

Eastern Los Angeles Regional Center (ELARC)
Fiscal Year 2016/17
Purchase of Services (POS) Data Report
May 31, 2018

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I Background

As of June 27, 2012, the Lanterman Act was amended requiring the Department of Developmental Services (DDS) and Regional Centers to annually collaborate in compiling data on Purchase of Services (POS). POS Data Report is based on approved authorizations, actual POS expenditures and the utilization rate of authorized services for all consumers. The data is displayed by consumer age, ethnicity, primary language and diagnosis. Additionally, the data includes the total number of open/active consumers who received POS funding and also consumers that did not have POS expenditures for the reporting fiscal year.

The POS Data Report is to be posted on the Regional Center website by December 31st. Regional Centers are required to conduct community meeting(s) no later than March 31st to present and discuss the data report with community stakeholders. By May 31st Regional Centers are to submit a written report to DDS that addresses the requirements of Welfare & Institutions Code (WIC) Section 4519.5 on attendance, meeting notes, issues identified in the data and recommendations to promote equity and reduce disparities in POS for the various ethnic groups served by each regional center.

II ELARC Demographics

ELARC serves a highly diverse population.

The top three ethnic groups served by ELARC are: Hispanic, Asian and White. The following figures represent the ethnic breakdown for all consumers served by ELARC in Fiscal Year 2016-17.

	Ethnicity	Consumers	%
(1)	Hispanic	9,188	70.7
(2)	Asian	1,612	12.3
(3)	White	1,278	10.3
(4)	Other	737	5.3
(5)	African-American	187	1.5
	Total Consumers:	13,002	100%

The two predominant ethnicities served by ELARC are Hispanic and Asians. Collectively these two ethnic groups represent 83% of all consumers served by ELARC. Such diverse demographics demands that ELARC's personnel reflect the linguistic and cultural composition of

the community it serves. The following statistics profiles a work force that mirrors and compliments the community it serves as a component of promoting equity and reducing disparities.

Service Coordinators = 169

Spanish	82%
*Asian	22%

* Cantonese/Mandarin/other Chinese Dialects/Korean/Vietnamese

Management = 27

Spanish	67%
Asian	14%

All Staff = 276

Spanish	78.3%
Asian	18.9%

III Attendance

ELARC hosted three public meetings. Two of the meetings were conducted in partnership with two long-established parent organizations in ELARC’s service area: Fiesta Educativa and Chinese Parent Association for the Disabled (CPAD). These two groups are deeply rooted in ELARC’s community. Both organizations represent the two largest ethnic groups served by ELARC: Hispanic (70.7%) and Asian (12.3%).

Notification of public meetings was promulgated by various methods which included:

- ✓ Posting on ELARC website, Facebook page/Twitter
- ✓ Posted flyers at ELARC’s headquarter lobby and at satellite office in Whittier
- ✓ Distributed notices to community partners including:

- Disability Rights California
- State Council on Developmental Disabilities, Los Angeles Office
- Fiesta Educativa
- Chinese Parent Association
- UVAS, Parent Group
- PICI, Parent Group
- Greater Long Beach/Whittier Autism Society
- Family Resource Center
- Vendor Advisory Committee
- Consumer Advisory Committee

Meeting announcements were translated into Spanish and Chinese for distribution and posting.

The three public meetings were conducted as follows:

(1) March 24, 2018

- Meeting was hosted by the Chinese Parent Association (CPAD) and held at the Asian Youth Center in the City of San Gabriel where the parent group conducts their regularly scheduled meetings.
- Interpretation services were provided and utilized: Mandarin, Cantonese and Vietnamese.
- Total Attendance: 12

(2) March 26, 2018

- Meeting was hosted by Fiesta Educativa, an organization offering training and support to Hispanic families throughout the State. Meeting was held at the Mexican American Opportunity Foundation (MAOF).
- Spanish interpretation services were arranged and utilized.
- Total attendance: 21

(3) March 27, 2018

- Meeting held at ELARC's Main Office in Alhambra
- Interpretation services arranged but not utilized
- Total attendance: 5

Total attendance for the three meetings was 38 participants.

