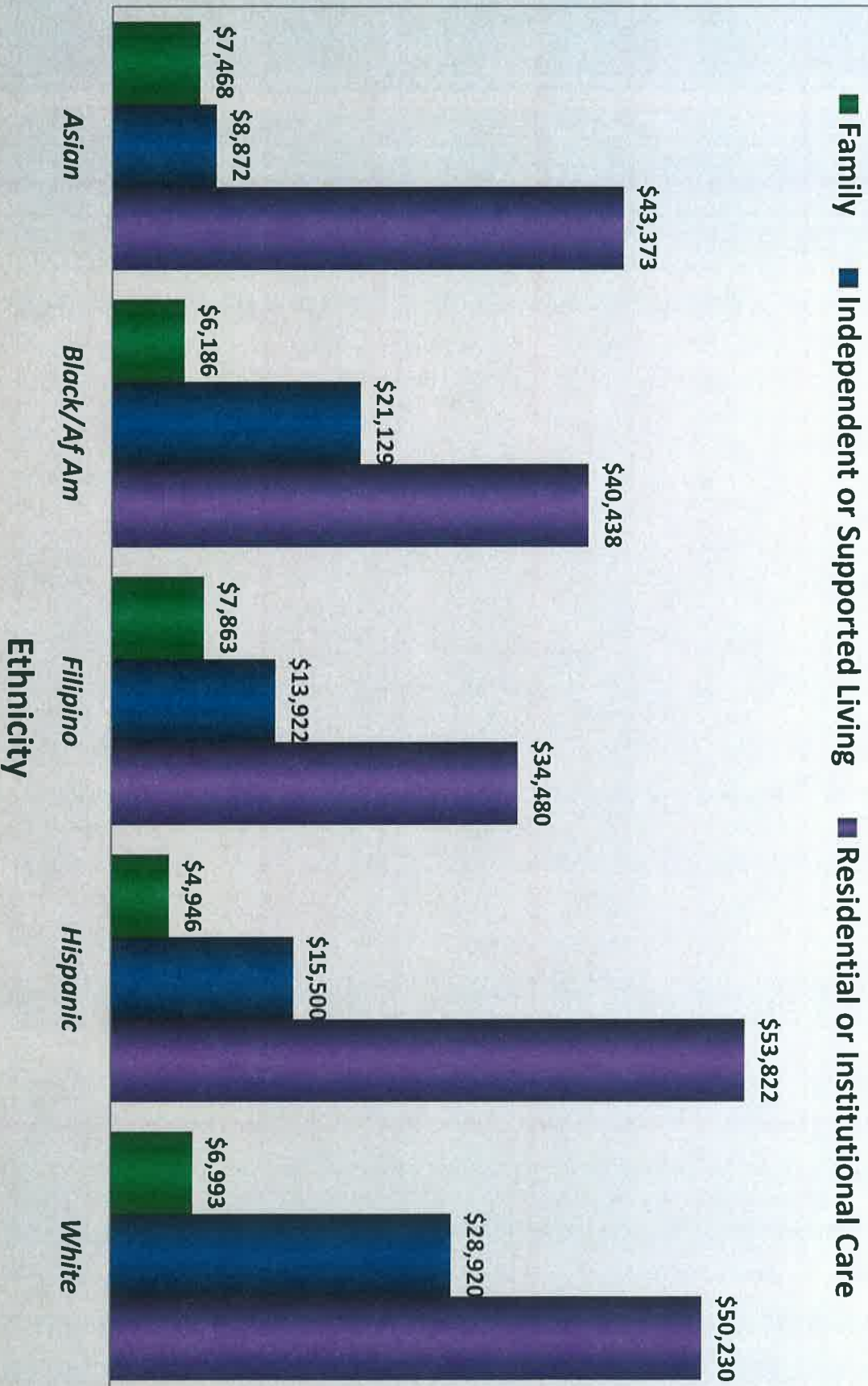
2013

2014

Fiscal Year

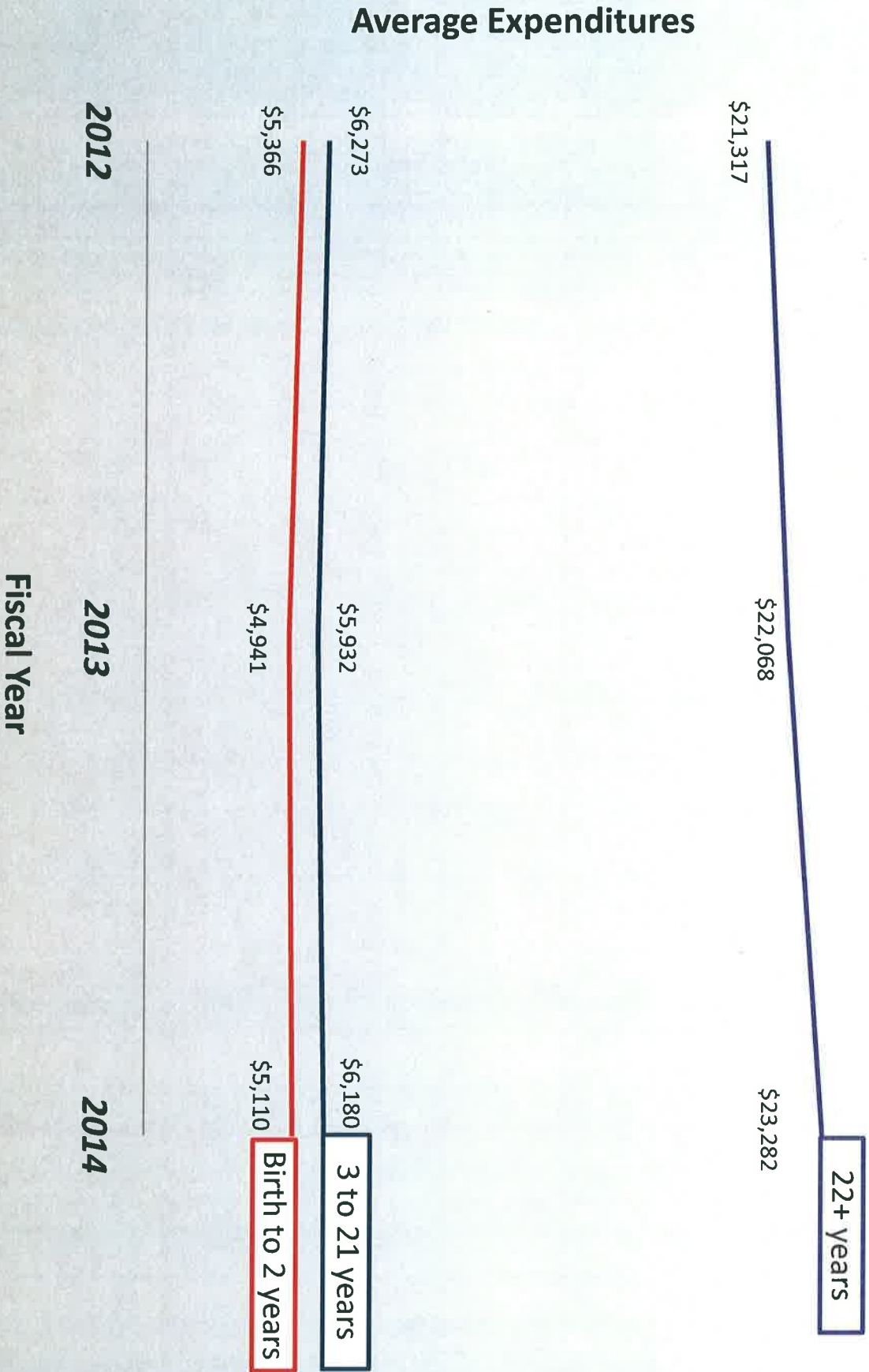
Average Expenditures per Consumer by Ethnicity and Living Arrangement 2103-14 Fiscal Year

Average Expenditures



Average Expenditures per Consumer by Age

Fiscal Years 2012 - 2014



Average Expenditures

2012

2013

2014

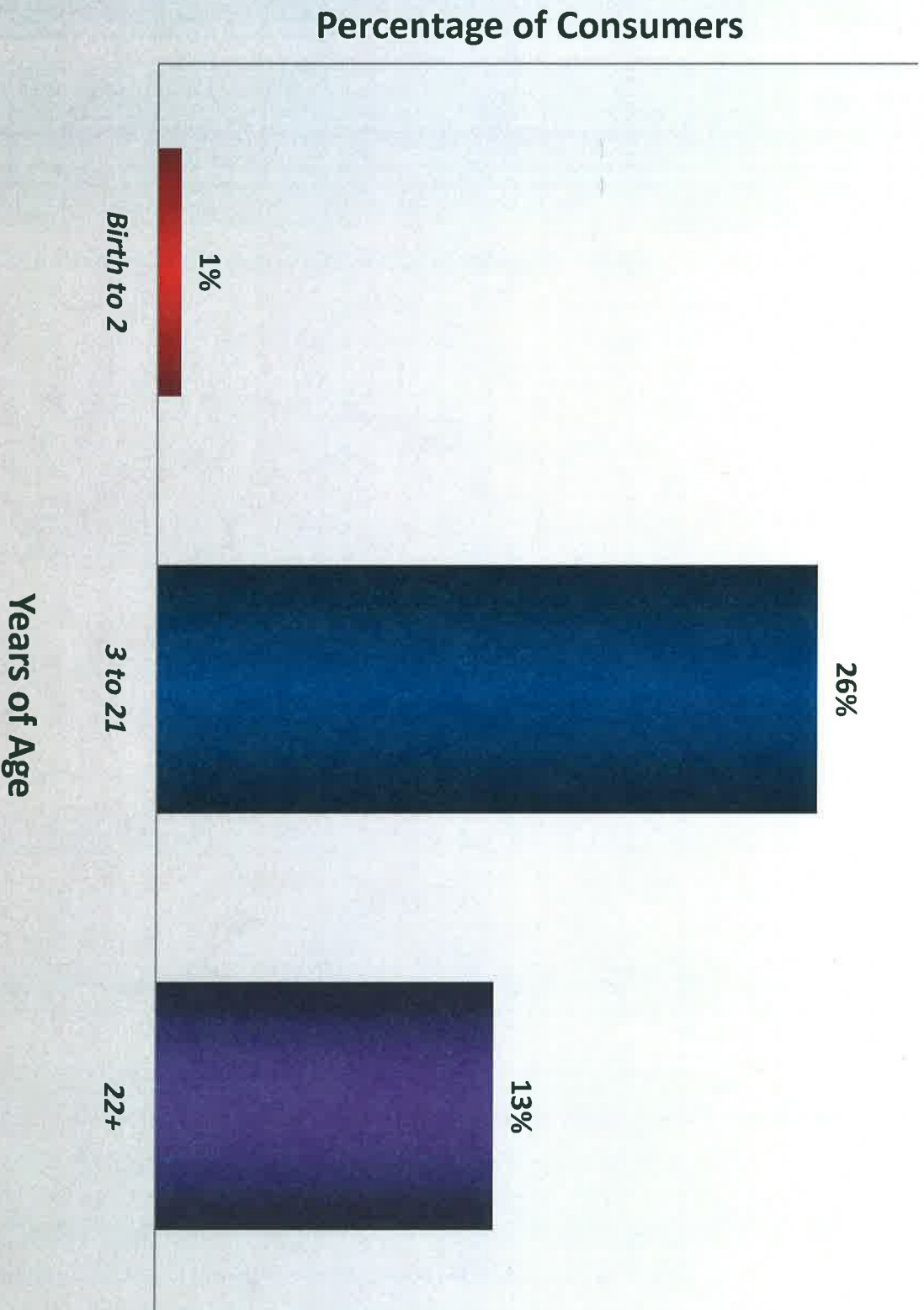
Fiscal Year

22+ years

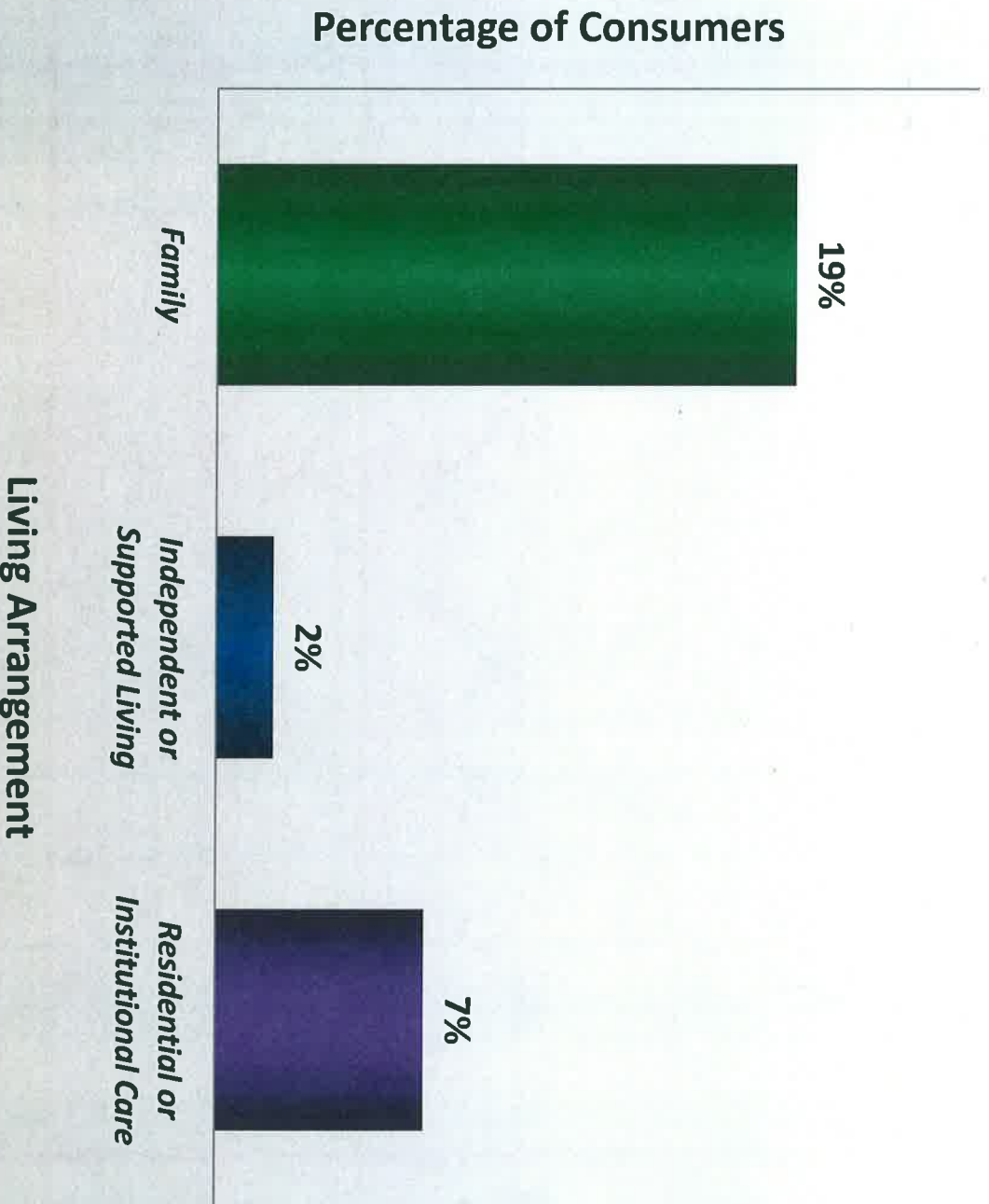
3 to 21 years

Birth to 2 years

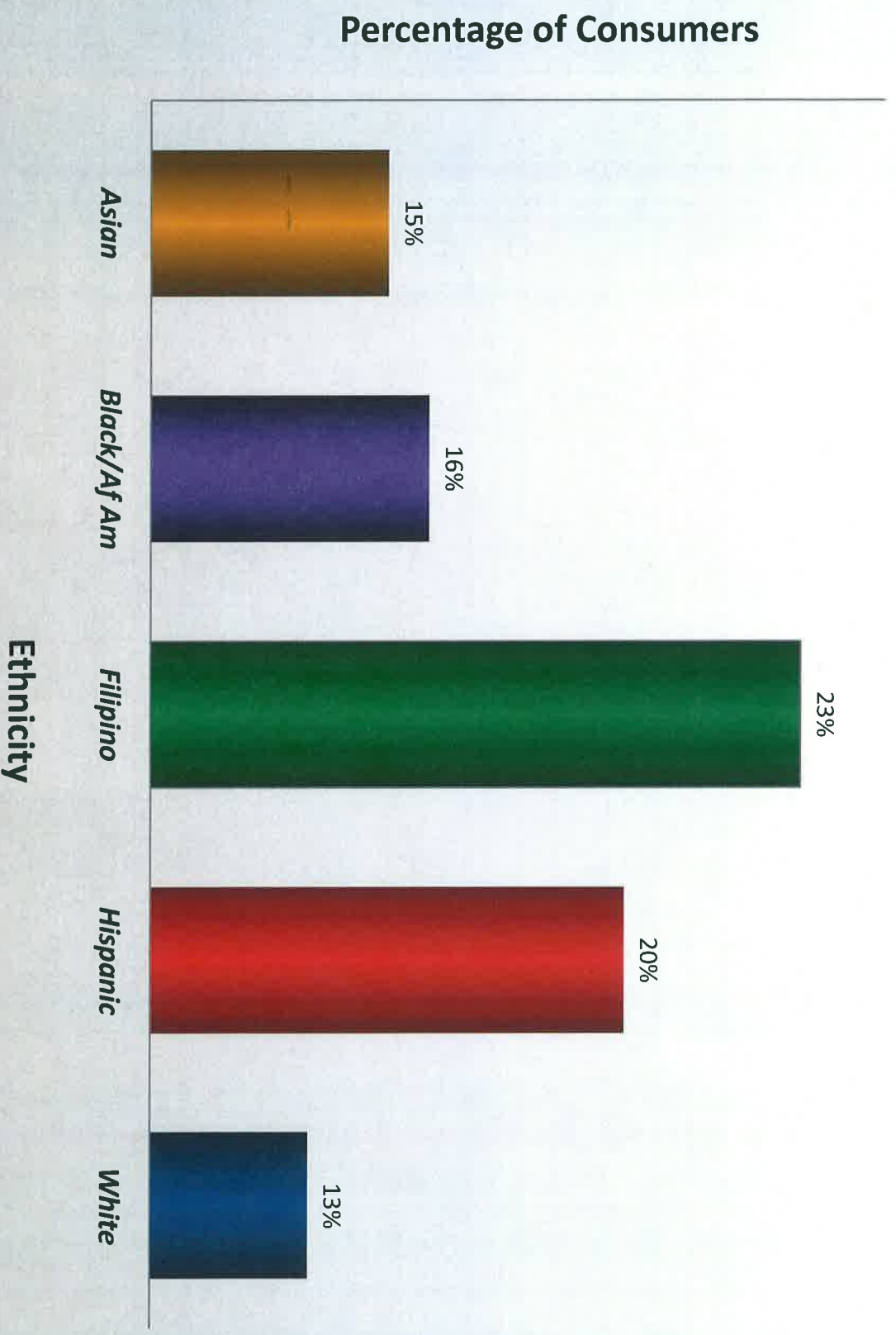
Percentage of Consumers with No Purchased Services by Age 2014 Fiscal Year



