



Eastern Los Angeles
Regional Center



2019

COMMUNITY REPORT

ELARC: Who We Are

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We want to take the opportunity to highlight some Service Coordinators and the families they have worked with. Our hope is that through stories and pictures, we are able to share with you the relationships our Service Coordinators have built with those they serve.

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Board



Board of Directors

The Eastern Los Angeles Regional Center Board of Directors is committed to ensuring that the mission of the agency is carried out. An all volunteer board, its membership includes individuals with

disabilities, parents, community members and others with specific skills and knowledge.

To read the Board’s purpose and responsibilities, please visit our website at www.elarc.org

and visit our “Board of Directors FAQs” web page under the “Governance” tab. You are also welcomed to attend our Board of Directors meetings, as they are open to the public.

Our Mission

Eastern Los Angeles Regional Center is committed to serving individuals with developmental disabilities and their families by promoting partnerships which empower them to achieve meaningful and fulfilling lifestyles in their communities.



Gloria Wong

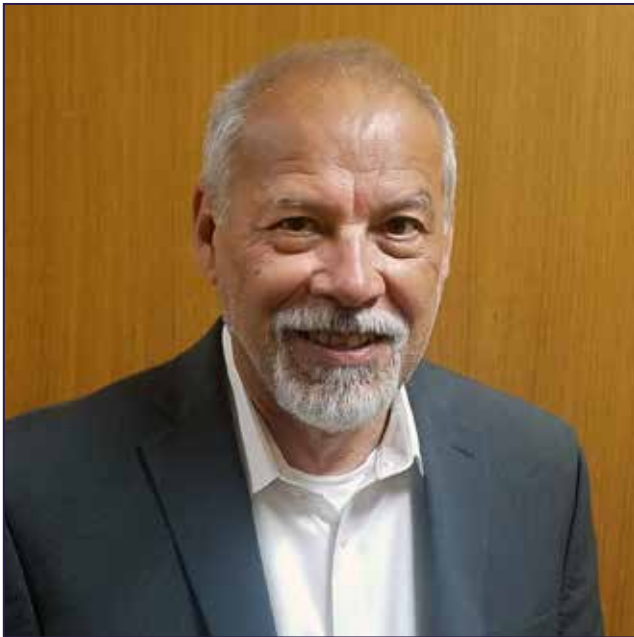
Executive Director

ELARC's Executive Director provides overall leadership for the Center including planning, organization, developing and directing the operations and programs of the Center in accordance with the provisions of the Center's contract with the State Department of Developmental Services, and the procedures established by the Board of Directors.



Rosalie Estrada
Executive/Board Secretary

Consumer Services Division



Felipe Hernandez



Edith Hernandez



Chief of Consumer Services with Supervisors

Our Consumer Services Division is comprised of 15 Supervisors with assigned Service Coordinators and Support staff. Our SC's make sure that ELARC's Core Values (on the

next page) are carried out by developing relationships with individuals with developmental disabilities and their families. Our Chief of Consumer Services is Mr. Felipe Hernandez

and our Associate Chief of Consumer Services, Ms. Edith Hernandez-Daniels, oversee all Supervisors and Consumer Services related needs.

We Believe

- Persons with developmental disabilities have the right to grow and develop. We provide opportunities for life long learning.
- In the right of self-determination for persons with developmental disabilities. We are committed to creating opportunities for every consumer to make choices and decisions in their lives.
- Every individual should have the opportunity to be part of their community. We create opportunities for consumers which fulfill their need for integrated life experiences.
- Health, safety, security and stability are important in the lives of all individuals. We are committed to assuring that these values, along with individual preferences, are considered when contemplating and supporting life decisions.
- Persons with developmental disabilities have the right to receive quality services. We are committed to finding new approaches which enhance service quality.
- In a dynamic partnership with our communities.
- In the search for innovative approaches to the coordination of services. We are committed to seeking creative methods to serve our consumers.

Sitting Down with Martha Drew



Service Coordinator Martha Drew

Martha has been an employee of ELARC for over 44 years. She worked in the Intake Department for about 7 years, then became a Service Coordinator and has been an SC for the past 38 years. In July of 2020 she will be retiring after 45 years of dedicated service. We sat down with Martha to talk about her experience working with her families all these years.

What's your favorite part about working with families?