IV Meeting Notes (Attachment 1)

Extensive notes of all three meetings are included with this document as Attachment 1, 1A, 1B, and 1C. Attachment #1 is formatted as a summary of questions/answers, comments/suggestions at each of the three community meetings. Attachments 1A, 1B and 1C are the original raw notes taken by staff in attendance. The following is an overview of participant comments and discussions at each of the sessions.

(1) March 24, 2018

Audience primarily represented families/consumers of Asian ethnicity. Parent comments and discussion included the following points.

- Special education expertise needed to challenge public education services.
- Desire to better understand the vast array of services offered.
- Assistance with transitional services from public school to regional center funded adult services.
- Information needed in native language.
- Ensure the quality of translated material.
- Quality of services delivered by service providers needs to be part of progress reports.
- Service providers should involve families in the writing of progress reports.
- Families to conduct an evaluation of services delivered by vendors.

(2) March 26, 2018

Attended primarily by Spanish-speaking family members. The meeting had a high level of dialogue and interaction between participants and agency presenters. It was a well-informed audience which offered introspective comments and testimonials and a multitude of insightful comments as follows:

- Special education expertise needed to challenge public education services.
- Ensure the quality of vendored services being offered, need experienced and qualified personnel.
- Concerns over use of social media by consumers and their safety.
- Difficulty navigating the regional center system.
- IPP process is complex, process should be more thoroughly explained as well as the array of services.
- Need assistance with generic resources, the various types and the application process.
- Support needed for consumers attending college/universities.

- Create more living options in consumers local community to promote independent living.
- Need access to quality mental health services for individuals with developmental disabilities.

(3) March 27, 2018

- Attended by service provider community, no parents/consumers in attendance at this meeting.
- Appreciation of ELARC's effort in assisting families/consumers in obtaining services.
- Importance of meeting family's basic needs to ensure the maximum benefit from a vendored service.

V Community Presentations (Attachment 2: PowerPoint)

The meeting format for all three community presentations included two components. First a formal panel presentation on specific areas of the POS Data Report, followed by an open discussion with the audience to obtain their perspective on material presented and related recommendations.

The formal presentation consisted of:

- An overview and background on the process and reasons for compiling POS data.
- Review of ELARC projects to ameliorate POS inequities amongst the various ethnic groups over the last fiscal year.
- An update on ABX2-1 funded projects being implemented by ELARC to reduce POS disparities.
- An open dialogue directed by audience questions/comments addressed by ELARC panel presenters, content of discussion documented under "IV Meeting Notes" of this report.

Presentation focused on the per capita differences amongst the three largest ethnic groups in ELARC's service area: Hispanic, Asian and White. A comparison of the last two fiscal years and the related per capita authorization averages for all ages indicates a modest increase for the Asian and Hispanic population. Despite the modest growth for Hispanics and Asians, the White population continues to out-pace POS growth at a significantly greater rate. The following table compares the last two fiscal years per capita authorizations for all ages.