Percentage of Consumers with No Purchased Services by Living Arrangement 2013-14 Fiscal Year

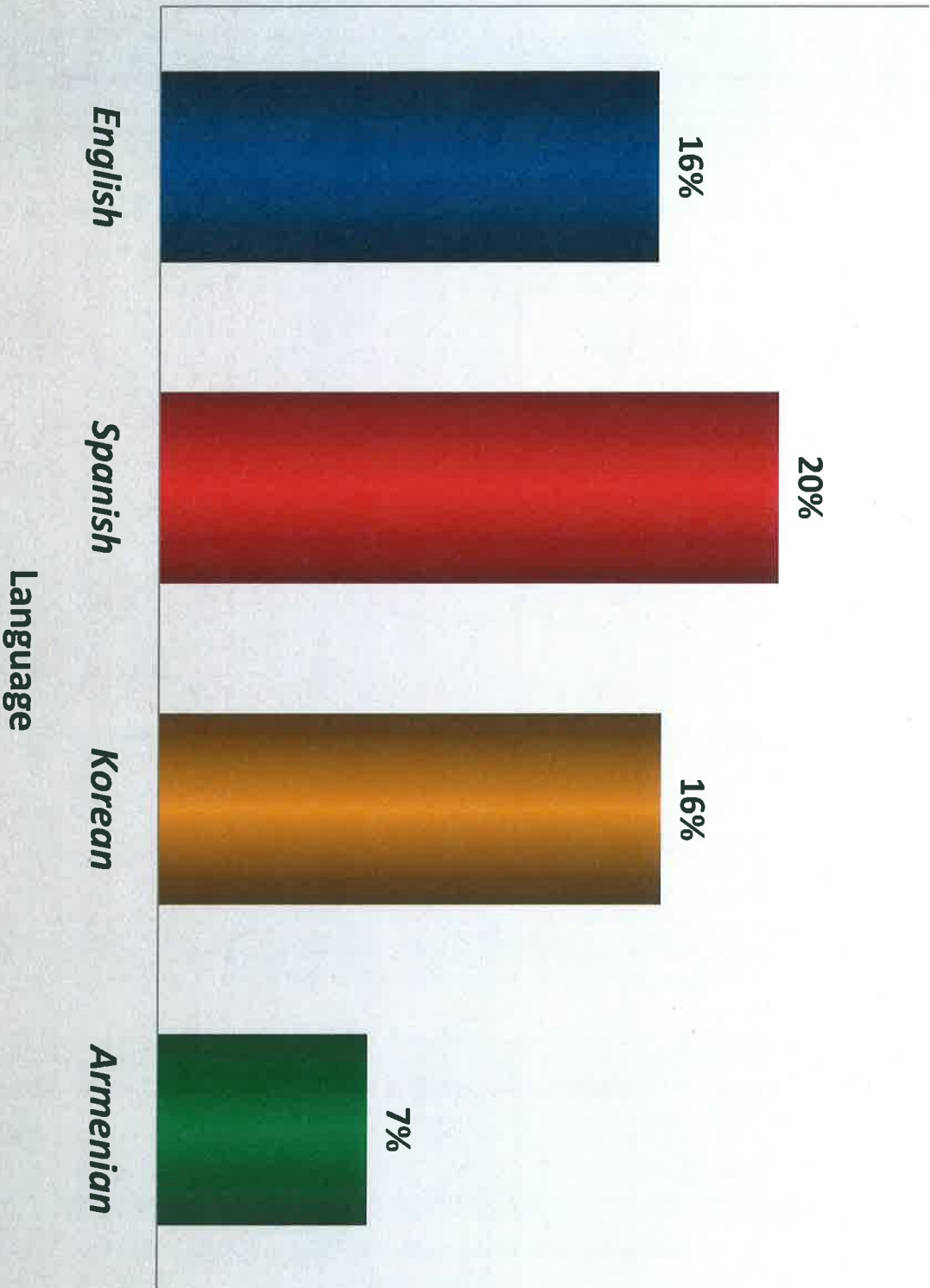


Percentage of Consumers with No Purchased Services by Ethnicity 2013-14 Fiscal Year



Percentage of Consumers with No Purchased Services by Language 2013-14 Fiscal Year

Percentage of Consumers



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.
- 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.

What Have We Learned?

- Where the client lives (at home with family or away from home) differs by the family's ethnicity
 - Living away from home is more costly than living with family
 - More African-American and White adults live away from home; this results in higher costs to the regional center for these clients

Why Families May Not Use Services

Service Coordinators and families tell 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.
- ▶ In many parents' home countries, the government does not provide services, so these parents have low expectations and may not ask for services.
- ▶ Legal status may make some people wary of asking for services.
- ▶ Some families may not question authority figures; parents wait for a professional to express concern about the child's development.

Our Commitment to Reducing Disparities

- 85% of our service coordinators are bilingual
- We translate IPP's into the family's primary language.
- We translate many print materials into a variety of languages.
- We provide group trainings in Spanish and other languages as needed
- The KYRC has materials in a variety of languages.
- Our Peer Support Partners speak Armenian, Japanese, Korean, Russian, Tagalog, Spanish as well as English
- We support language-focused support groups

Specific Activities aimed at Addressing Disparities

- Cultural Competency training for our staff and board members
- Promotora Project – Pilot project using specially trained peer partners to assist 52 families to access services

Lessons Learned from Promotora Project after One Year

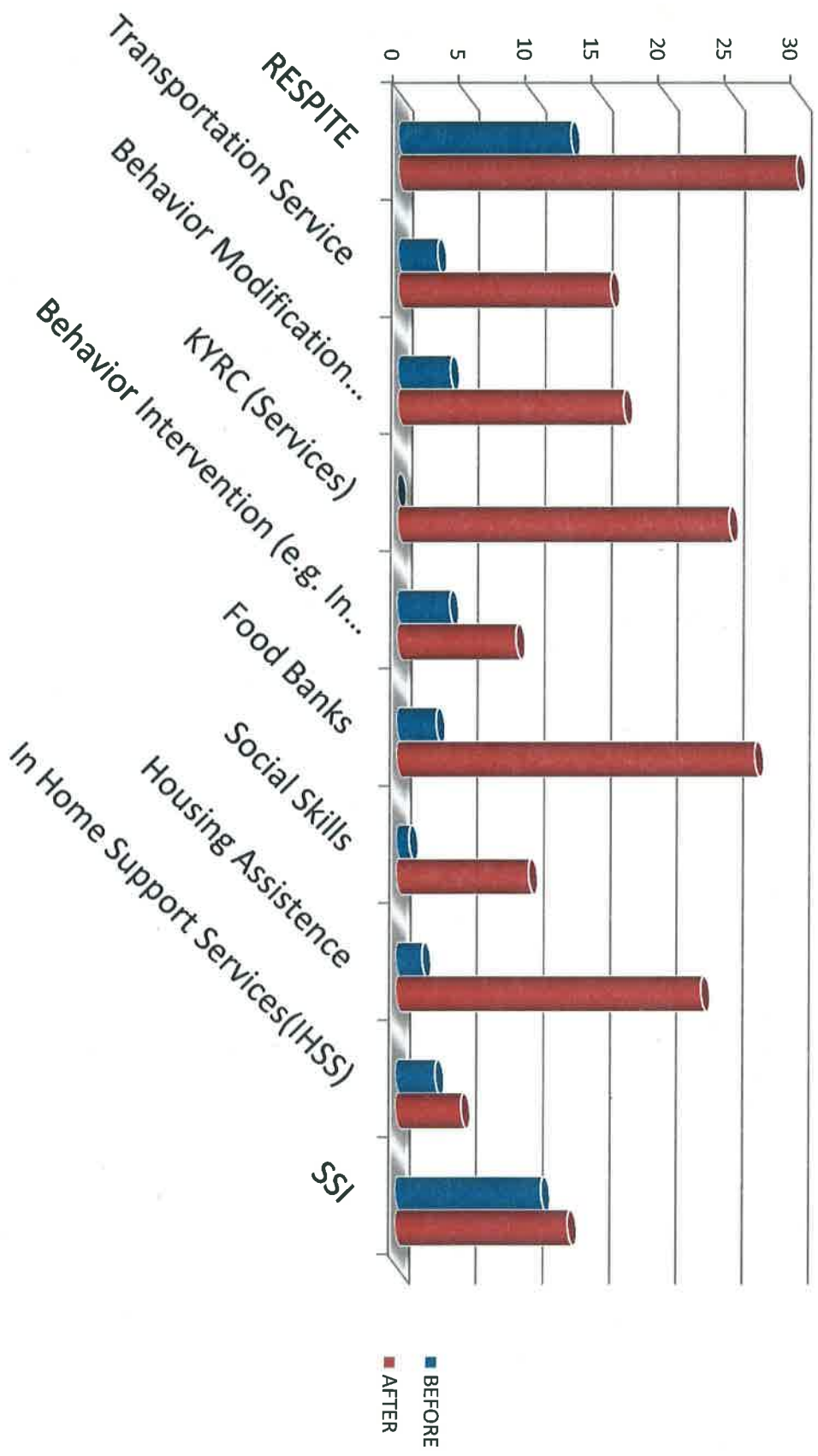
- Communication Barriers Affecting Service Use
 - Some families are not easily reached by phone.
 - Address changes are frequently not updated with the regional center
 - Some families speak a dialect and are unable to understand English or Spanish
 - Some families are unable to read even in their native language

Other Lessons Learned

- **Transportation Barriers Affecting Service Use**
 - Traveling with multiple children, some with special mobility needs: non- ambulatory, behavioral issues, etc.
 - MTA fares, not just for client, but also for parent and siblings
 - Child care for non-LRC client in order to allow parent to take client to appointments

Success Stories

Service Utilization at Intake and After One Year

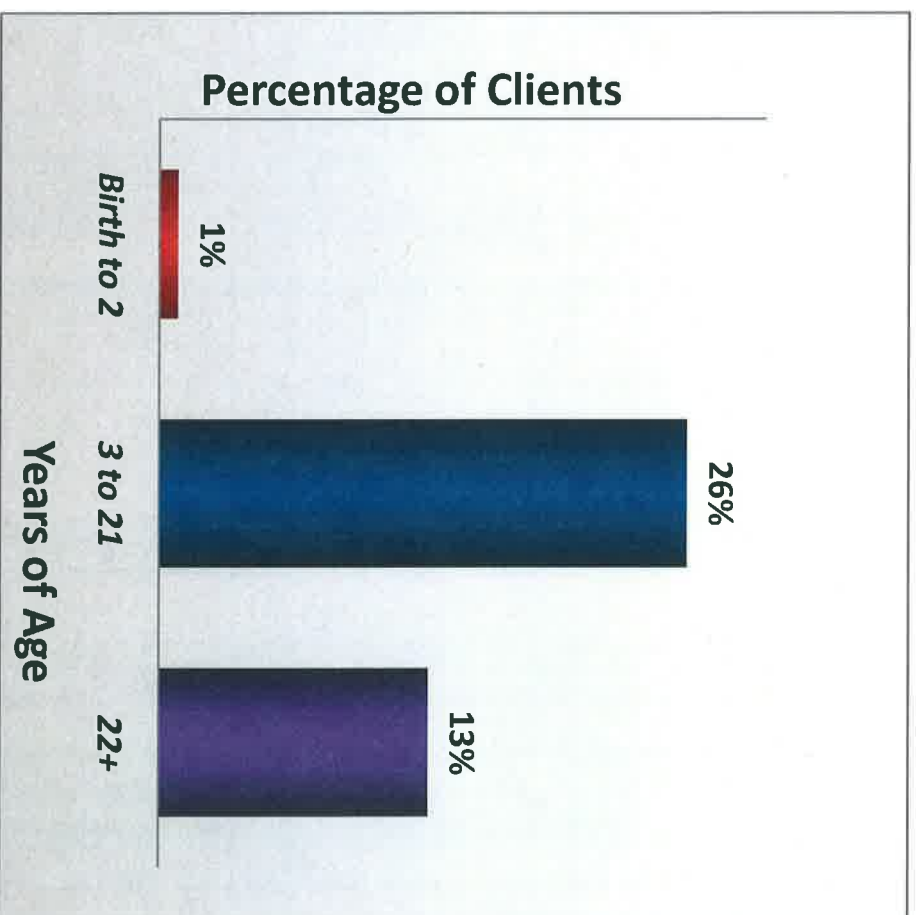


Next Steps?

We are planning two additional activities to help us learn more about the 13% of clients over age of 22 who receive no purchased services

1. A focused audit
2. A focus group with some of these individuals to ask them whether their needs are being met

- **Percentage of Clients with no Purchase of Services by Age**



Comments

Centro Regional Lanterman

Data de Gastos

Para Año Fiscal 2013-14

Junta Para La Comunidad

Marzo, 2015

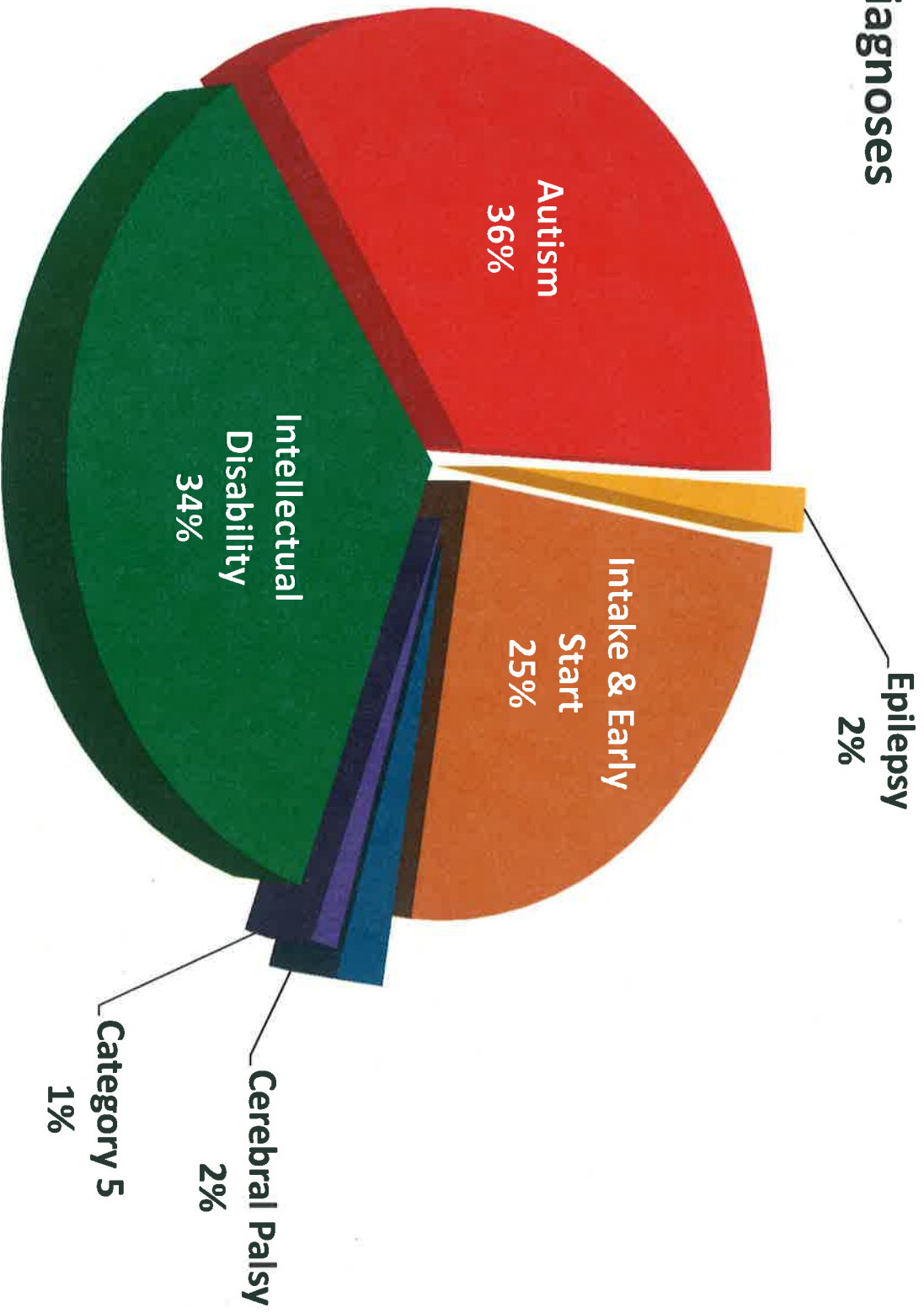
¿Porque Estamos Aquí?