"I love getting to really know them. It's made me who I am today. Working with families has helped me in the area of problem solving in my own personal life. I've learned how to count my blessings. I've learned to appreciate anything I face; there are families that

deal with so much more. I'm realizing after all these years how appreciative my families are. I have a lot of contentment. You do your job day by day and you may not see that you're making a difference, but you really are.

I've had some very challenging situations, but one thing that I've felt is that I can't come from a position that I know more than my families do. I don't walk in their shoes. It's important to listen and not judge. They know more. It's about having the patience to hear what they have to say. Those in my caseload have become like my family.

After 45 years, I'm not burnt out. I wish I could keep doing it. My heart still wants to do this; I still want to be their SC, but my mind and body are telling me it's time to retire from a career I am very proud of. I've been very blessed."

Can you name one favorite thing about working for ELARC?

"I can actually say that I'm having a hard time picturing myself without ELARC.

A Parent's Perspective

“My son has been part of ELARC since 2001. Martha is his Service Coordinator. She has been the most amazing person. She is so consistent, kind, and supportive. She is committed to know my son as a person. So many people brush him aside, but Martha never judged him. She has gone above and beyond; for example, she met my son at Disneyland one time for the IPP. She also went to a Christmas play that he was in.

Martha has been supportive of his hopes and dreams and vision for himself. In terms of my son's family, she knew of his family and asked questions about them. She has spent time listening to what he wanted to talk about. It never seemed like a chore.

I'm really grateful for the Regional Center, because he wouldn't have the life that he does without it. There have been challenges, but Martha

has helped me navigate through all of it. She's had my back. That has meant so much. With a child with a disability, there are times you feel like you're alone, because there are uncharted territories. It's so comforting to know that someone is cheering you on. I'm used to having to fight for things, but she's made it softer. I just love her. She's so genuine and kind hearted, and she's committed to being of service.”

Throughout my years here I was encouraged to move up, but I wanted to always work directly with the families so I stayed as an SC. The agency has been really good to me. I've had the best supervisors throughout my years here. I have great job satisfaction. I have made some lifelong friends, of which I call my “comadres.” We will continue to be friends for the rest of our lives. Additionally, it has been great working in the Whittier office for the past 34 years, I not only consider my unit my co-workers, but a team of

ladies that I look forward to greeting everyday by saying ‘I'm home’ first thing in the morning. They are family to me. I will be wrapping up my career with the Eastern L. A. Regional Center, Whittier Unit I, with the best Supervisor ever, Veronica Valenzuela, as well as under the direction of a very dedicated and supportive Chief of Consumer Services, Felipe Hernandez, an Executive Director, Gloria Wong. I am very grateful.”

Oscar Shares the Importance of Making Connections



Service Coordinator Oscar Diaz

Oscar has been with ELARC for 6 years. For the first 4 years he was a Service Coordinator for the Lanterman Units (3+). For the last 2 years he has been a Service Coordinator for Residential Services.

What led you to the Regional Center?

“I have been with ELARC for six years now, and prior to that I was doing early intervention with other agencies. I found out about Regional Center through a Toy Lending program offered at the Family Resource Center many,

many years ago and I would encourage my families (in my caseload) to participate; the families that were part of this Regional Center. The more I got to know this Regional Center, the more I got to know the Service Coordinators from Early Start. At the time I was working for Atwater Park Education Center for their Early Intervention program. And then I worked for an agency called Child and Family Services, now known as Pathways. Through that job I was linked to different Regional Centers; Lanterman RC, SGPRC, North

LA, ELARC, and SCLARC. I became very familiar with the whole system. I had this aspiration to work at a Regional Center. I wanted to have the ability and power to get those resources and information out to families. I love the positive impact you can have on families. I love the rapport established with families. After 4 years in the Lanterman Unit, I applied for a position in Residential Services and I have been doing this for 2 years now. I’ve been able to see consumers more periodically. It’s definitely rewarding and a pleasure to work around such a dedicated team.”

Can you name one favorite thing about working at ELARC?

“I’ve worked at several agencies and I’ve been working in this field for over 20 years, so I see the accessibility to provide a needed service. I know that I have to explain to some parents on why we can’t provide a certain service sometimes; that we need a denial from the insurance first, for example. But that process is something that I can assist with as well. So it’s the accessibility we have

because of who we are, our funding, we have that access, that authority, that purpose. This agency is here to help. That's what I love the most; that this agency has been set up to do that."