**Per Capita (PC) Authorizations
For All Ages
By Fiscal Year (FY)**

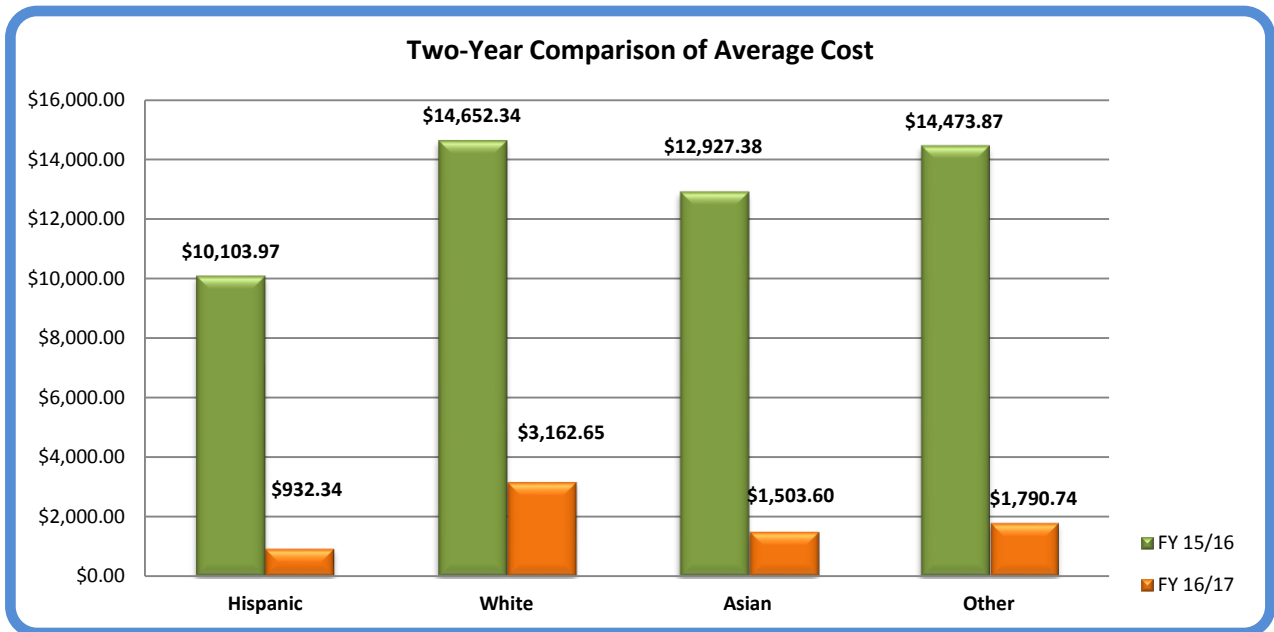
Ethnicity	PC FY 2016/'17	PC FY 2015/'16	Difference	% Growth
Hispanic	\$14,432	\$13,860	+ \$572	4.12%
Asian	\$16,559	\$15,746	+ \$813	5.16%
White	\$38,167	\$32,255	+ \$5,912	18.32%

Impacting the above per capita authorization comparison between these two fiscal years is a shift from regional center funded service to Medi-Cal funding. In FY 2015-'16 California's Medi-Cal Managed Care health plans (MCP's) assumed the responsibility for providing and funding behavioral health treatment (BHT) services for children and adolescents diagnosed with Autism Spectrum Disorder (ASD). The vast majority of ELARC cases (319) were transitioned to Medi-Cal funding in the latter part of FY 2015-'17. A minor number (14) were transferred in FY 2016-'17.

Analysis the two fiscal years displays a significant shift in funding from ELARC POS to Medi-Cal, for a total of \$3,346,566. The result is a reduction to the average POS cost for consumers, total of 333 individuals, impacted by this policy shift. The following tables and data depicts the reduction to POS expenditures by ethnicity and resulting changes in the average POS changes for each fiscal year.

**EASTERN LOS ANGELES REGIONAL CENTER
Comparison of Average Cost of BHT Services by Ethnicity for Cases Transitioned in FY 15/16**