- 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 (de cada año)
- Tenemos la obligación de tener una junta publica con respecto a los datos dentro de tres meses siguientes a la publicación de los datos

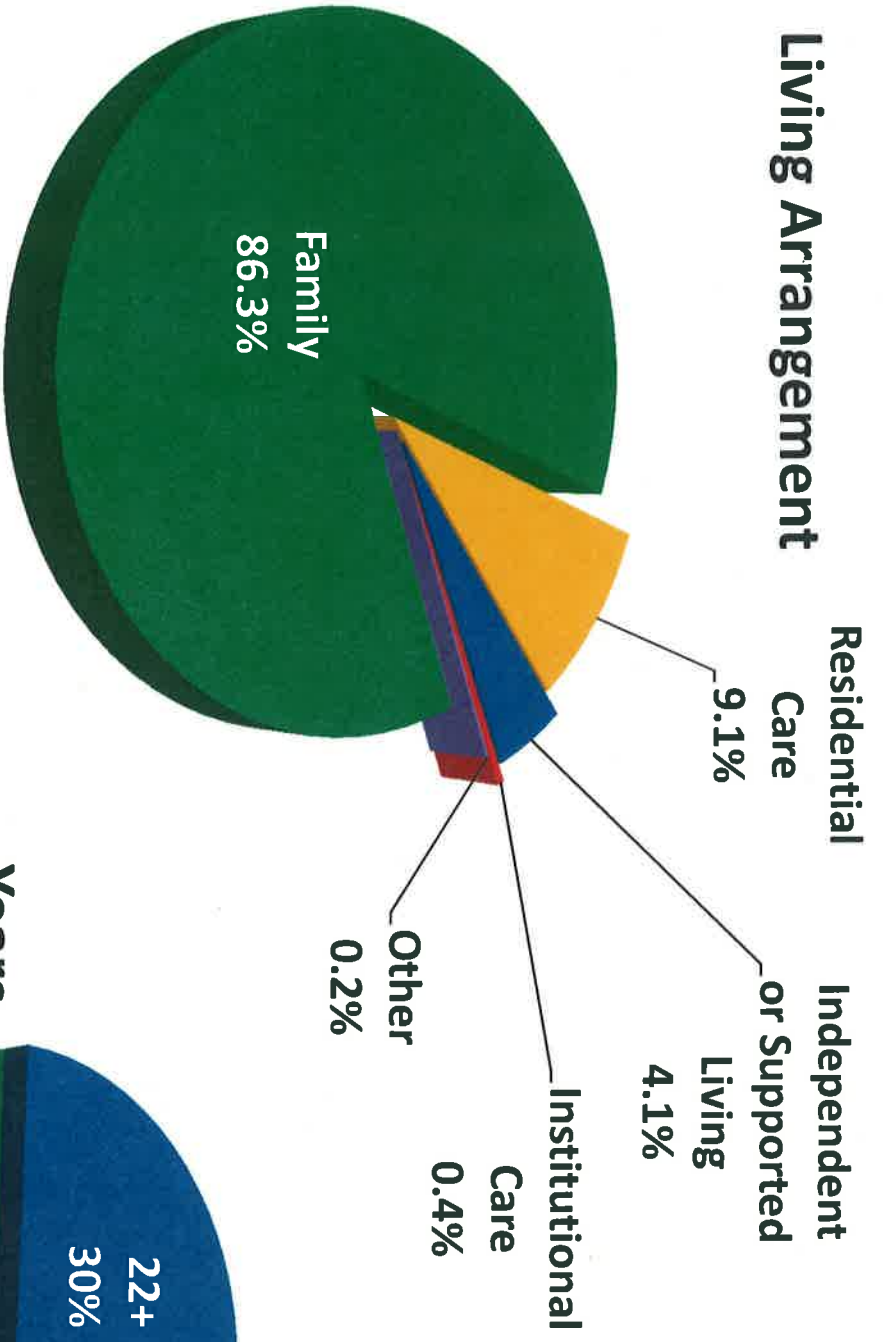
¿Quien Somos?

- 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.
- Nuestra asignación fiscal para la compra de servicios (POS) en el año 2013-14 fue de aproximadamente \$114 millones, de un total estatal de \$3.8 billones.
- Tenemos 105 Coordinadores de Servicio, lo cual 89 son bilingües

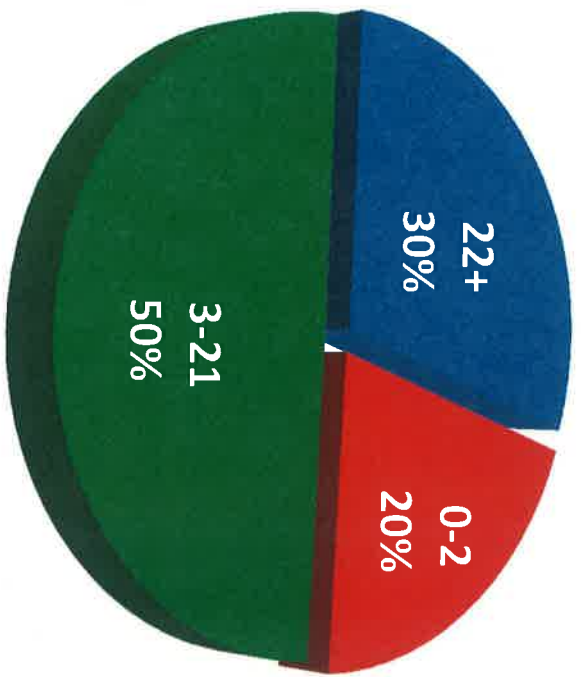
Diagnoses



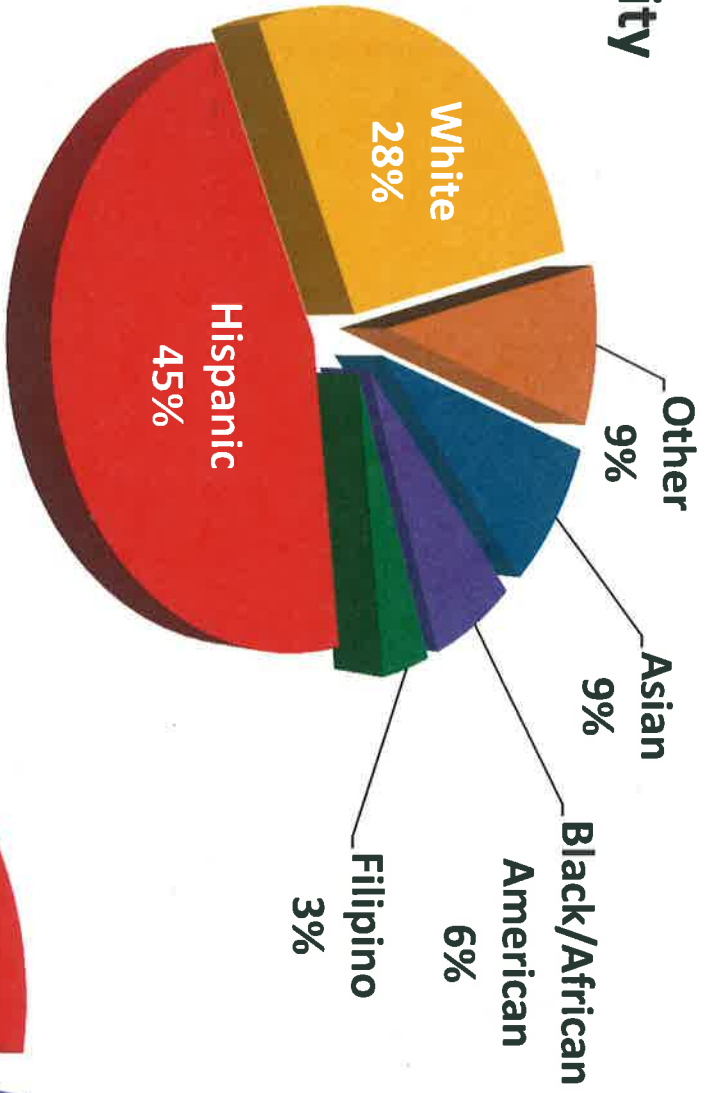
Living Arrangement



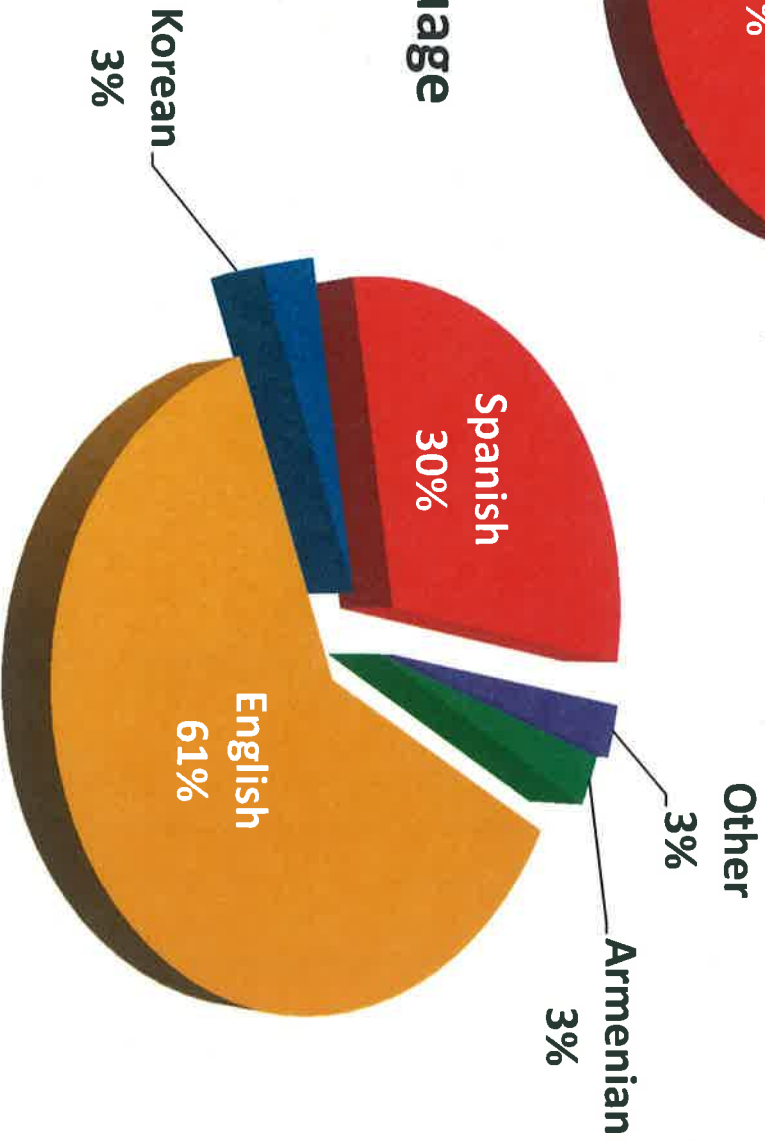
Years of Age



Ethnicity



Language



Limitaciones de Data de Compra de Servicios

- Los datos siguientes son basados en lo que pagamos por los servicios proveídos a los clientes entre el 01 de julio de 2013 y 30 de junio de 2014. Que no incluyen los servicios proveídos por otros recursos, como Medi-Cal, las escuelas públicas y el IHSS.
- Servicios adquiridos son basados en el proceso de Planificación De Programa Individual (IPP), así que los gastos serán diferentes de cliente a cliente.
- Para entender por qué existen diferencias, tenemos que mirar información adicional acerca de los clientes.

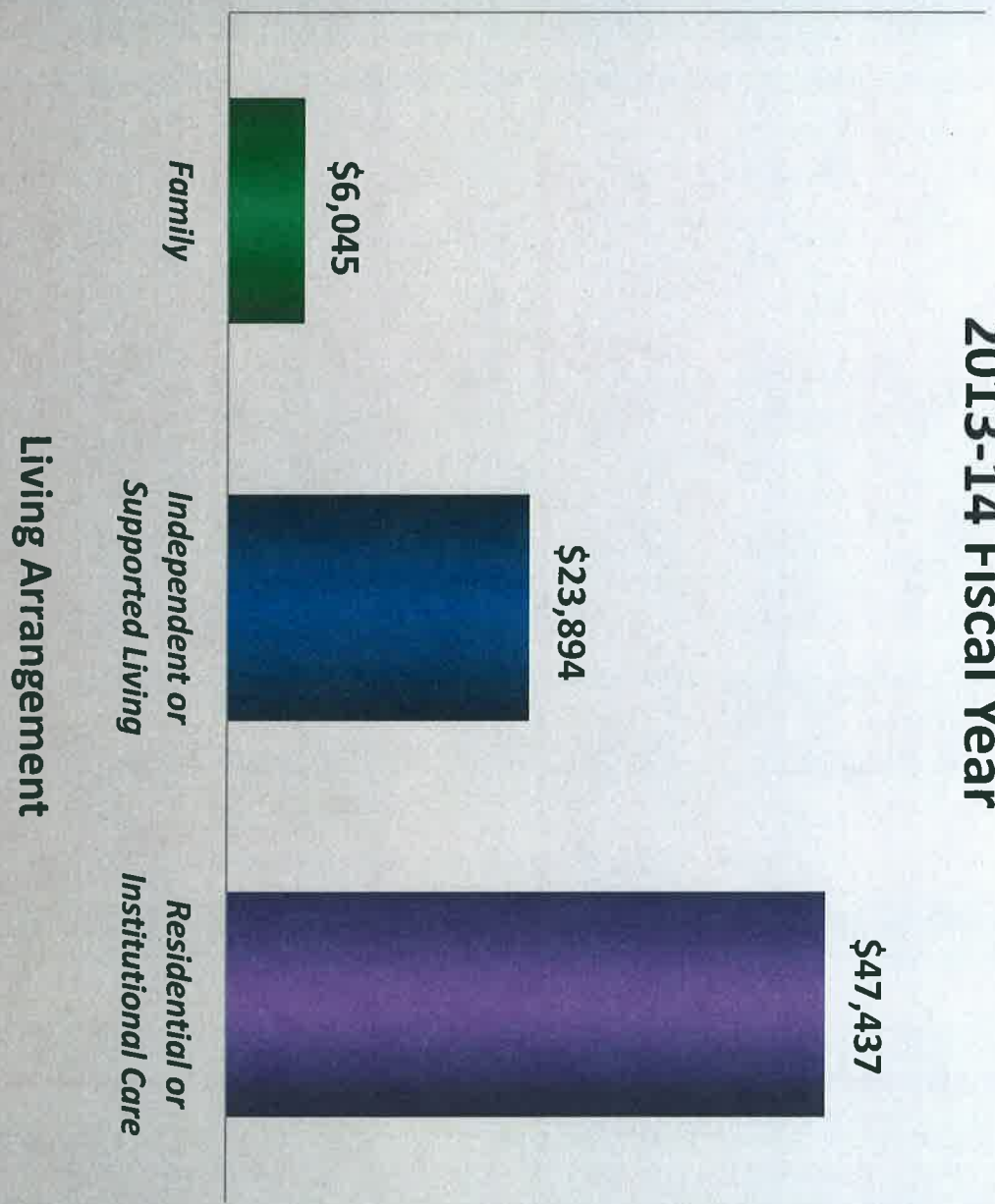
Living Arrangement by Ethnicity

■ All Other Living Arrangements ■ Family



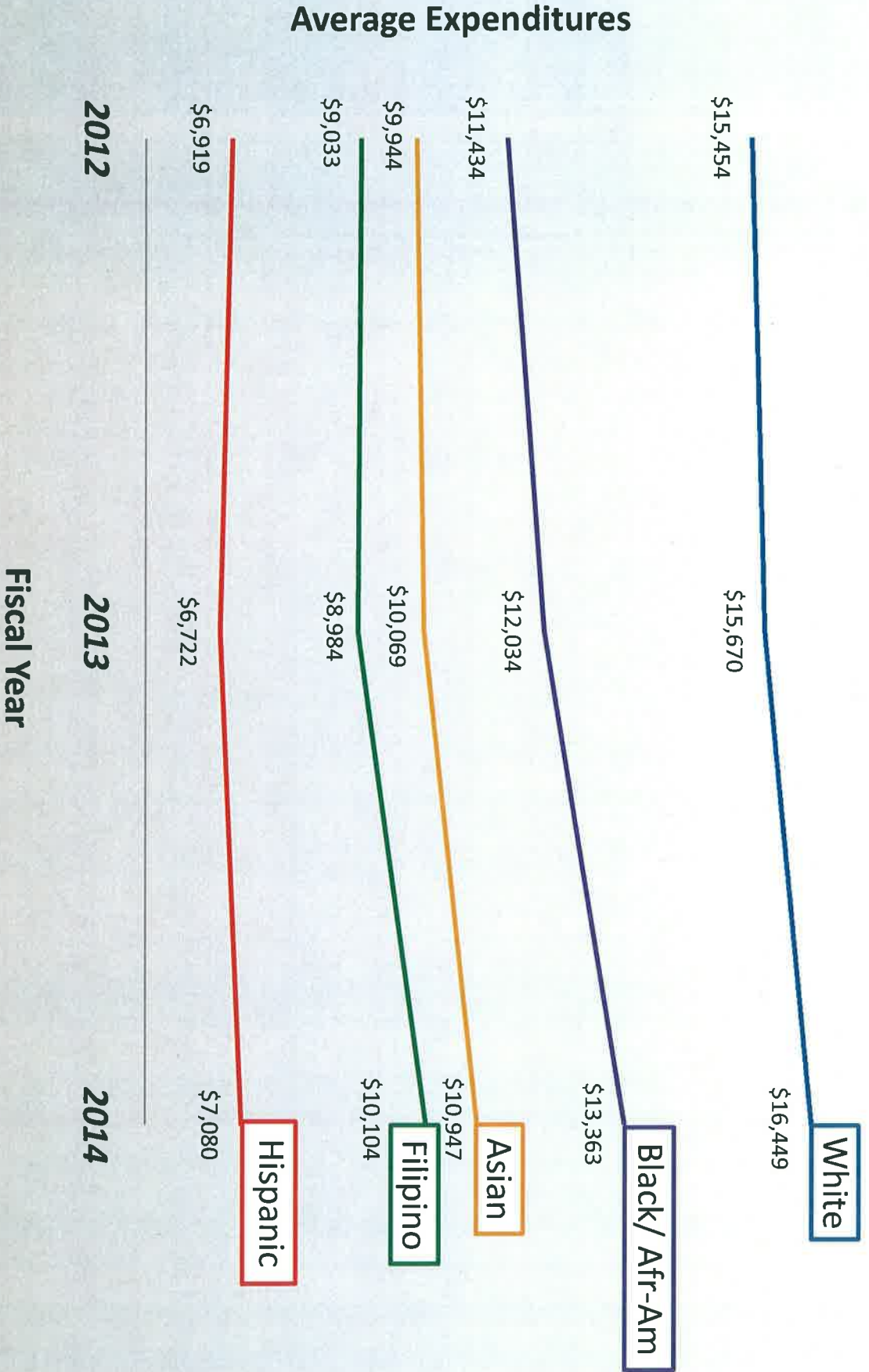
Annual Expenditures per Consumer by Living Arrangement 2013-14 Fiscal Year