Can you name one favorite thing about working with families?

"By far, the connections; providing encouragement, and acknowledgment. I like that family involvement. In our Residential cases, at times we have less family involvement. But my new caseload of medically fragile consumers is allowing me to do so more often. Parents are more involved in those cases, and I always encourage family involvement. When scheduling meetings, I always ask if the family is available and make sure that the meetings are not just with Residential Home's staff, but also the family members. I understand that sometimes it's difficult or challenging, but it's also very important."

What is the one thing you wish everyone outside the agency could know?

"This agency has been around for a long time, but a lot of people still don't know everything about it. Yes we serve many consumers already, but it's just the fact that people in general don't know what a Regional Center is. I wish more people were more familiar with what Regional Center does. I don't mind explaining it and talking about it. If I find out about an agency not knowing who we are and what we do, I will explain and even make a presentation if needed. It's all about spreading the news."

Rosa Rivera and her Dream Job



Service Coordinator Rosa Rivera

Rosa Maria Rivera: Rosa Maria has been with ELARC since March of 2011. We sat down with Rosa Maria and learned about the amazing journey that led her to ELARC. We are sure that Rosa's fun and energetic story will bring a smile to your face, (and maybe some chuckles).

What led you to the Regional Center?

"I have a brother who has a disability. He's 5 years younger than I am, so I've known about the Regional Center almost my whole life. We

actually didn't know anything about the Regional Center until my brother was 6 years old. The school completed a Psychological Evaluation and diagnosed him to be on the Spectrum at that age. We were lost and asking 'what does this mean?' The school district referred us back to his physician. His physician completed another evaluation and he referred us to the Social Security offices. After that, our very final step was Regional Center. We were living in Boyle Heights, and ELARC was located in Lincoln Heights at that time it was

right next to El Arca adult program. We did a walk-in the very first time to ELARC; during this time they got our contact information and informed us that the next step was going to be a psychological evaluation to determine eligibility. From the very first time we visited ELARC, they were able to accommodate us, and explain the process step by step. They were able to provide us with information in our native language, Spanish. They also informed us that moving forward after the initial evaluation all meetings can be provided in-home, since at that time we didn't have transportation. ELARC was the first agency that was able to provide information in my mother's native language. At the time, the doctor didn't have anyone to translate information to Spanish, and the school had minimal translators available. Not only was it great that we didn't have to take like multiple buses to get to our Service Coordinator, but as an 11 year old, I didn't have to translate anymore! It was great they really helped us navigate the system.

That was my very first contact with ELARC, and seeing all of this, I told my mom, 'this is what I want to do, when I grow up.' My dream job was to become a Service Coordinator! My Supervisor and I remember my interview and she tells me, 'you actually said this was your dream job.' And I tell her, 'because it is...and if you knew the back story!' It was such a positive experience, it was a scary new world we were going into, and they helped us so much. My brother has been diagnosed with

Autism, Intellectual Disability and Epilepsy. So when the families ask me how life is going to be moving forward, I have to be honest and tell them, 'it's going to be hard. But you have the supports you need, you're in good hands!' I try to give them the best advice possible."

Can you name one favorite thing about working at ELARC?

"If I have to name one favorite thing about working

at ELARC, I would say its working with my families, it's such a rewarding job. Walking families through this process and being of assistance to them is what keeps me going. I enjoy the feeling of knowing that families are receiving the services and support they need. Growing up we lacked the resources needed to support my brother, and I feel like I can provide that support to others."

Service Coordination With Care

Rachel Peregrina shares about her experience with Rosa while in the Early Start Division. "My son's case was with Rosa Rivera for about 1 ½ years. Rosa was amazing. We really hit it off right away. She was always available any time I needed anything. Even to this day, we remain in contact. If I need anything or have a question, she can lead me or guide me. Rosa was very supportive and more like family.

I didn't have any real ex-

perience with the Regional Center or with Developmental Disabilities until my son was diagnosed. I learned everything about services and just how the process works. My son started regressing and I would tell the doctors and they would tell me to just work with him. At 1 ½ they did a screening for Autism. They then referred me to the Regional Center. What I didn't know is that I didn't need a doctor's referral. I could have started services much earlier if I had known this.