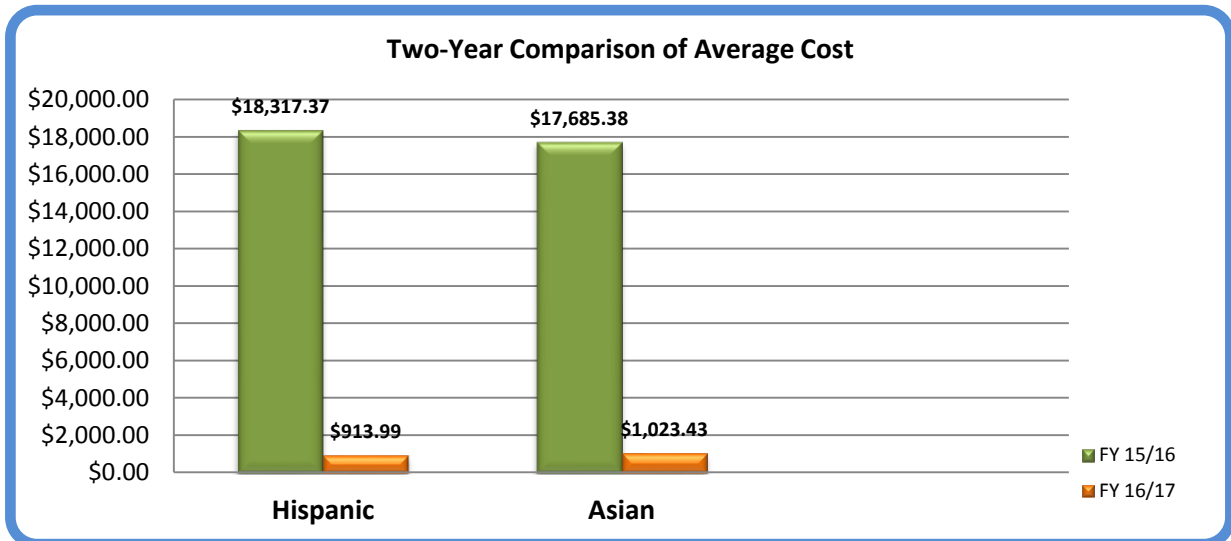
Ethnicity	Consumer Count	Expenditures for BHT Services			Average Cost		
		FY 15/16	FY 16/17	Change	FY 15/16	FY 16/17	Change
Hispanic	244	\$2,465,368.13	\$227,492.14	-\$2,237,875.99	\$10,103.97	\$932.34	-\$9,171.62
White	13	\$190,480.40	\$41,114.44	-\$149,365.96	\$14,652.34	\$3,162.65	-\$11,489.69
Asian	52	\$672,223.52	\$78,187.42	-\$594,036.10	\$12,927.38	\$1,503.60	-\$11,423.77
Other	10	\$144,738.74	\$17,907.41	-\$126,831.33	\$14,473.87	\$1,790.74	-\$12,683.13
Total	319	\$3,472,810.79	\$364,701.41	-\$3,108,109.38	\$10,886.55	\$1,143.26	-\$9,743.29



EASTERN LOS ANGELES REGIONAL CENTER

Comparison of Average Cost of BHT Services by Ethnicity for Cases Transitioned in FY 16/17

Ethnicity	Consumer Count	Expenditures for BHT Services			Average Cost		
		FY 15/16	FY 16/17	Change	FY 15/16	FY 16/17	Change
Hispanic	7	\$128,221.60	\$6,397.95	-\$121,823.65	\$18,317.37	\$913.99	-\$17,403.38
Asian	7	\$123,797.64	\$7,163.99	-\$116,633.65	\$17,685.38	\$1,023.43	-\$16,661.95
Total	14	\$252,019.24	\$13,561.94	-\$238,457.30	\$18,001.37	\$968.71	-\$17,032.66



In summary the above graphs show that over the last two fiscal years, this change in funding practice has reduced POS expenditures by \$3,346,566. Furthermore, in FY '15-'16 the average cost of behavioral services for 244 Hispanic consumers changed from an average cost of \$10,103 to \$923 annually, a reduction of \$9,171. Similarly, the cost for the same service for 52 Asian consumers went from an average cost of \$12,927 to \$1,503 annually, representing an \$11,489 reduction to POS. The importance of introducing this data is to reflect on the external factors that impact the fluctuating POS averages amongst the various ethnic groups and thereby offer a more refined interpretation of POS differentials.

It should also be noted that the criteria for Medi-Cal funded Behavioral Health Treatment (BHT) has been expanded to include children under age 21, who do not have autism. This funding transition from regional center to Medi-Cal, will once again impact the POS expenditure averages in future "POS Data" analysis.