Average Expenditures



Average Expenditures per Consumer by Ethnicity

Fiscal Years 2012 - 2014



2012

2013

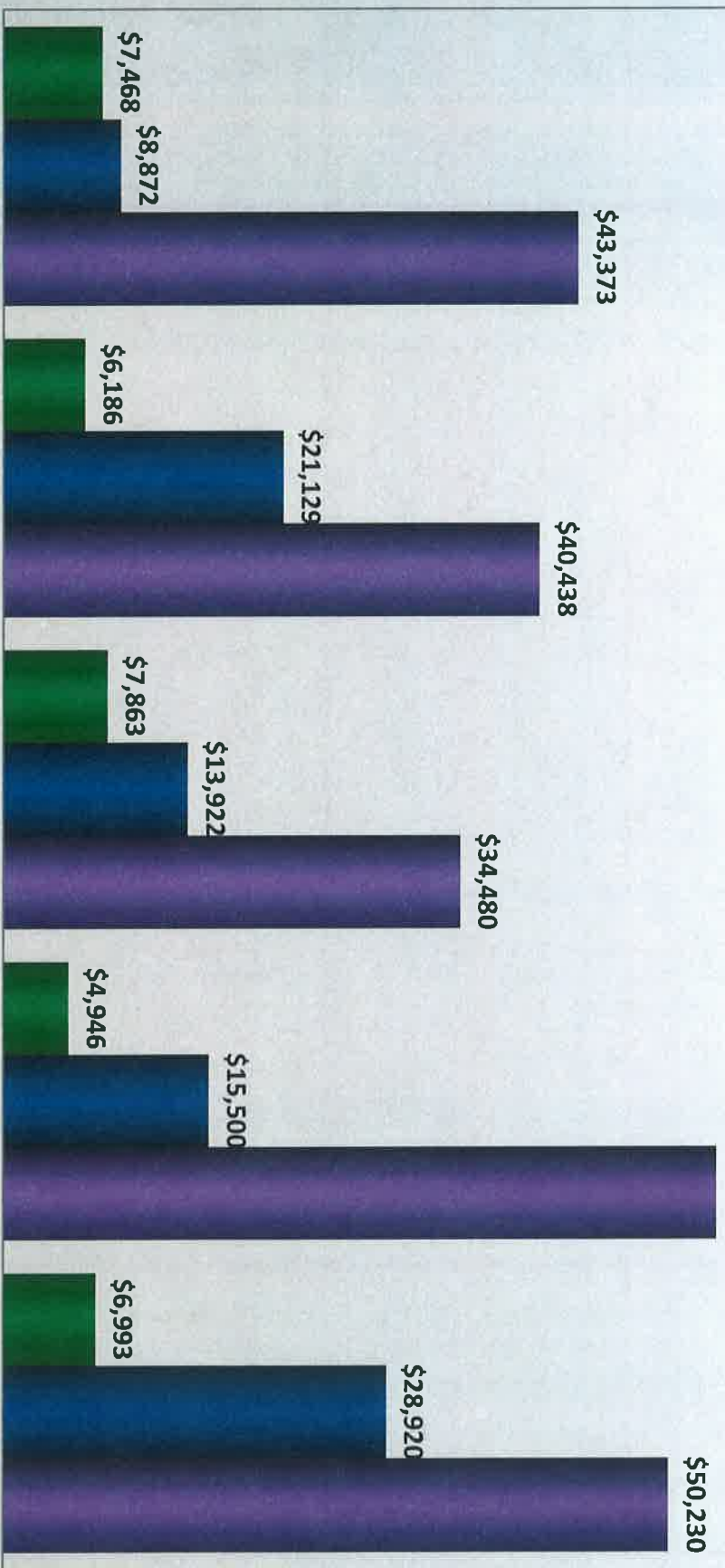
2014

Fiscal Year

Average Expenditures per Consumer by Ethnicity and Living Arrangement 2103-14 Fiscal Year

Average Expenditures

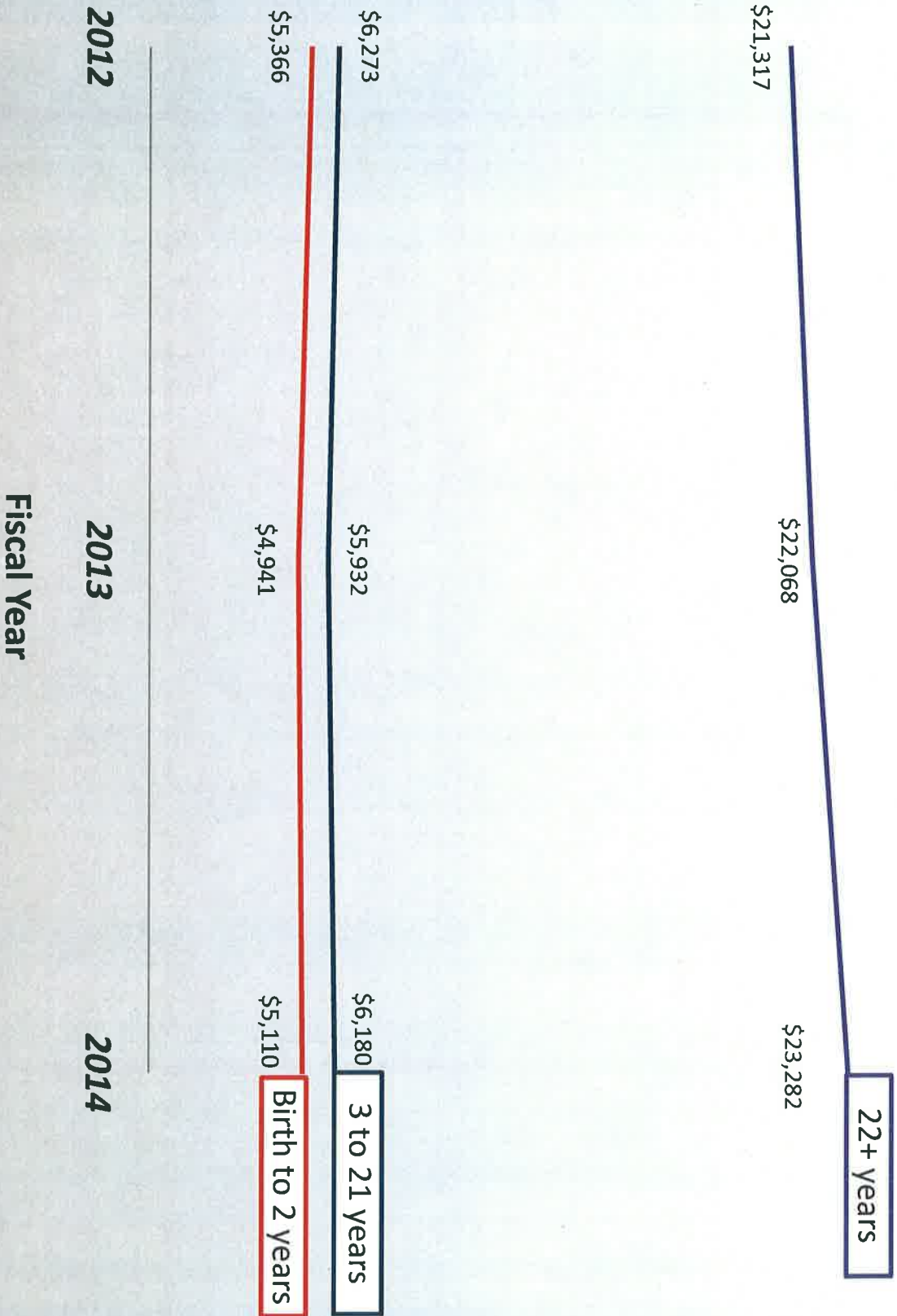
- Family
- Independent or Supported Living
- Residential or Institutional Care



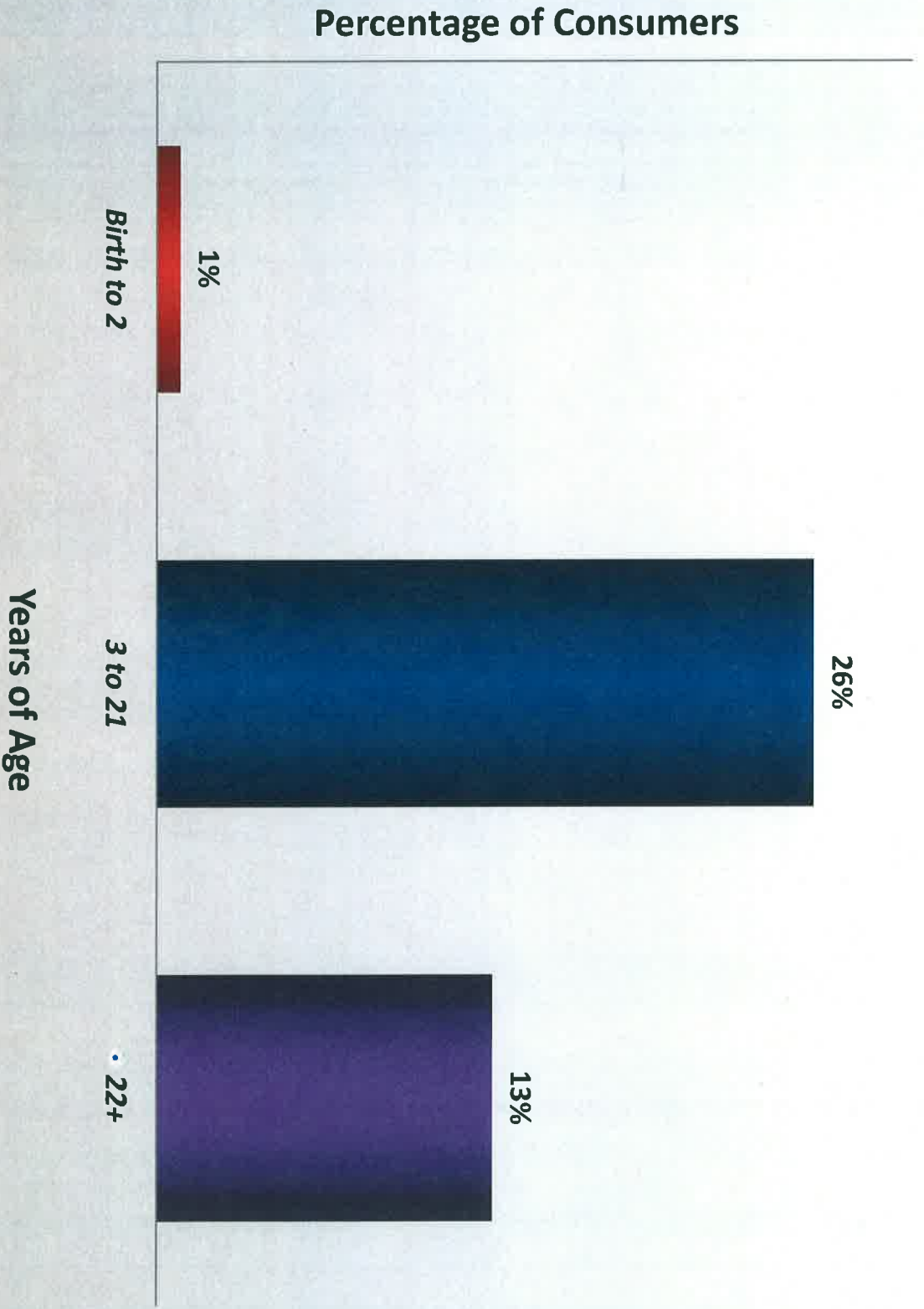
Ethnicity

Average Expenditures per Consumer by Age Fiscal Years 2012 - 2014

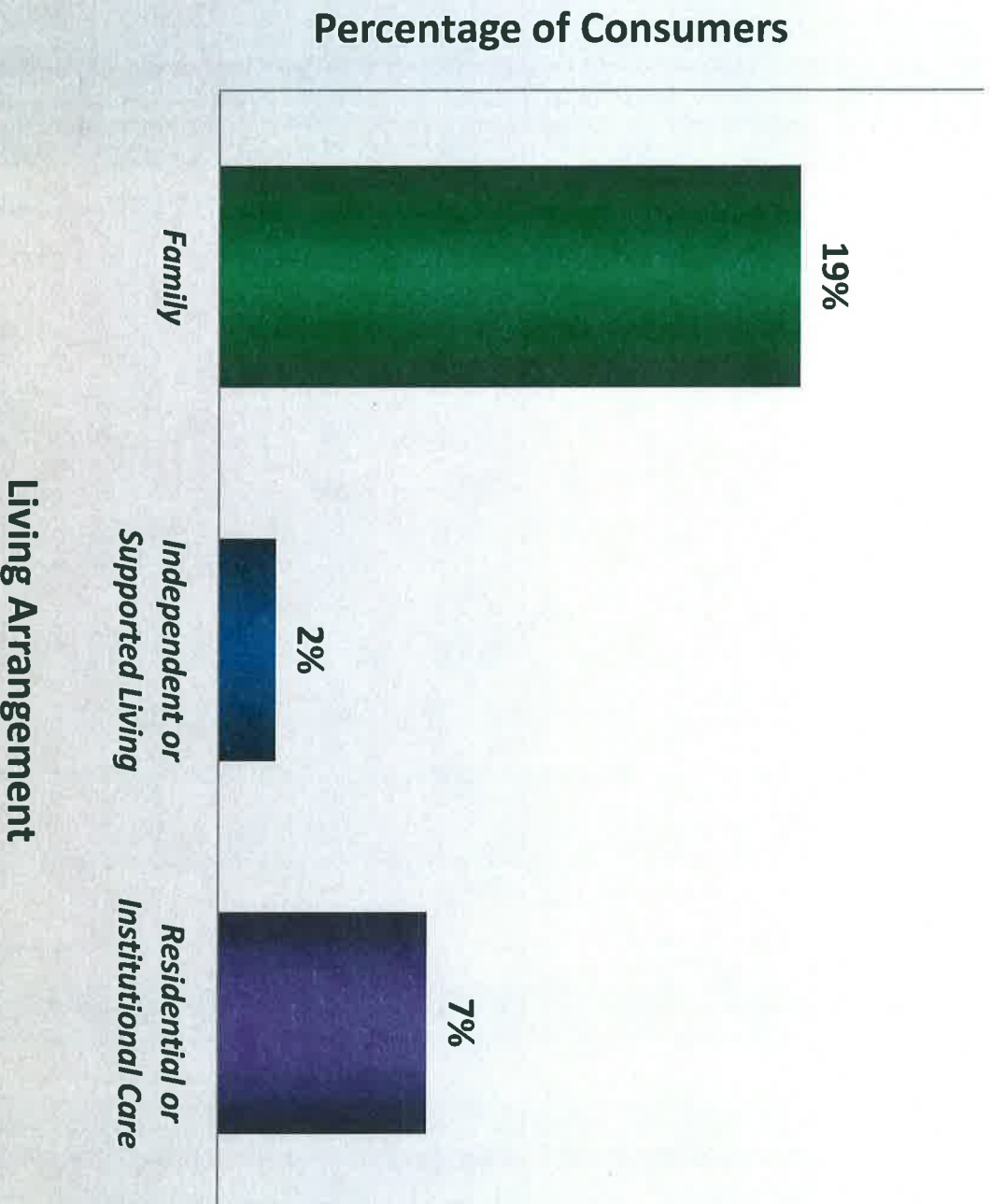
Average Expenditures



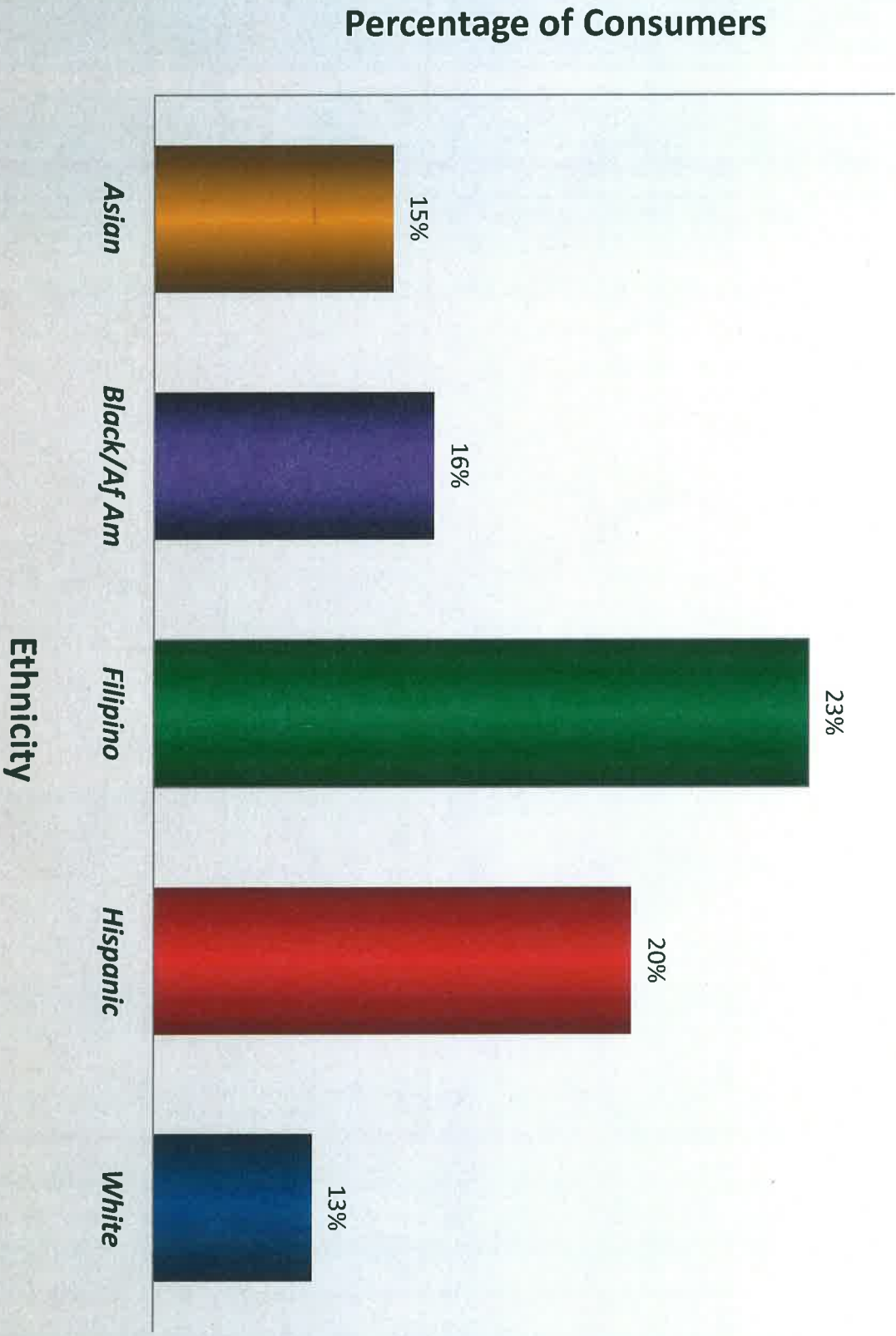
Percentage of Consumers with No Purchased Services by Age 2014 Fiscal Year