I would like others to know that the Regional Center provides a lot more than just services. They can connect you to support groups, and other things for the parents.

Rosa is an asset to the Regional Center. Her real life experience provides her with compassion, love and care. She works with the little ones, and this is very difficult. Her love and care comes from her experience. She makes you feel comfortable. She's happy, positive, and resourceful."










Person Centered Practices

ELARC continues to be committed to person centered practices through organizational change, as well as promoting person centered tools within the community.

ELARC offers regular training sessions on Person Centered Practices to our service provider community. Adult consumers and family members are also welcomed. Visit our website under the “About Us” tab, then click on Person Centered Practices for more information.

Ahead of an Individual Program Plan (IPP) meeting, our Service Coordinators mail out a “PCT One-Page Profile.” Completing this one-page profile helps the individual prepare for a person centered approach to the meeting and helps the Service Coordinator in finalizing an IPP that is person centered. The one page profiles are provided in English, Spanish, Chinese, Vietnamese, and Korean

My One Page Profile

Name Date	Picture	
What is Important to Me 	What People Like and Admire About Me 	
	 Qualities of Those Who Best Support Me 	
How to Support Me to Stay Happy		
 Living Arrangement	 Health	Self Help/Personal Care 
Education/Vocation 	Effective Communication 	Community/Socialization 

#18-706

ELARC: One Page Profile 8/2018

How to Create a One Page Profile

A One Page Profile captures the basic but important information about a person. It is positively focused on the individual's core qualities and abilities. Create the One Page Profile with family, friends, and others that supports the individual. Personalize the One Page Profile with pictures, artwork, and colors to reflect the individual described. Complete the One Page Profile to the best of your ability, there is no right or wrong way to describe the individual.

NAME & DATE

Write down the name of the person the One Page Profile belongs to. Update the profile annually to see the changes and growth of the person every year!

PICTURE

Insert a current picture or use/draw a picture that represents the individual's personality.

WHAT PEOPLE LIKE & ADMIRE ABOUT ME

Include information about the person's strengths, abilities, and talents. Write down what others appreciate about the individual. Focus on the positive qualities and what the individual is good at!

WHAT IS IMPORTANT TO ME

List anything that is important to the individual in their own perspective. What hobbies or interests does the person like to do to make them happy. What particular routines are important to the individual. What are some of the things that should be avoided. Write down what really matters to the individual, even if others do not agree.

QUALITIES OF THOSE WHO BEST SUPPORT ME

In this section, include skills, personalities, and characteristics of those who can best support the individual. Think of the people who makes the individual happy, who the individual work well with and who help the individual have a good day. What are some adjectives to describe those supports the individual?

My One Page Profile

Name: _____ Date: _____

Picture: _____

What is important to me:

What People Like and Admire About Me:

Qualities of Those who Best Support Me:

How to Support Me to Stay Happy:

Living Arrangement:	Health:	Self-Help/Personal Care:
Education/Activities:	Effective Communication:	Community/Socialization:

SABC One Page Profile (2018)