An additional point to consider is that "contracted services" such as transportation and supported employment group services are not captured as part of the POS expenditure data. For ELARC the total payments made for contracted POS services in FY 16-17 was \$3,821,651. As this significant expenditure cannot be captured based on individual consumers and their ethnic background, it is uncertain what impact and difference it would have on average per capita expenditures.

The next diagram illustrates a comparison of the per capita growth, since the inception of the POS data report (2011-'12). These figures exhibit an overall growth in authorizations for ELARC's Hispanic and Asian population over a six-year period, Fiscal Year 2011-'12 to 2016-'17. Overall the per capita cost comparison shows a consistent increase in POS authorizations over a six year span for all ages in the three primary ethnic groups served by ELARC.

Capita Authorization Comparison

Fiscal Year (FY) 2011-'12 to FY 2015-'16

Ethnicity	FY 2011-'12	FY 2016-'17	\$ Difference
Hispanic	\$12,922	\$14,432	+\$1,510
Asian	\$14,848	\$16,559	+\$2,241
White	\$28,639	\$38,167	+\$9,528

Nevertheless, despite the above noted modest increases in POS authorization for the Hispanic and Asian groups, over the six year span, the White population continues to have an appreciable gain in the per capita funding over other ethnic groups.

The following table displays the differences in the per capita authorizations for Fiscal Year 2016-'17.

**Per Capita (PC) Authorizations Comparison
Fiscal Year (FY) 2016-'17**

Ethnicity	PCA	Difference
White	\$38,167	+ \$ 23,735*
Asian	\$16,559	- \$ 21,608**
Hispanic	\$14,432	- \$ 23,735**

* Compared to Lowest PC authorization

** Compared to Highest PC Authorization

The primary contributing factor for this sizeable authorization variation in the above table is the continuing higher utilization of residential services by the White ethnic group. Residential services, in its various categories, constitutes the most costly of all regional center funded services. The end-result is a substantial disparity in the per capita authorization averages among the three ethnic groups as noted in the above figures. The following statistics reflect the residential placement trends for ELARC.

**Residence Type Comparison
By Ethnicity
Fiscal Year 2016-'17**

Ethnicity	Total Consumers	Living with Family # / %	Residential Placement # / %	Living Independently # / %
Hispanic	9,188	8460 / 92.1%	295 / 3.2%	282 / 3.2%
Asian	1,612	1,497 / 92.9%	80 / 5.0%	22 / 1.4%
White	1,278	846 / 66.2%	235 / 18.4%	157 / 12.3%

Clearly, the above differences in the utilization of residential services has a vast impact on the per capita funding for the three ethnic groups. Therefore, it is essential to offset residential costs to reach a more precise POS comparison for ELARC consumers of all ages that are living at home. The table below isolates residential costs and compares POS funding for consumers, of all ages, living at home.

**Per Capita Authorization (PCA)
For All Ages Living at Home
By Ethnicity
Fiscal Year 2016 – ‘17**

Ethnicity	Consumers	PCA	\$ Difference
White	1,278	\$15,615	0
Asian	1,672	\$11,919	- \$3,696
Hispanic	1,278	\$10,282	- \$5,332

The glaring difference in PCA for individuals living at home can be contrasted with the tables on page 10 of this report, which includes residential costs. The PCA for Hispanics living at home, as compared to Whites, changes from a negative -\$23,735 to -\$5,332, representing an \$18,403 reduction in the POS authorization differential between Hispanics and Whites. Similarly, the PCA for Asians went from a negative -\$21,608 to -\$3,696, a difference of \$17,912 in the POS overall authorization funding between Whites and Asians. In summary, as residential costs are not factored in the POS authorizations the funding gap among the three ethnic groups dramatically decreases as illustrated in the above table.

This comparative analysis yields a more reliable comparison of the per capita authorization averages. There is an overwhelming percentage of Hispanics and Asian consumers that are living with their families, at a rate of 92.1% and 92.9% respectively, in contrast to 66.2% of the White population. With this comparison, which again removes residential costs, the stark gap in POS expenditures substantially narrows.