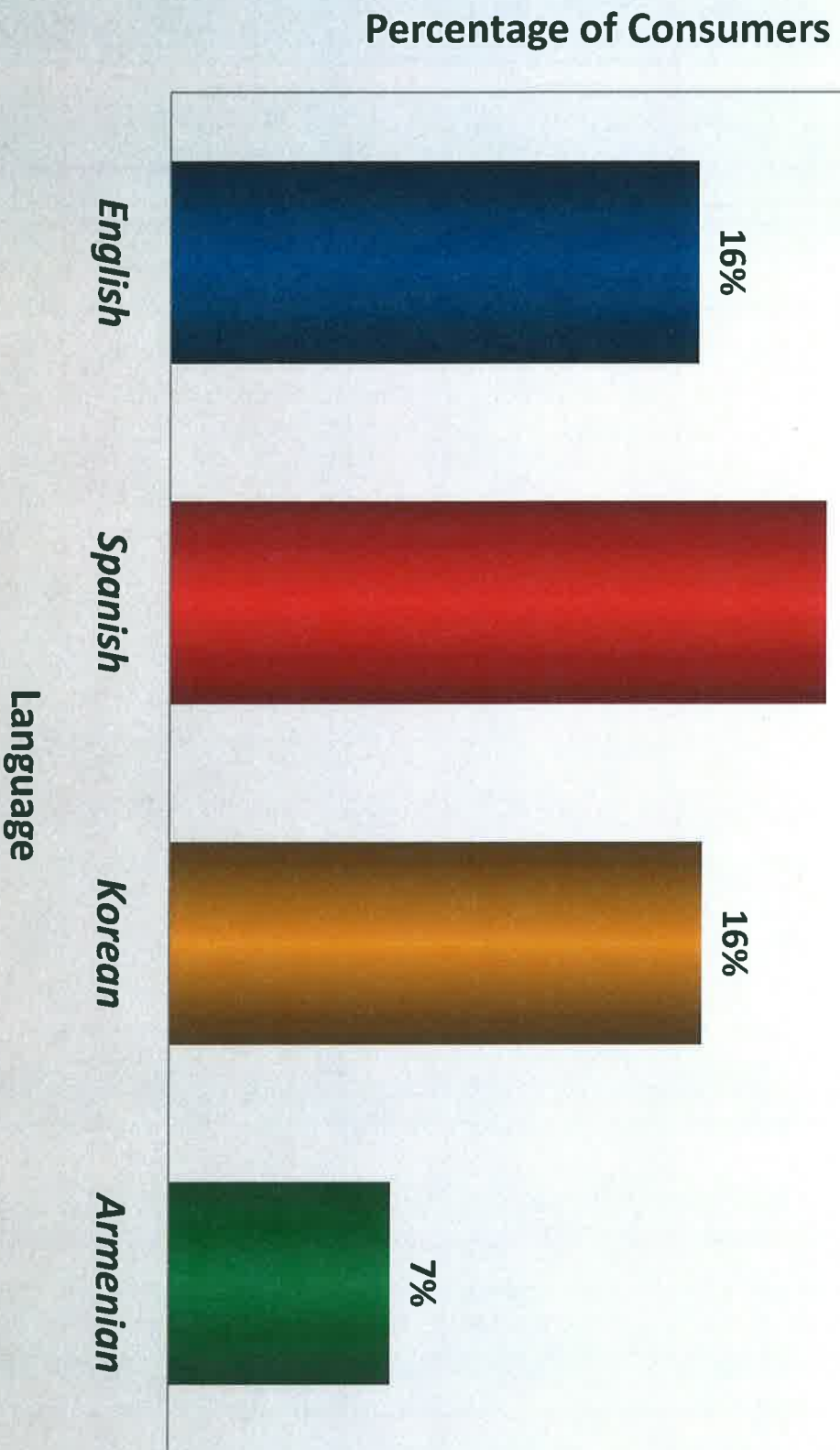
Percentage of Consumers with No Purchased Services by Living Arrangement 2013-14 Fiscal Year



Percentage of Consumers with No Purchased Services by Ethnicity 2013-14 Fiscal Year



Percentage of Consumers with No Purchased Services by Language 2013-14 Fiscal Year



Tratando de Comprender Los Datos

- Existen disparidades entre grupos étnicos e idioma, pero estas diferencias no significa que no se satisfacen las necesidades individuales.
- Por ejemplo, las opciones que familias y los clientes eligen, tales como la vivienda fuera-de-hogar, afectan las diferencias en costo
- Todavía no entendemos todas las razones; necesitamos aprender mas.

¿Qué hemos aprendido?

Si un cliente vive en casa con su familia o fuera de casa varía, 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 para los centros regionales.

¿Por qué algunas familias optan de no utilizar los servicios?

Coordinadores de Servicio y familias nos dicen-

- ▶ Algunas familias necesitan enfocarse en superar su situación económica.
- ▶ Algunas les falta transportación para llegar a los servicios.
- ▶ Algunas familias rechazan los servicios porque no quieren que extraños visiten sus hogares.
- ▶ Algunas familias vienen de países de origen donde el gobierno no presta servicios, por lo tanto tienen bajas expectativas y no piden servicios.
- ▶ La situación legal puede hacer que algunas personas desconfían de los servicios
- ▶ Probablemente no cuestionan a las figuras de autoridad; los padres esperan que un profesional exprese alguna preocupación acerca del desarrollo del niño.

Nuestro Compromiso Para Reducir Disparidades

- 85% de nuestros coordinadores de servicio son bilingüe
- Traducimos la mayoría de materiales impresos en una variedad de idiomas
- Traducimos IPP's en el idioma primario de la familia.
- Ofrecemos entrenamientos en Español y otros idiomas
- El KYRC tiene materiales en una variedad de idiomas
- Tenemos Campaneros de apoyo que hablan Armenio, Japonés, Coreano, Ruso, Tagalo, Español igual que Ingles
- Tenemos grupos de apoyo para diferentes idiomas

Actividades específicamente enfocadas en las Disparidad

- Entrenamiento sobre la Competencia Cultural para nuestros empleados igual que miembros de la Junta Directiva
- Proyecto de Promotora– proyecto piloto usando miembros de la comunidad especialmente entrenados para asistir a 52 familias para acceso a servicios

Lecciones aprendidas de proyecto de Promotoras después de un año

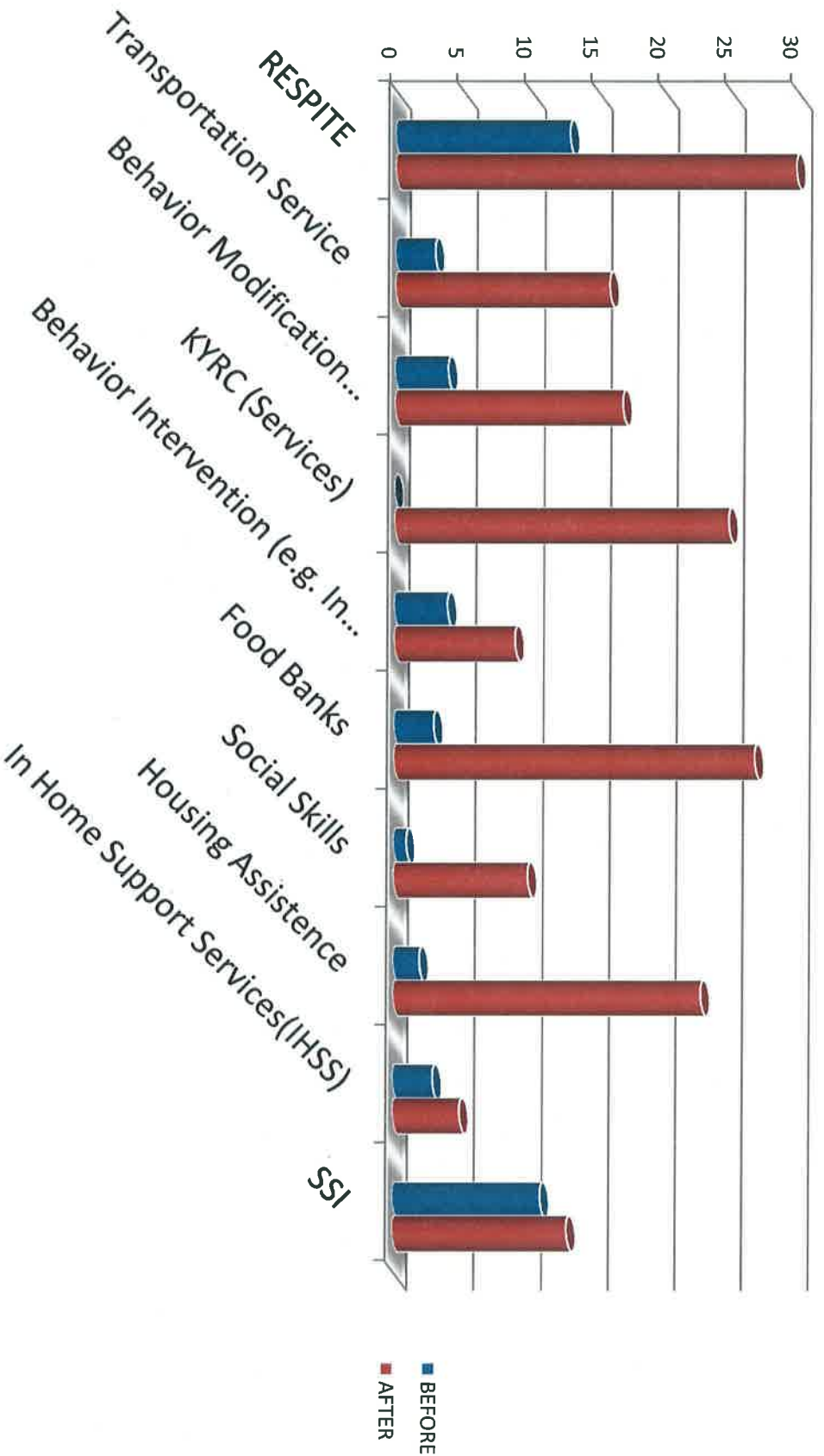
- **Obstáculos de Comunicación Afectando el Uso de Servicios**
 - Algunas familias no se alcanzan fácilmente por teléfono.
 - Cambio de direcciones , no al corriente con el centro regional
 - Algunas familia hablan un dialecto y no entienden ni el ingles ni el español
 - Algunas familias no leen aun en su idioma/ dialecto nativo

Otras Lecciones Aprendidas

- Obstáculos de Transportación lo cual afectan el uso de servicios:
 - Viajar con múltiple niños, algunos con necesidades especiales de: movilidad, comportamiento, etc.
 - Las tarifas de MTA, no solamente para el cliente, pero también para el pariente y hermanitos, es muy costo para algunas familias
 - La falta de cuidado de niños que no son clientes de LRC- dificulta que los padres tengan tiempo para asistir a las citas

Success Stories

Service Utilization at Intake and After One Year

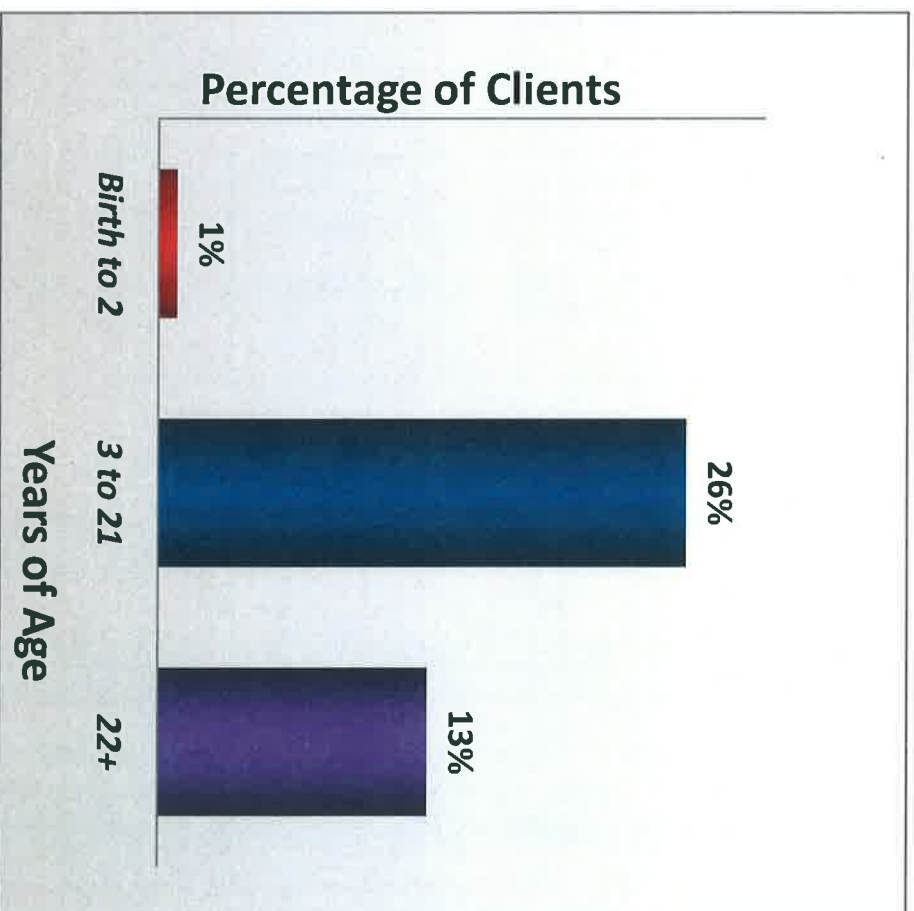


¿Los Próximos Pasos?

Estamos planeando dos actividades adicionales para ayudarnos a aprender más sobre el 13% de los clientes mayores de 22 que no reciben servicios comprados

1. Una Auditoria enfocada
2. Un grupo de enfoque con algunos individuos para preguntarles si sus necesidades de servicios están satisfechas

- **Percentage of Clients with no Purchase of Services by Age**



Commentarios

**Frank D. Lanterman
Regional Center**

2013-2014 회계 연도 지출 내역
공공 주주 회의

2015년 3월

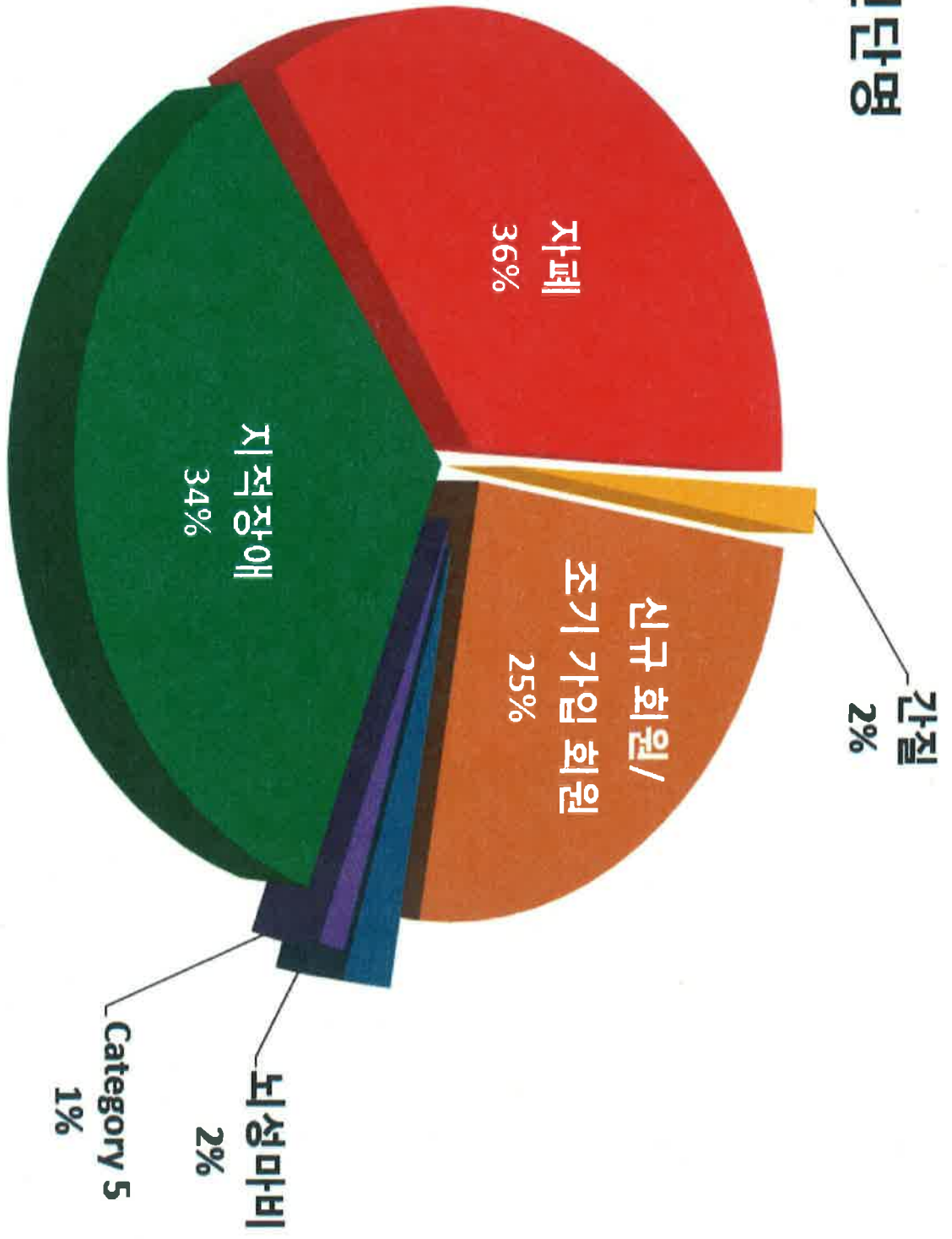
본 회의의 목적

- **Regional Center**와 **DDS**(Department of Developmental Services)는 랜터맨 액트(The Lanterman Act) 법률에 의거, 매 해 서비스 구매 승인 내역, 서비스 활용, 서비스 비용 내역을 보고해야 한다.
- 보고서에는 고객의 나이, 인종, 언어, 장애별 지출 내역이 정리되어 있다.
- **Regional Center**는 지출 자료를 매 해 12월까지 웹사이트에 공지해야 한다.
- 자료를 공지한 뒤 3개월 안에 보고회의를 열어야 한다.