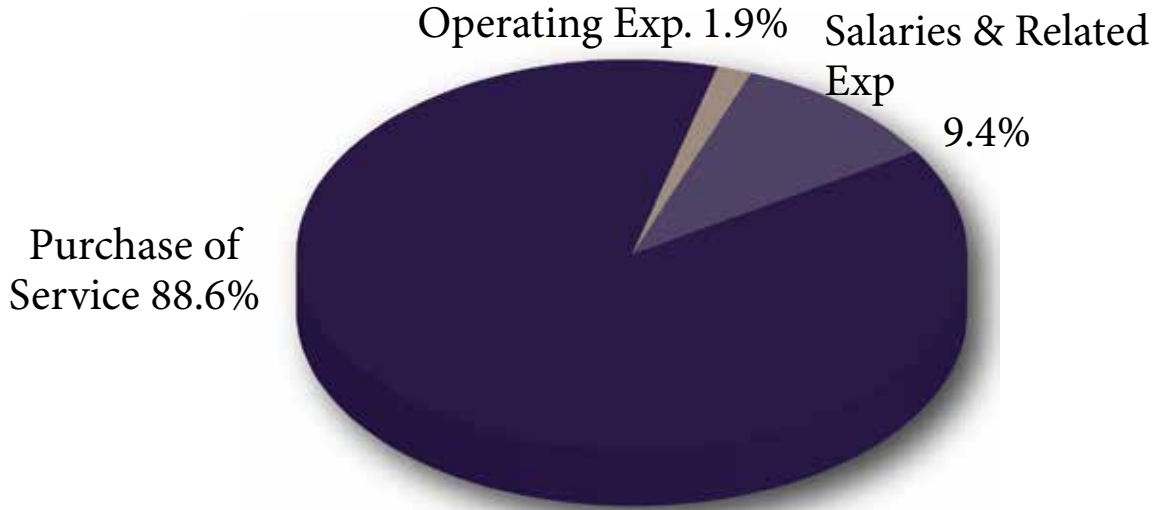
HOW TO SUPPORT ME TO STAY HAPPY

In this section, include things that are important for the individual. Ask yourself, what makes the individual feel better when he/she is stressed or unhappy. Think about the rituals and routines in different areas of the individual's life including living, health, behaviors, school/work, community and safety. Think of what others need to be mindful of.

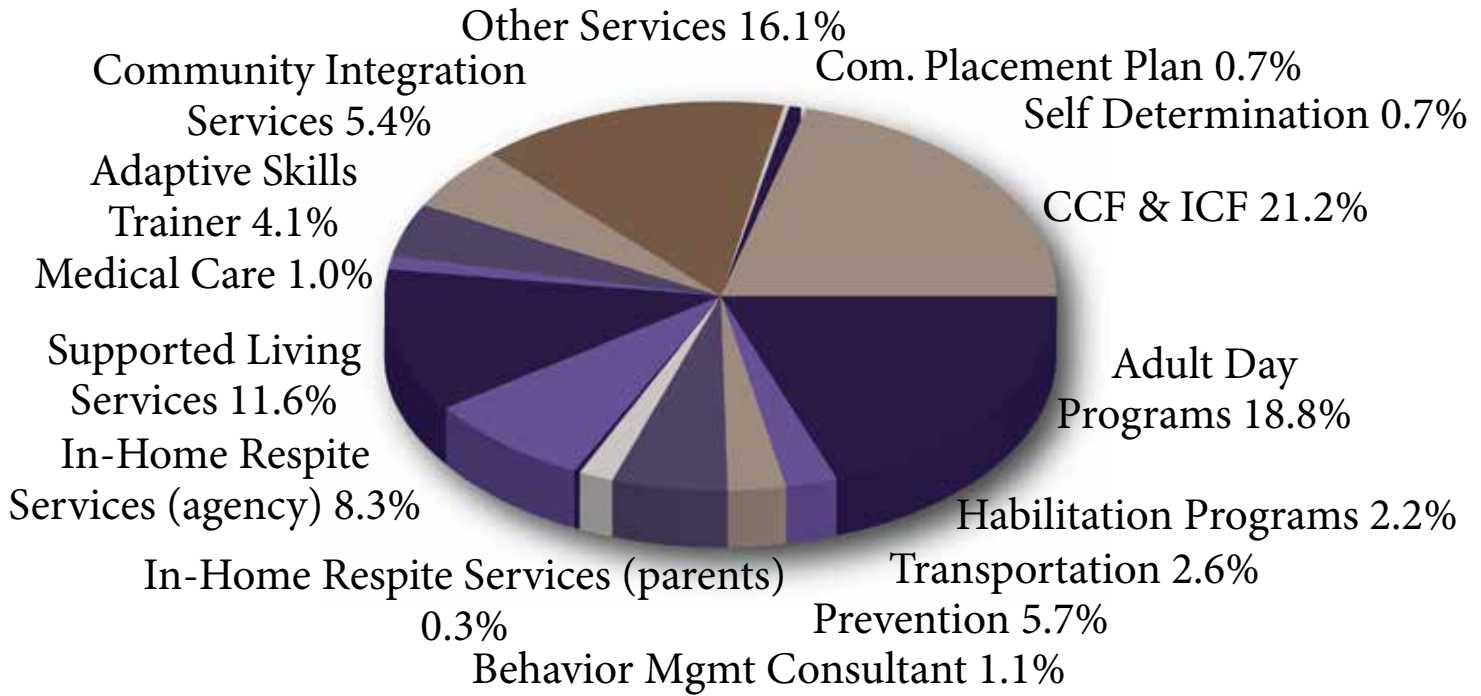
**For assistance to create a One Page Profile
Please contact your Service Coordinator to setup a referral for a 1:1 Person Centered Planning appointment**