Admittedly, despite the POS expenditure adjustment disparity remains in the POS funding levels for Hispanic and Asian consumers living at home, as shown by above table. It is these levels of discrepancies in funding which will be the intense focus of ELARC efforts, through its various projects, to curtail the gap in POS funding for individuals living at home.

The following section of this report highlights specific efforts and activities being undertaken by ELARC and related general recommendations to achieve funding parity amongst the various ethnic groups.

VI Current Projects & Recommendations

In Fiscal Year (FY) 2016-'17 Assembly Bill (AB) X2-1 went into effect authorizing the allocation of \$11 million towards the funding of local projects which would promote equity and reduce disparities. A second funding cycle was also initiated in FY 2017-'18 by DDS. ELARC has participated in the two cycles and the projects have proven to be valuable tools in ELARC's effort to understand the barriers to disparity and how to promote funding parity. The goal, over the long-term, is that these activities will yield valuable information which can result in far-reaching outcomes in the reduction of purchase of services (POS) disparities.

The following projects highlight ELARC's efforts in promoting POS parity.

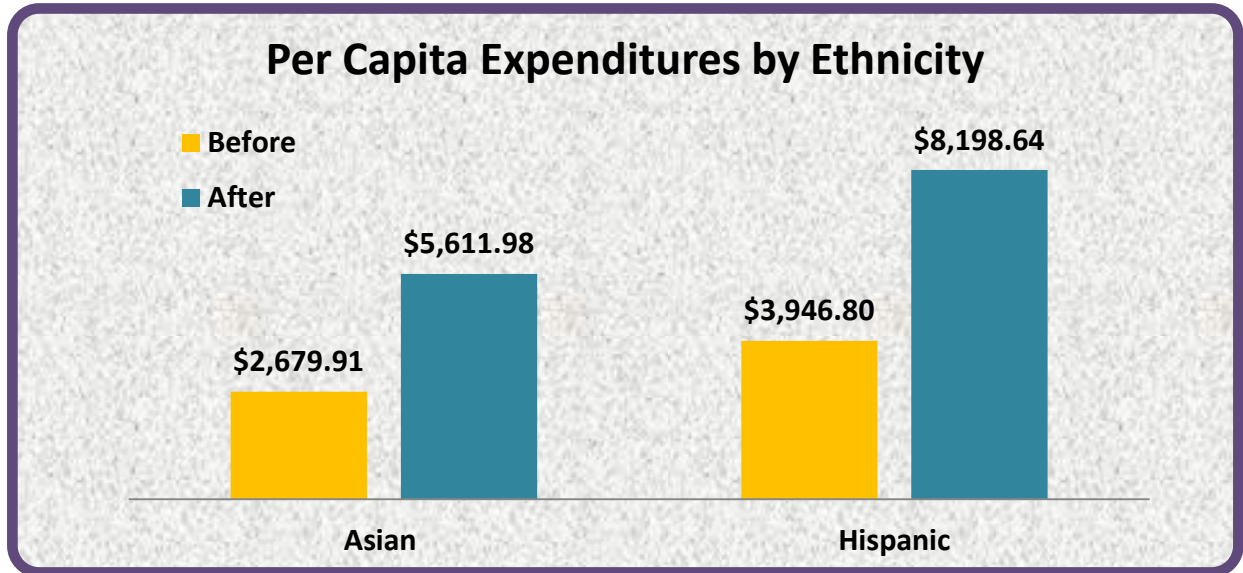
(1) Reduced Caseload Ratio

Identify 200 cases of Hispanic and Asian consumers with the lowest per capita funding, including cases with no purchase of services. Cases are assigned to a service coordinator at a substantially reduced caseload ratio of 1:40, current mandated average is 1:66, in order to allow for a concentrated approach to supporting consumers/families. Additionally two Person-Centered Practices Coordinator (PCPC) positions (Hispanic and Asian) have been established to provide intense guidance and training not only to the specialized caseload of 200 but to extend their support to service coordinators throughout the agency with caseloads in the lower per capita averages. Moreover, the focus of their activities has been extended to newly registered consumers (Hispanic and Asian) to assist in the transition from intake to ongoing service coordination. This is achieved through individual and group training meant to assist new consumers/families on how to navigate a complex system and prepare for the initial Individual Program Plan (IPP) meeting. The goal is that through these preliminary interventions families will develop a solid foundation to guide them in the initial IPP and subsequent IPP's.