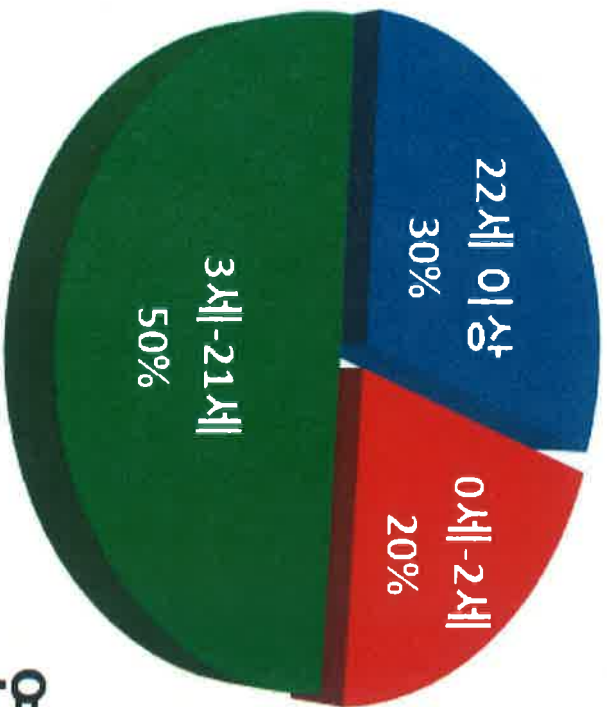
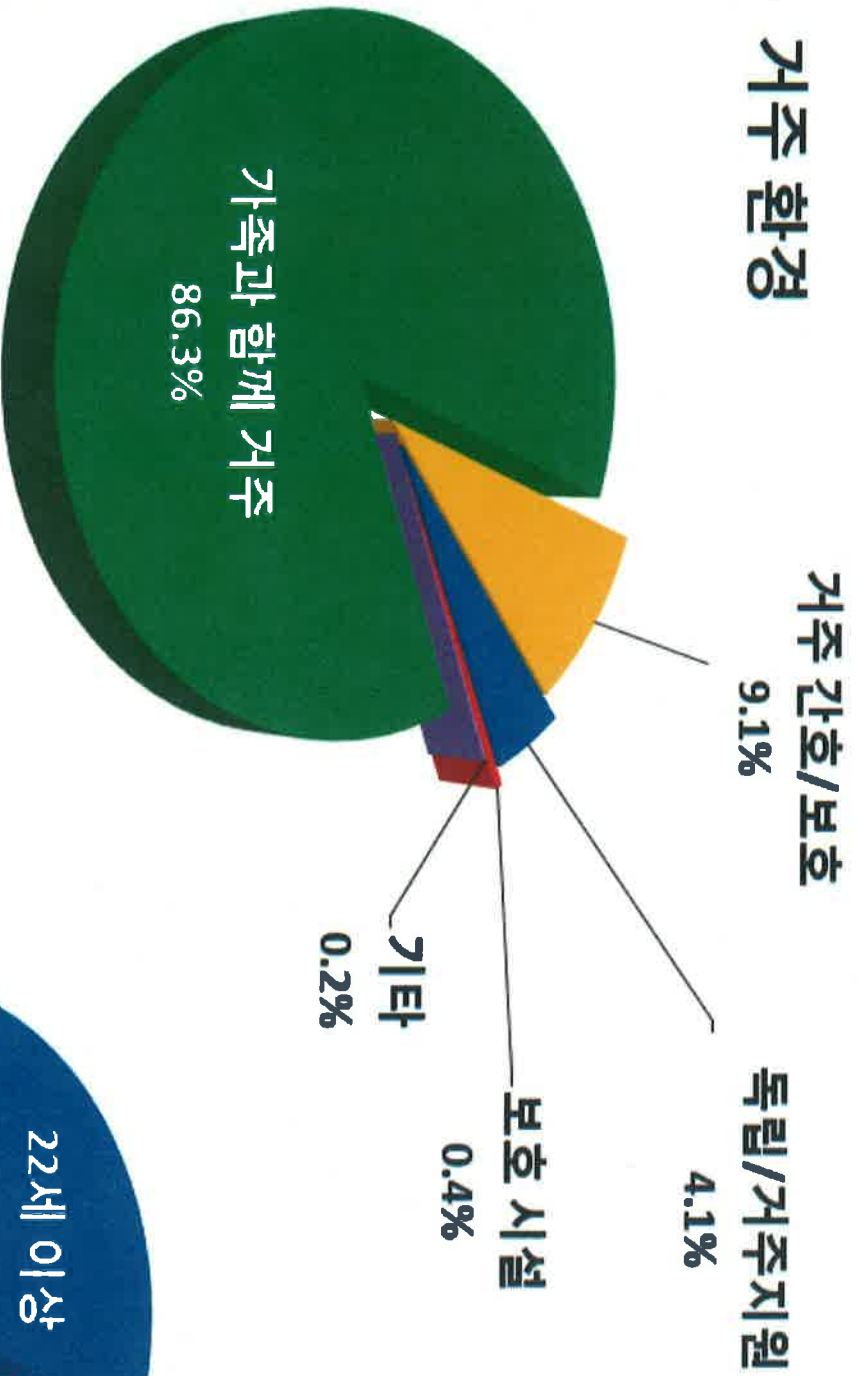
Regional Center란?

- Frank D. Lanterman Regional Center는 캘리포니아 주에 있는 21개 Regional Center 중 하나이다.
- 로스 엔젤레스, 페사디나, 버뱅크, 글렌데일, 라크레센타 지역 9,000명의 발달장애우들을 위해 일하고 있다.
- Lanterman Regional Center는 2013-14 회계 연도에 1억 1천 1백 만 달러 상당의 서비스를 제공했으며 캘리포니아 주 전체의 Regional Center에서는 총 38억 달러 상당의 서비스를 제공했다.
- Lanterman Regional Center에는 총 105명의 서비스 코디네이터가 있으며, 그 중 89명은 2개국어를 구사한다.

진단명

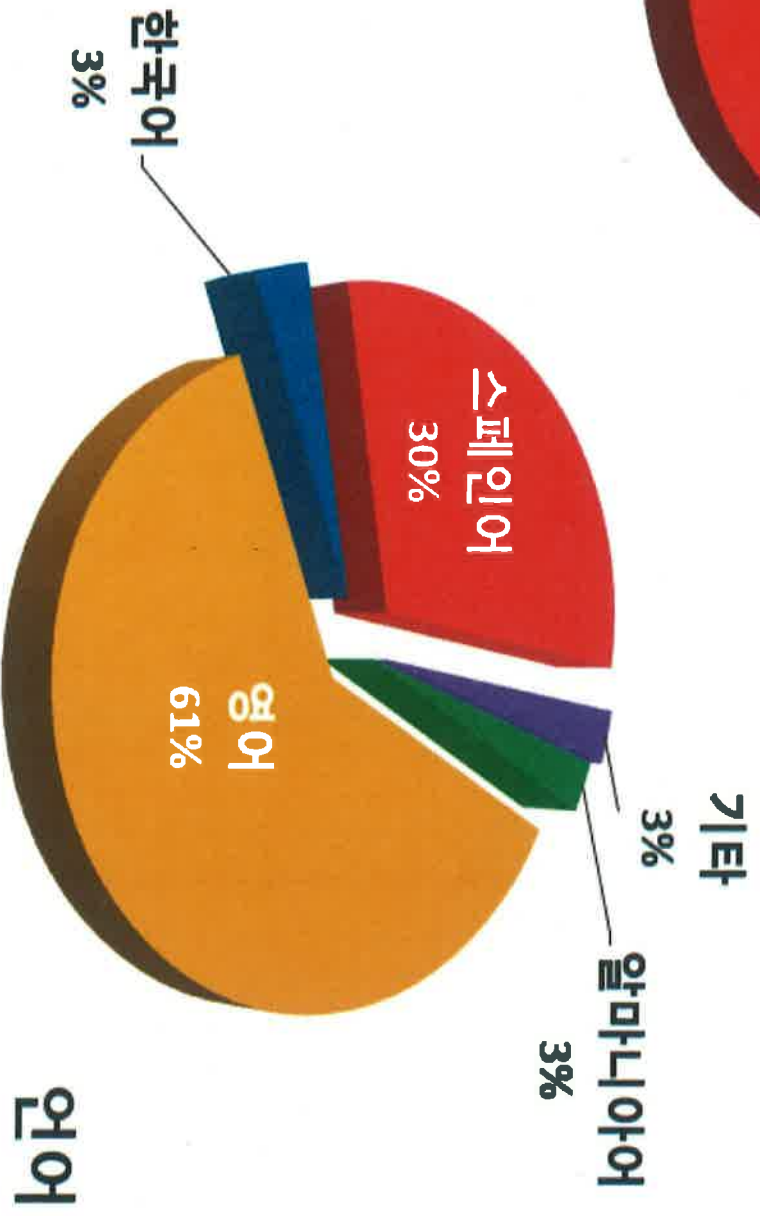
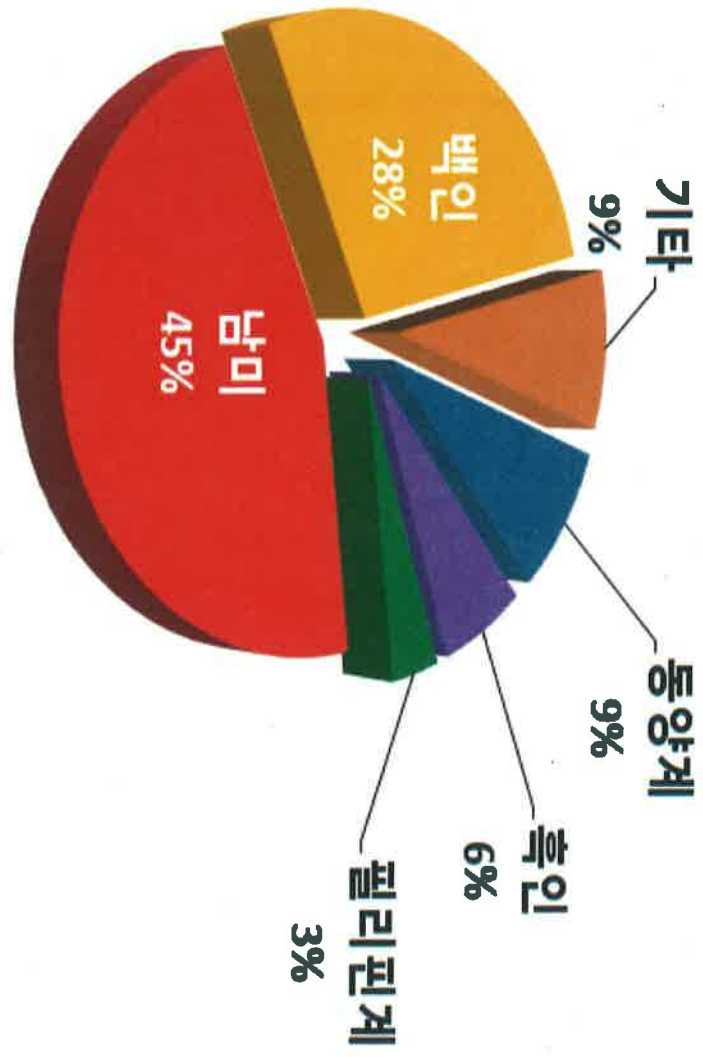


거주 환경



연령

인종



언어

자료의 제한

- 다음 자료는 2013년 7월부터 2014년 6월까지 제공된 서비스에 기반하며, 메디칼이나 공립학교, IHSS등에서 제공한 서비스들은 포함되지 않았다.
- 서비스 구입은 개별 프로그램 계획에 따라 이루어지고, 따라서 고객에 따라 지출액에 차이가 있다.
- 지출액에 차이가 있는 이유를 이해하자면 고객에 대한 부가정보를 살펴 봐야 한다.

인종별 거주 환경

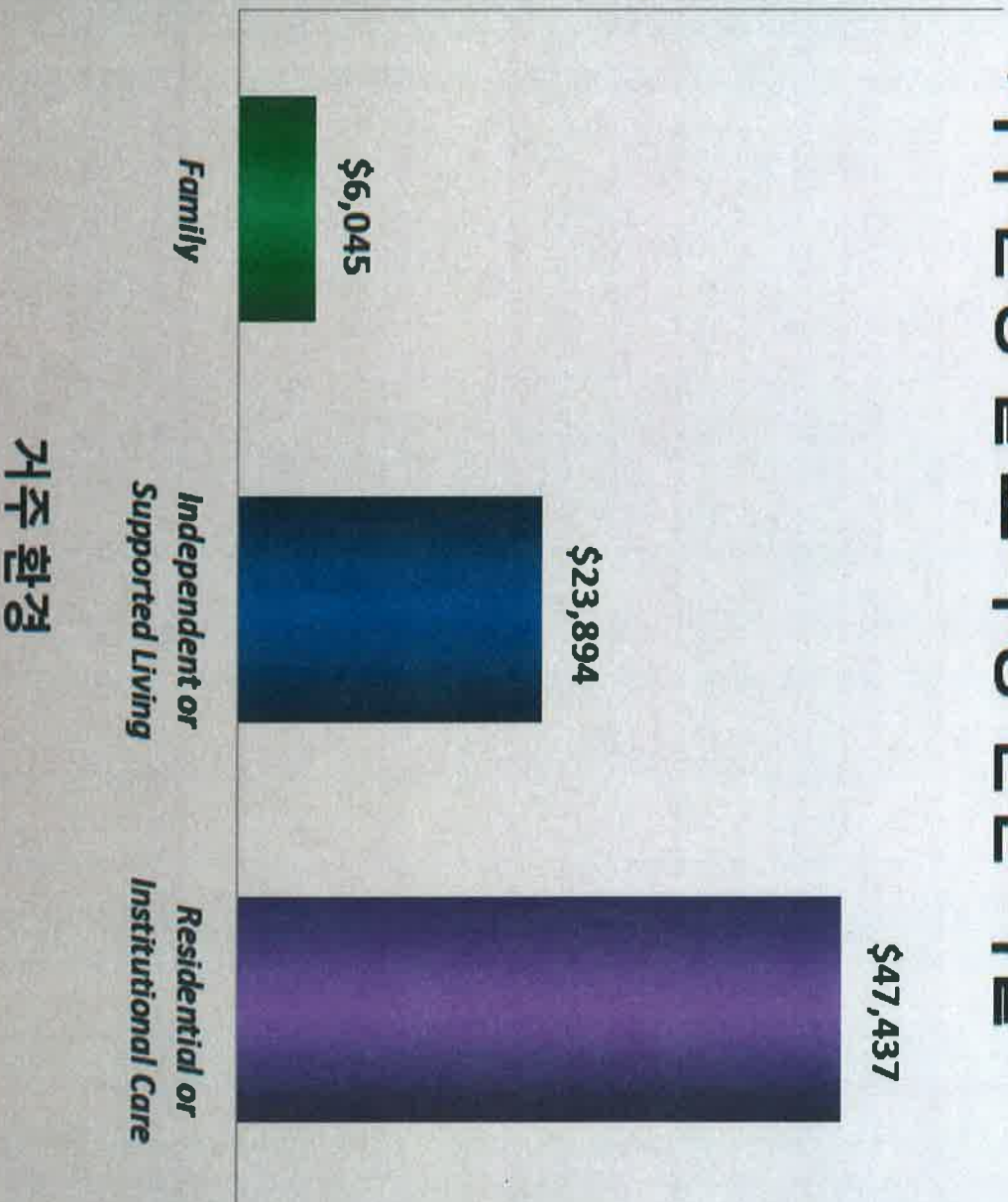
■ All Other Living Arrangements ■ Family



회계연도 2013-14

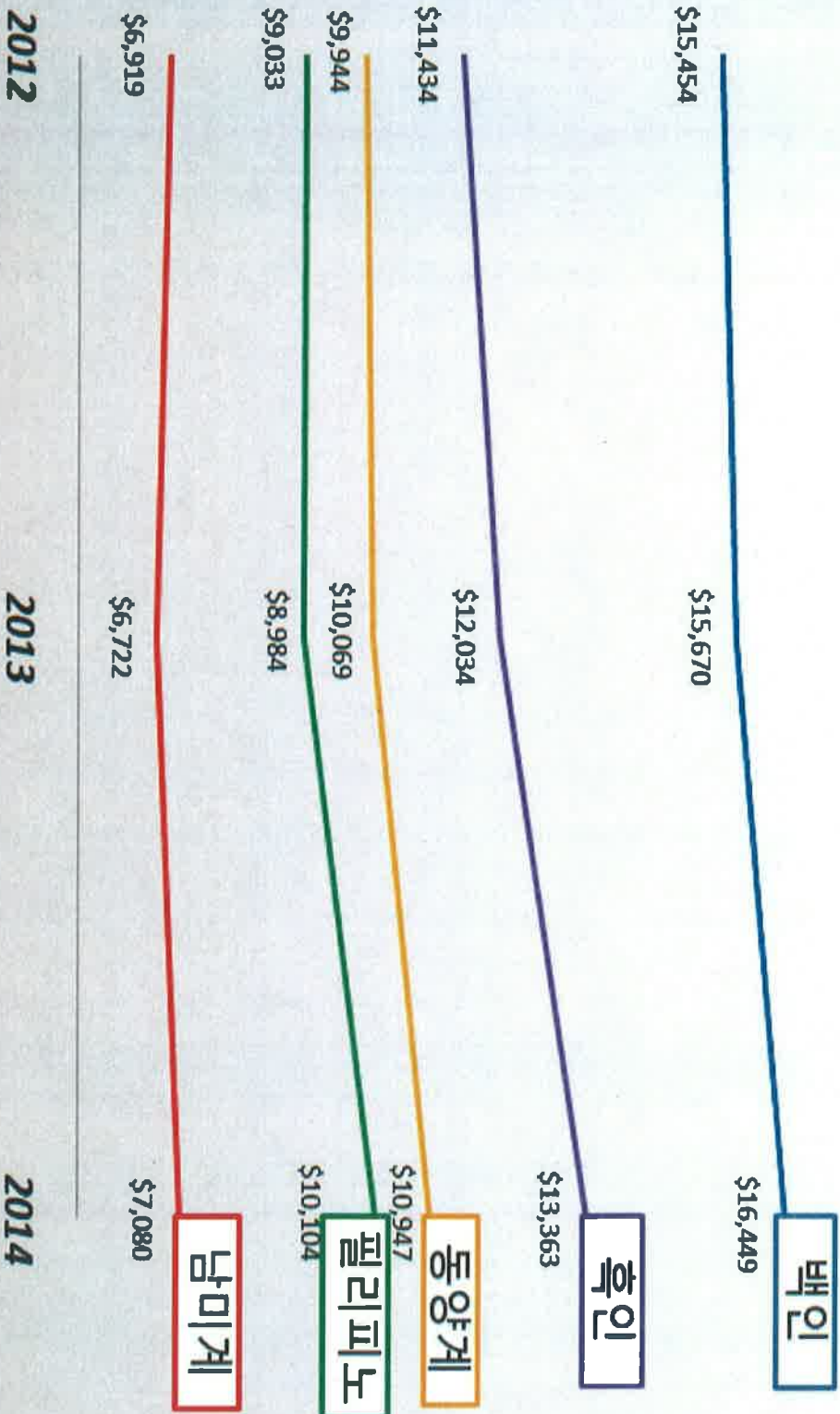
거주환경 별 고객 당 연간 지출

평균 지출



회계 연도 2012-2014 각인종별 평균 지출

평균 지출



회계 연도

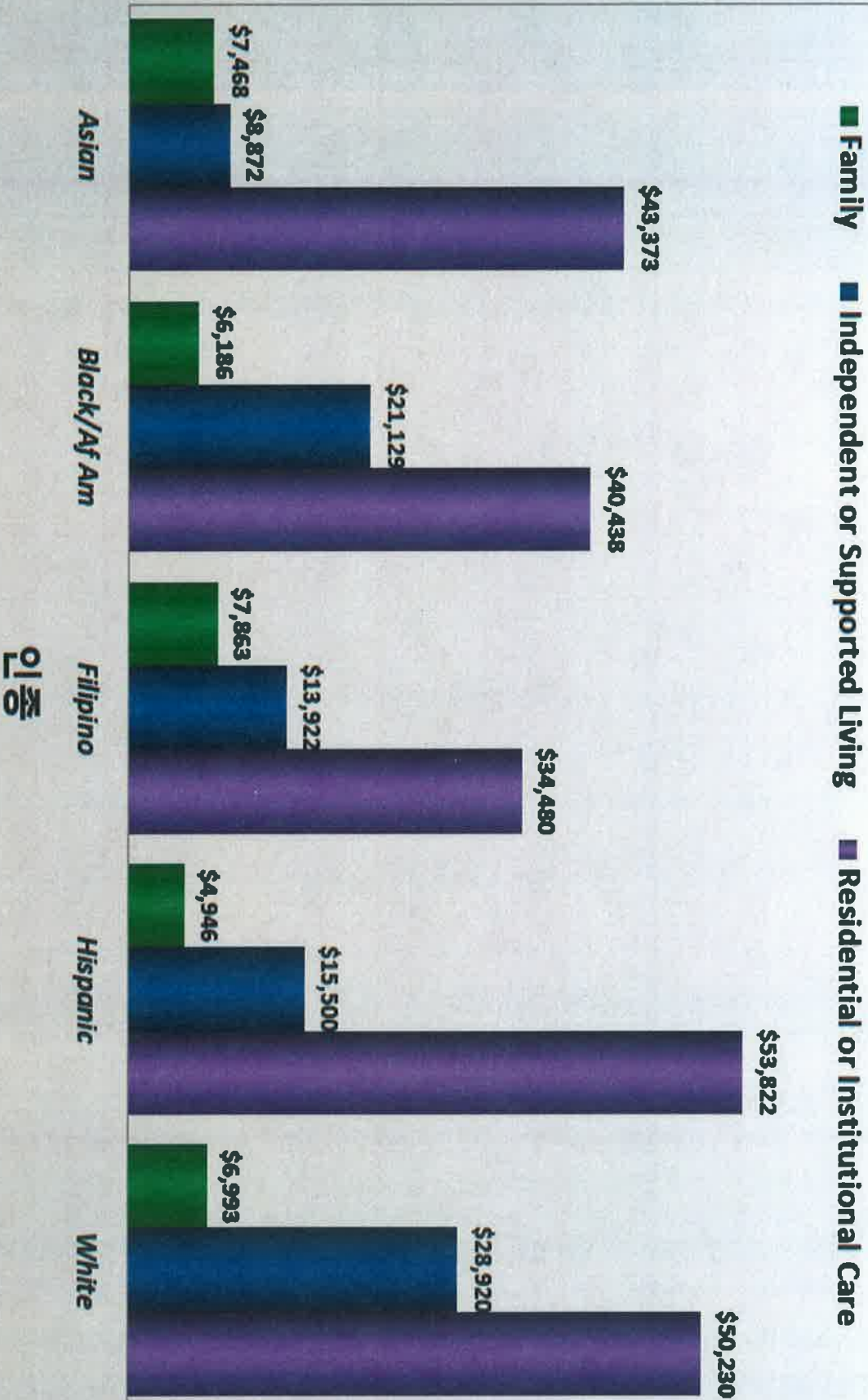
2012

2013

2014

회계 연도 2013-14 인종별 고객 당 평균 지출

평균 지출

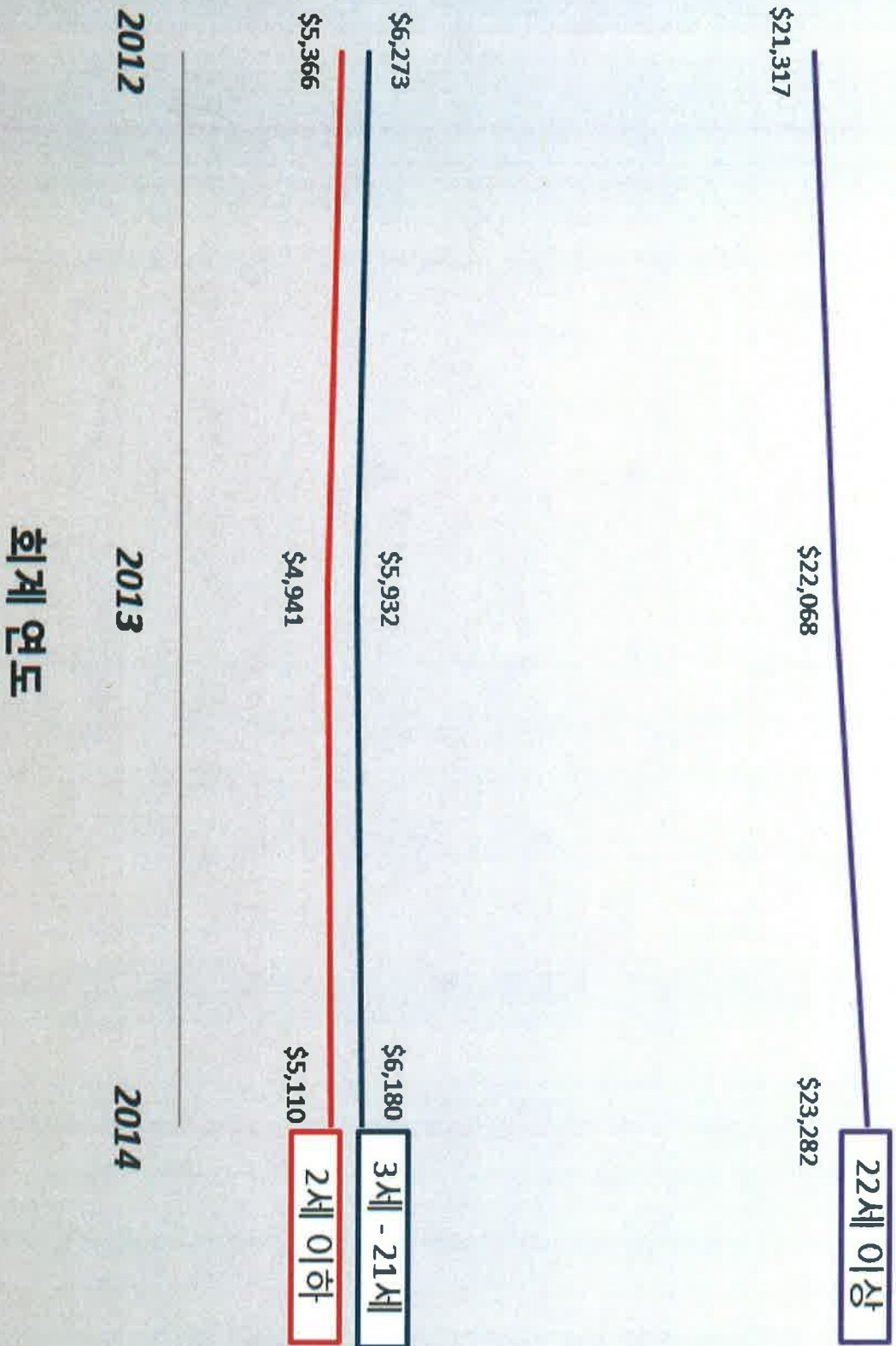


인종

회계 연도 2012-14

연령별 고객 당 평균 지출

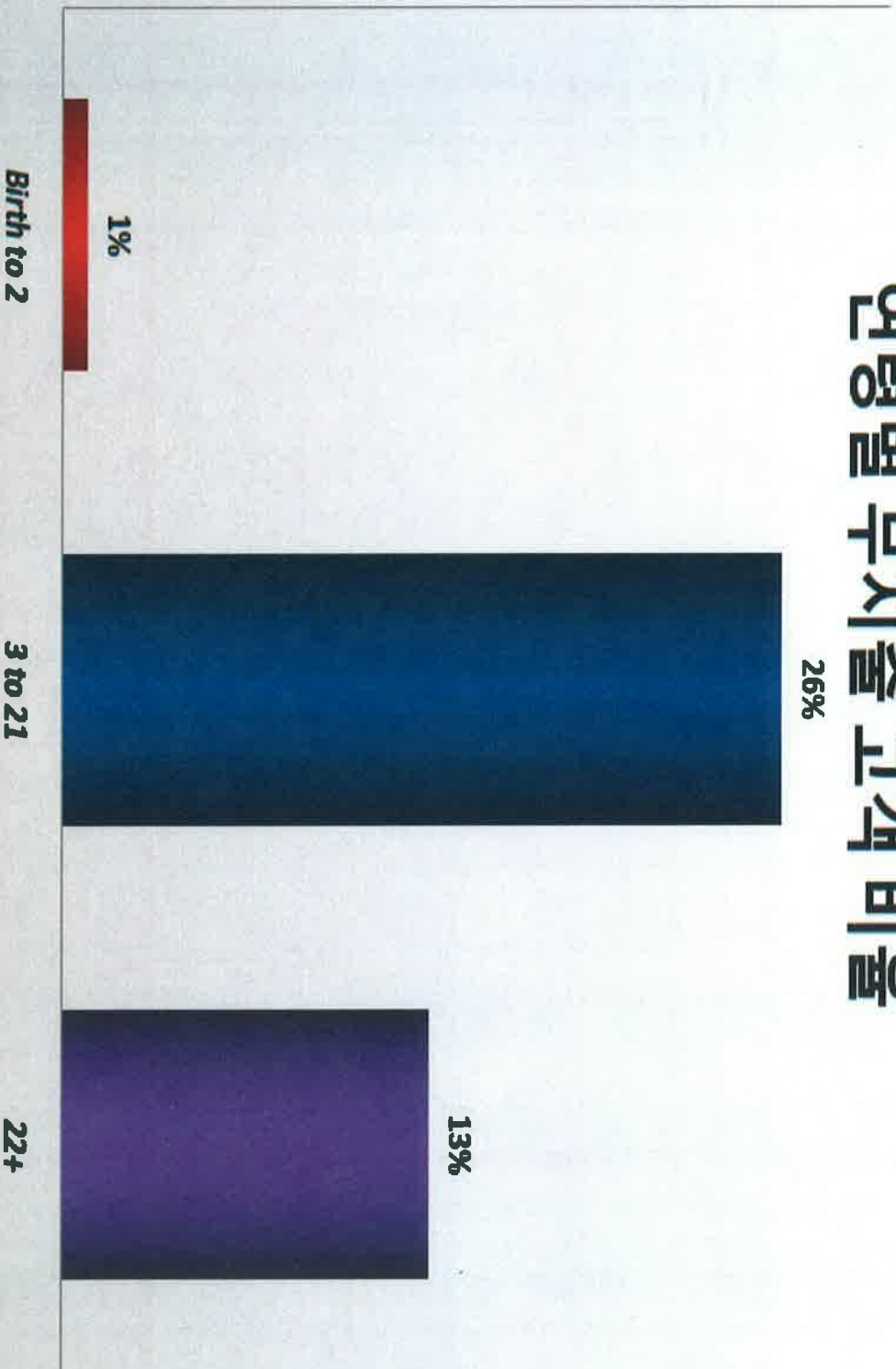
평균 지출



회계 연도 2013-14

연령별 무지출 고객 비율

고객 비율

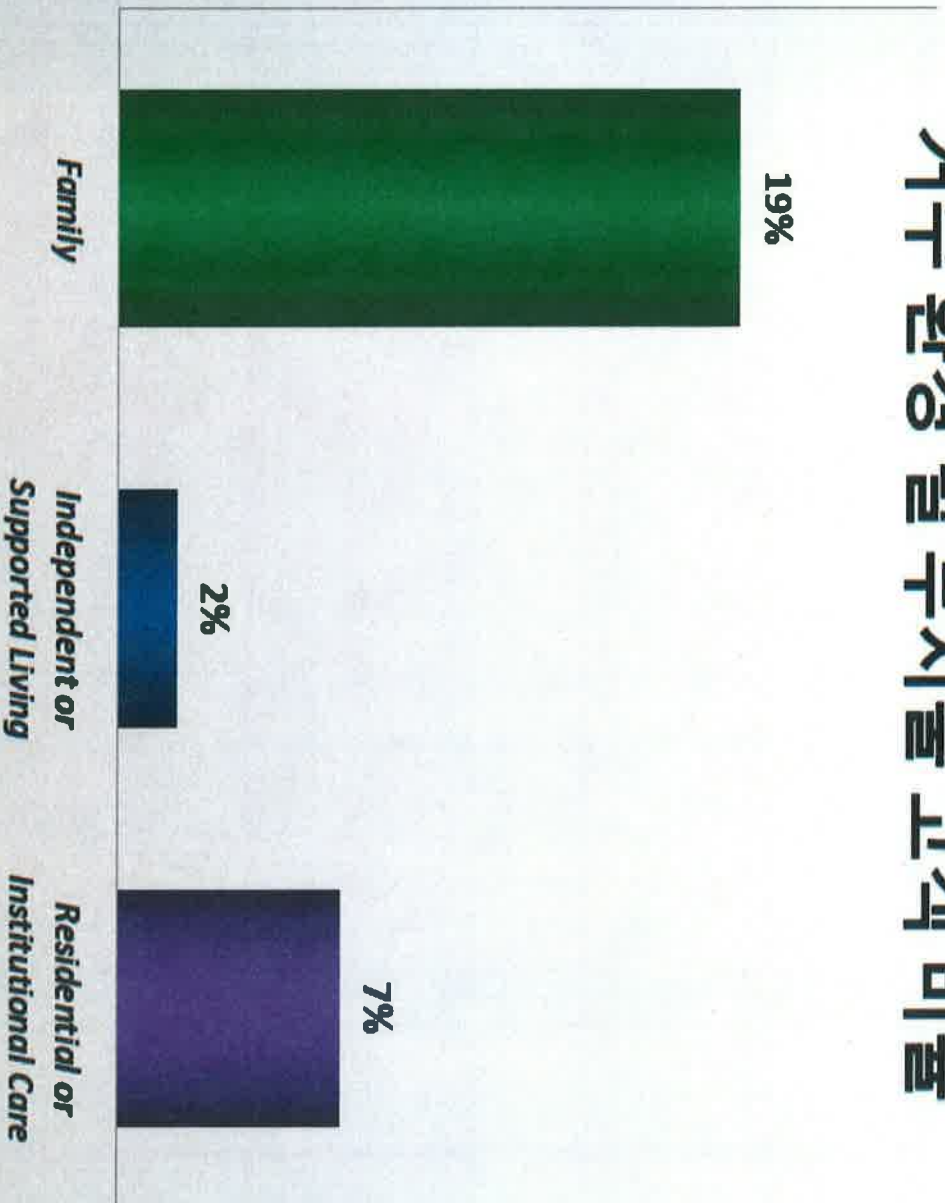


연령

회계 연도 2013-14

거주 환경 별 무지출 고객 비율

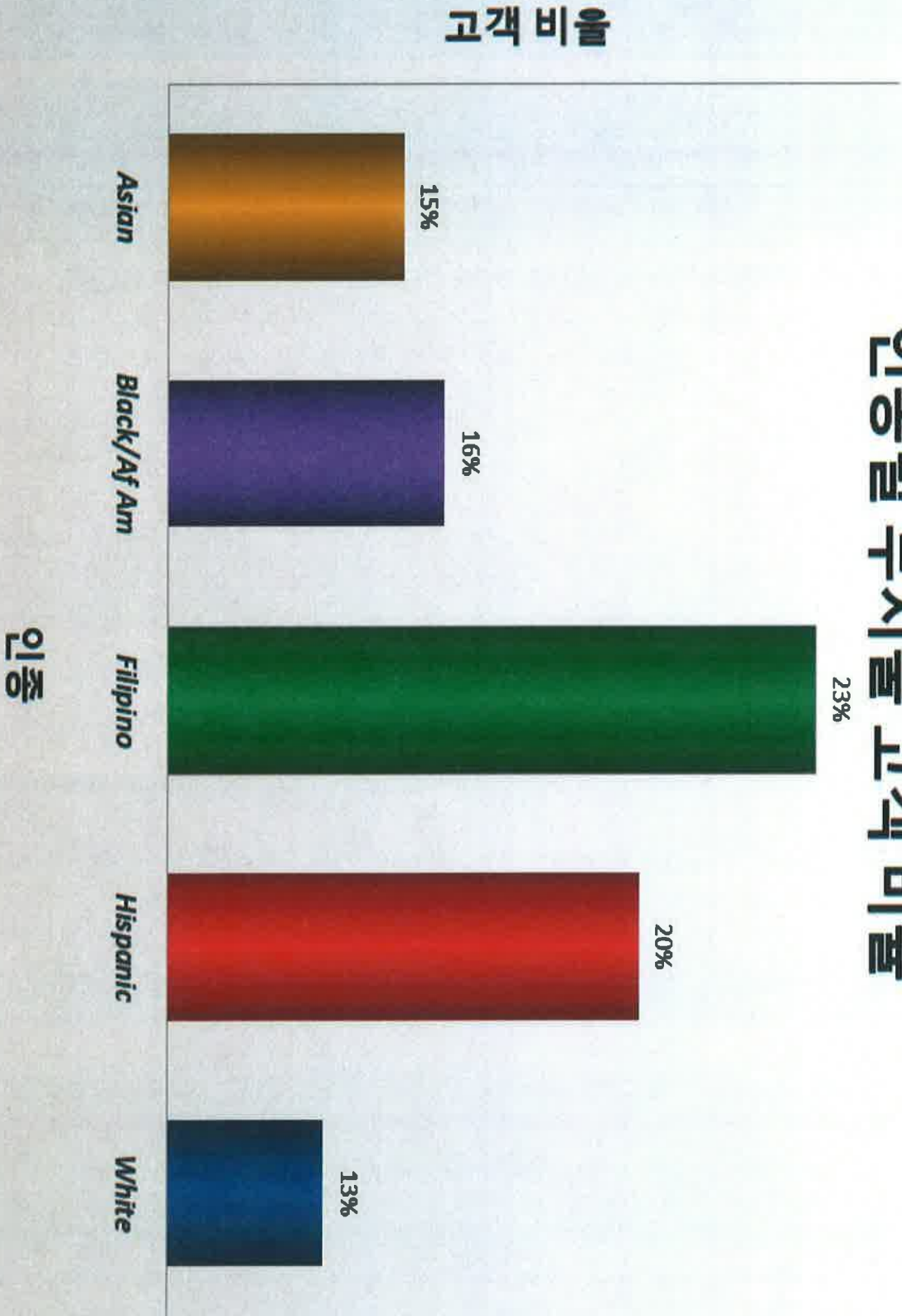
고객 비율



거주 환경

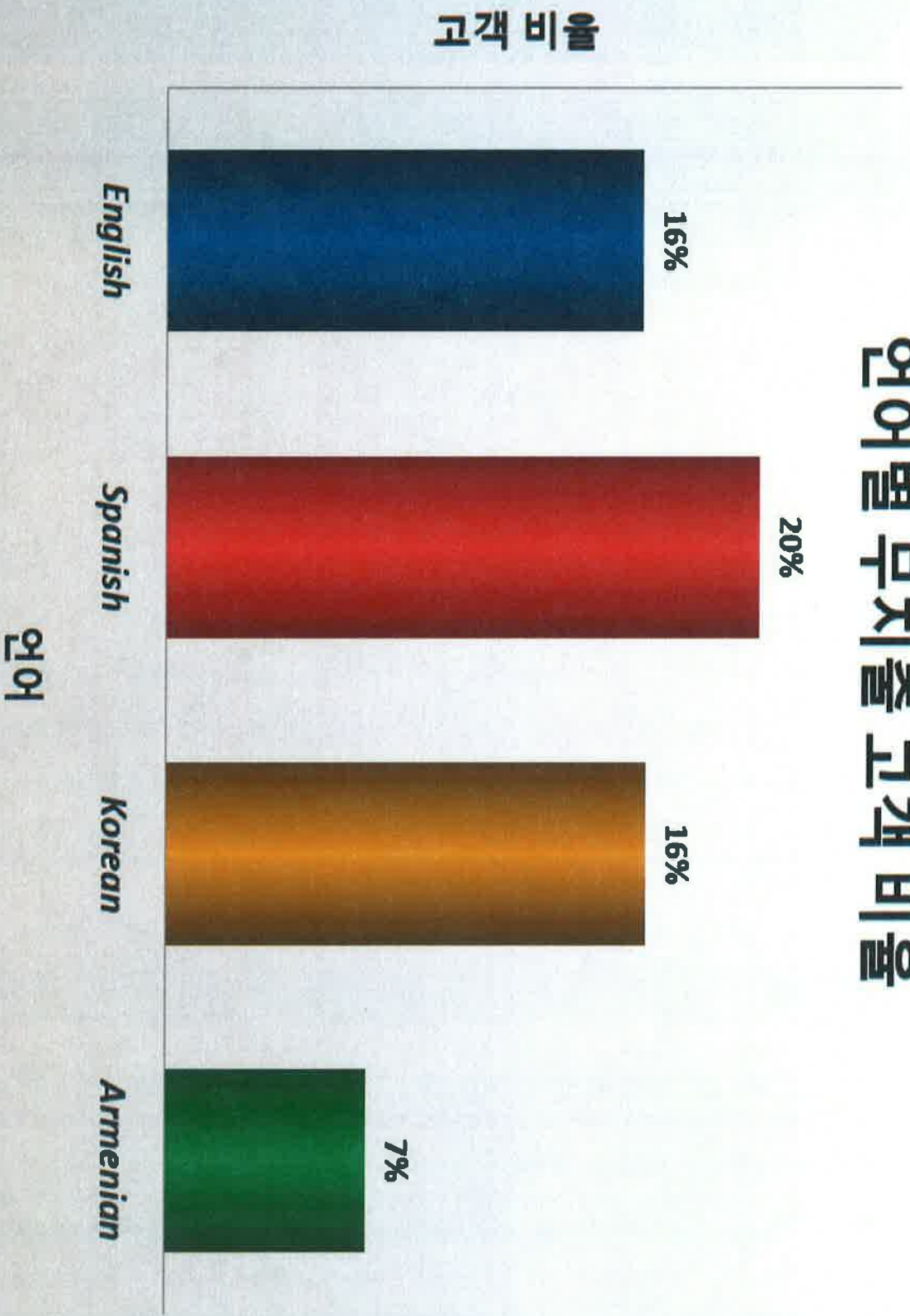
회계 연도 2013-14

인종별 무지출 고객 비율



회계 연도 2013-14

언어별 뮤지컬 고객 비율



자료의 이해

- 인종과 언어가 다른 고객들 간의 지출액 차이는 존재하지만, 이것이 각 고객의 필요가 충족되지 않았다는 뜻은 아니다.
- 그 예로, 고객 가족의 선택에 따라 고객이 보호 시설에서 거주하게 되면 이는 곳 지출액의 변동으로 이어진다.
- 현재 지출액 차이의 모든 요인을 알지는 못하지만 그 요인들을 파악하려는 노력은 계속되고 있다.

지출액 차이의 요인

- 고객의 거주 환경, 즉 집에서 거주하는가 보호시설에서 거주하는가는 인종에 따라 차이가 있다.
 - 보호시설에 거주하게 되면 더 많은 지출액이 발생한다.
 - 좀 더 많은 수의 흑인과 백인 고객들이 집이 아닌 곳에서 거주하고 있으며, 이에 따라 그들의 지출액은 다른 인종보다 높다.

서비스를 제공받지 않는 경우

서비스 코디네이터들과 가족들에 따르면-

- ▶ 어떤 가족은 경제 활동에 집중해야 하고,
- ▶ 어떤 가족은 이동 수단이 없거나,
- ▶ 제공자가 집을 방문하는 것을 꺼려 서비스를 거부하고,