The following table below displays the pre and post expenditure changes for 31 consumers that were part of the "reduced caseload" project over a one-year period and have since transitioned to the traditional higher caseload service coordination system.

**Reduced Caseload Ratio Project
Per Capita Expenditure (PCE) Pre/Post Comparison**

Ethnicity	Consumer Count	Annual Expenditure			
		Before (Expenditures)	After (*Expenditures)	\$ Changes	% Changes
Asian	10	\$26,799.14	\$56,119.75	\$29,320.61	109.41%
Hispanic	21	\$82,882.76	\$172,171.51	\$89,288.75	107.73%
Total	31	\$109,681.90	\$228,291.26	\$118,609.36	108.14%
Per Capita Expenditures		\$3,538.13	\$7,364.23	\$3,826.11	108.14%
Per Capita/Asian		\$2,679.91	\$5,611.98	\$2,932.06	109.41%
Per Capita/Hispanic		\$3,946.80	\$8,198.64	\$4,251.85	107.73%



* Expenditures = Authorization x % of Utilization FY16/17

The above graph quantifies the POS expenditure changes for the 31 consumers that have completed the “reduced caseload “ project. The pre/post results are staggering, resulting in a POS increase of 107.73% for Hispanics and 109.41% for Asian families. It should be noted that 31 cases represent only 15.5% of the total 200 caseload, but it is indicative of the success of the project and the need to continue and replicate its benefit for other lower per capita families/consumers. It is evident that the smaller caseload addresses many of the points families have raised at the community meetings such as:

- Intense assistance from a service coordinator to “navigate a complex” system.
- Guidance and support on the use of available generic resources that can augment regional center funded services.

- The ability to meet with greater frequency to establish trust and confidence.
- In-depth discussions and explanations on the array of multiple services offered by the regional center system.
- Allowing for a more intense IPP process with thorough explanation of service options.
- The use and application of person-centered practices that are sensitive to cultural values and differences.

(2) **Outreach/Orientation**

Partnership with two prominent parent run organizations, Fiesta Educativa and Chinese Parent Association (CPAD) to provide basic orientations in languages other than English to newly eligible families/consumers. The intent is to increase awareness and understanding of regional center services and to have families establish an on-going and culturally sensitive link of support in their local community.

Additionally, ELARC partnered with the Chinatown Service Center and Proyecto Pastoral to train their staff on regional center services so their case managers and system navigators can accurately describe the mission and the work of the regional centers and refer families for services. ELARC staff participated in approximately three community education events per month. Recent presentations of note:

- 2/21/18: Parent presentation-LAUSD at Hilda Solis Learning Academy. Staff presented on an overview of ELARC. Presentation was in Spanish.
- 3/22/18: Panel workshop through Fiesta Educativa. Staff provided information on employment. Presentation in Spanish and English.
- 5/02/18: Parent presentation at Hamasaki Elementary School by staff on Autism and an overview of ELARC. Presentation in Spanish.
- Future event: Korean American Special Education Center screening fair in La Mirada in May 2019.
- Future event: Salazar Park Health & Wellness Resource Fair in East Los Angeles on June 2, 2018.

Beyond these efforts, the Cultural Specialist and the Person Centered Practices Coordinators (PCPC's) have worked with the community to identify nearly fifty community based resources within the neighborhoods served by ELARC.

- This information is being compiled into an electronic report to which service coordinators have access. The resources will be GIS mapped so SCs can access it on their iPads during home visits and will become also a printable listing that parents can access on our website.

- These sites are being provided with information regarding regional center services to share with those they serve.