- ▶ 모국의 정부에서 관련 서비스를 제공하지 않아 이를 기대하지 않는 고객들이 많으며,
- ▶ 신분 문제로 서비스를 신청하지 않는 고객들도 있고,
- ▶ 일부 가족들은 전문가나 담당자가 서비스를 먼저 권유하기를 기다리는 경우도 있다.

지출액 차이 감소를 위한 노력

- 서비스 코디네이터의 85%를 2개 국어 구사자로 채용
- 요구시 개별 프로그램 계획서 모국어 번역
- 여러 언어로 번역되는 출판물
- 스페인어 등 여러 언어로 제공되는 교육들
- 출판물 번역본을 KYRC에 배치
- 알마니아어, 일어, 한국어, 러시아어, 따갈로그, 스페인어 등을 구사하는 피어 서포트 파트너(Peer Support Partners)
- 언어별로 제공되는 서포트 그룹들

지출액 차이 감소를 위한 활동들

- 직원과 보드 회원들을 위한 문화적 능력 교육
- Promotora Project - 특별 교육을 받은 피어 파트너들이 쉐인 두 가족의 서비스 활용을 돕도록 한 시범 프로젝트

1년간 Promotora Project를 통해 배운 것들

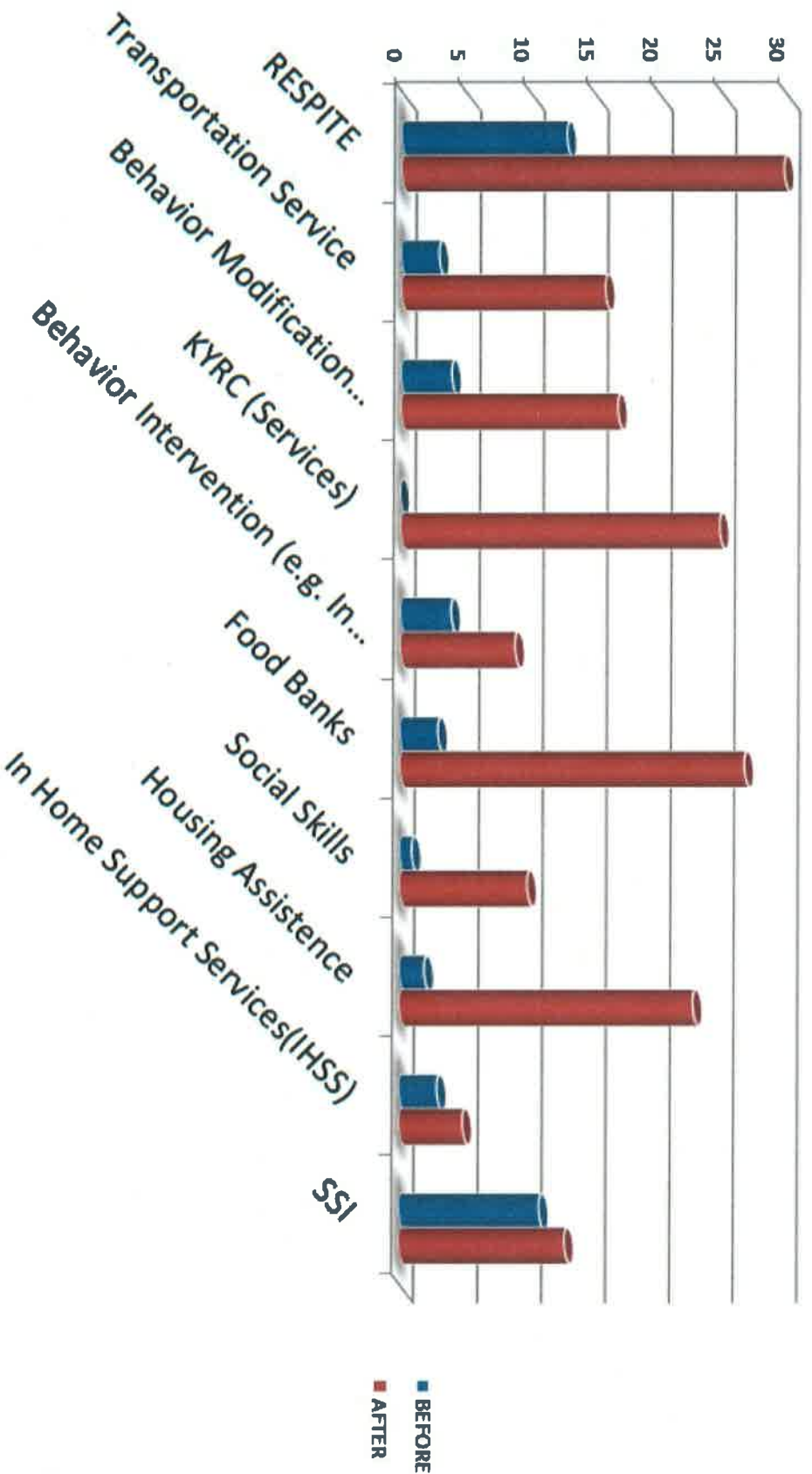
- 언어 소통의 장애가 서비스 사용에 미치는 영향
 - 일부 가족들은 전화 통해 소통하기에 어려움이 있다.
 - 변경된 주소를 통보하지 않는 경우가 많다.
 - 일부 가족들은 사투리 등 소수 언어를 사용하여 영어와 스페인어로 소통할 수 없다.
 - 어떤 가족들은 문맹이어서 서면으로는 소통할 수 없다.

이 밖의 배움

- 서비스 이용에 영향을 미치는 이동 수단의 장애
 - 여러 명의 자녀, 혹은 거동이 불편하거나 행동 장애 등을 가진 자녀와 함께 승차하는 경우
 - 고객, 고객의 부모와 가족이 지불해야 하는 대중교통비
 - 부모가 고객의 서비스를 돕는 시간 동안의 Regional Center의 고객이 아닌 자녀의 양육 문제

성공적 사례들

가업시와 가업 1년 후 서비스 활용

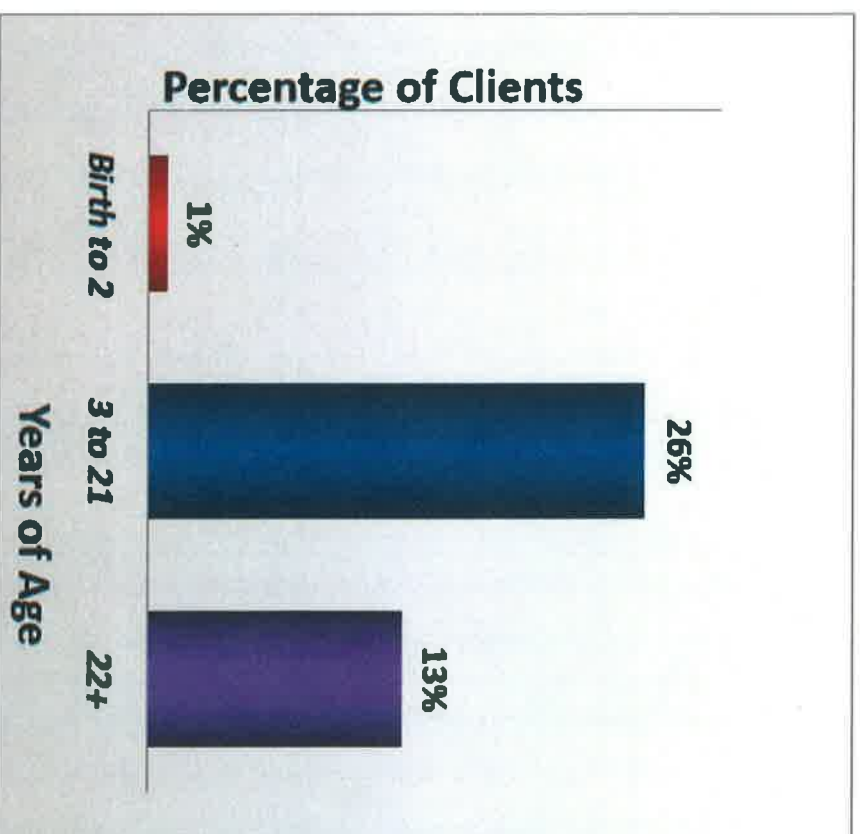


이 후의 계획

Regional Center는 22세 이상의 고객들 중 서비스 이용이 없는 13%를 돕기 위한 두 개의 프로젝트를 계획하고 있다.

1. 집중 감사
2. 필요사항이 충족되고 있는지를 알아보기 위한, 무지출 고객들의 포커스 그룹

연령 별 무지출 고객 비율



이경