(3) Ongoing Training of Parents:

The ABX 2-1 funds are also being used for funding two “Person Centered Practice” Coordinators (PCPC’s) who work with families during the eligibility process offering extensive support to families (Hispanic/Asian) as they transition to a new service coordinator and prepare for the initial IPP meeting. Of additional benefit is that the PCPC’s have adopted Person Centered Practices (PCP) tools and forms that have been translated into Spanish and Chinese and customized to make them more culturally relevant. Furthermore the two PCPC’s have also provided presentations on their work at the Southern California Gathering of Person Centered Practices October 2017.

ELARC hosted a vast number of training sessions covering an array of topics for the Hispanic and Asian community. The following list highlights the varied training opportunities offered by ELARC to its community.

- “Understanding Regional Center” (URC), curriculum focuses on providing families with an overview of the regional center system, from the foundation of the Lanterman Act, through understanding diagnosis, person centered planning, services and supports, and how to work in partnership with your service coordinator. It spans four sessions. The curriculum has been translated into languages other than English.
- The Spanish URC 2017 sessions took place September through December of 2017.
- 2018/1029: Spanish language URC will repeat in Fall 2018 and the English/Chinese language URC will be held in Winter 2018/2019.
- URC is held as the “gateway” to Partners in Community Inclusion (PICI).
- PICI is a series for parents to develop their vision for their child and the tools and supports for inclusion in their communities.
 - ✓ Spanish sessions ran from January through May of 2018.
 - ✓ English/Chinese sessions ran from January through May of 2018.
- The Person Centered Practices Coordinators have been shadowing the PICI trainer with the intent they may be able to provide PICI training in languages other than English in the future. The PCPCs have also provided person centered practices orientations to parents in Spanish and English.

- ELARC contracted with Fiesta Educativa and the Chinese Parents Association for the Disabled (CPAD) to provide parent orientation sessions to ELARC families in their native languages. Fiesta Educativa has held three sessions thus far and CPAD has held one. ELARC also partnered with these organizations and our Family Resource Center to provide orientations for parents of children under 3.
- ELARC contracted with providers to implement Behavior Management workshops in both Spanish and Cantonese with a family support model rather than lecture style training.
- Self-Determination Program (SDP) informational sessions. Formal SDP informational sessions began monthly in January 2018. There have been three English sessions with interpretation in languages other than English, one Spanish session and one Cantonese session thus far.

(4) Translation:

In partnership with the Cultural Specialist, the PCPCs have worked with parent groups to develop a “word bank” of translated common regional center terms to provide to professional translation agencies so as to insure, understandability, consistency, and quality in translation services. In addition, a review committee of volunteer parents has been established to peruse translated material and offer feedback on accuracy of translation prior to its release.

(5) Training Material

Expand the variety of accurate, understandable and useful tools for families and individuals to better comprehend the regional center and services offered. Access to information about services will reduce barriers. The plan is to develop and translate selected materials specific to the ELARC community, as well as working collaboratively with regional centers on the development of easy-to-understand, informative publications in multiple languages. Topics being explored includes information on services available by age, generic resources and information on transitions.

Recommendations

- (1) Restoration of suspended services, namely social recreation and camp. These reductions went into effect as a temporary measure to contend with budgetary challenges dating back to 2009. This policy change has disproportionately affected Hispanic and Asian consumers at ELARC. These are critical support services for a population that utilizes residential services at very low levels.
- (2) Reinstate start-up fund grants for the development of new models of service delivery that are responsive to linguistic and cultural needs.

(3) Reassess the current format of the fiscal year “POS Data” report in an effort to streamline its content and create a more “user friendly” display for families/consumers. Additionally, the report should clearly distinguish between overall POS average expenditures and POS averages for consumers living at home with their families, which for ELARC is the vast majority of its constituency.

(4) Effort to account for services that impact POS averages in the POS Data report, such as:

- Shift in funding from regional center to another entity (i.e.) medical Behavioral Health Treatment (BHT)
- Contracted services paid by regional centers which are not consumer specific and is not captured in “POS Data” report
- Generic services

GW:re
6/14/2018