Reports

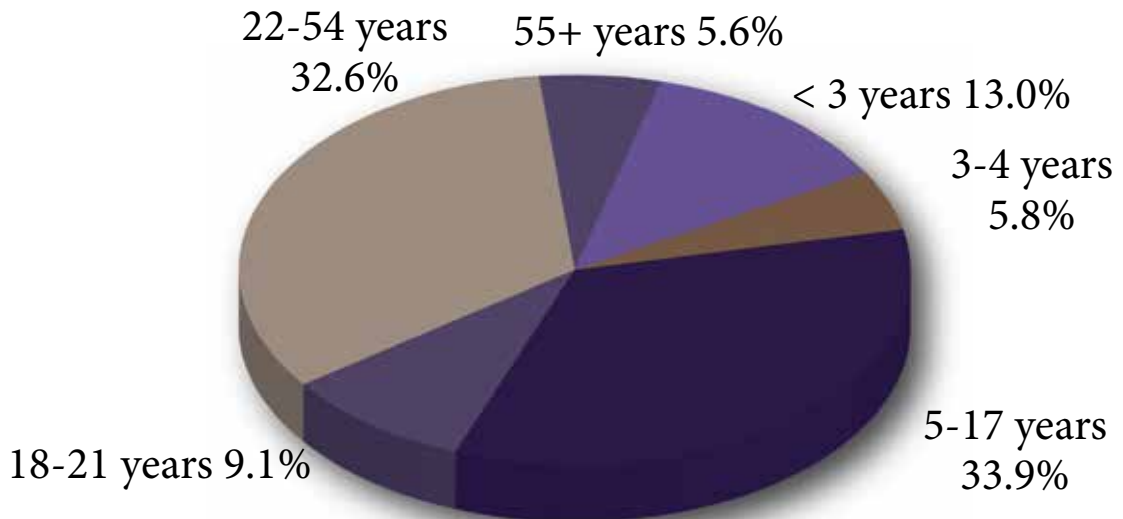
Overall



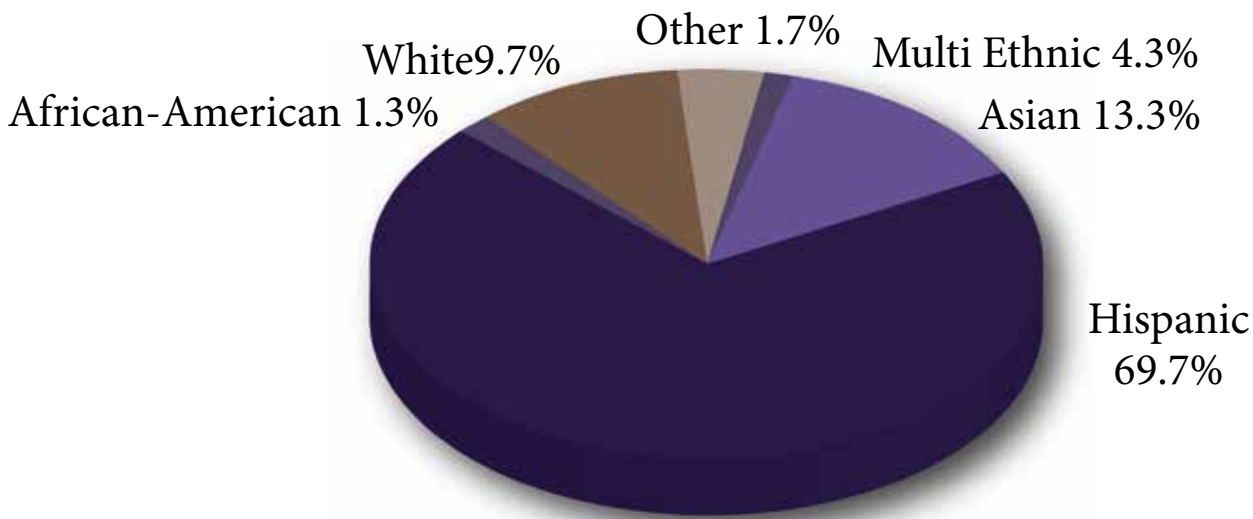
POS



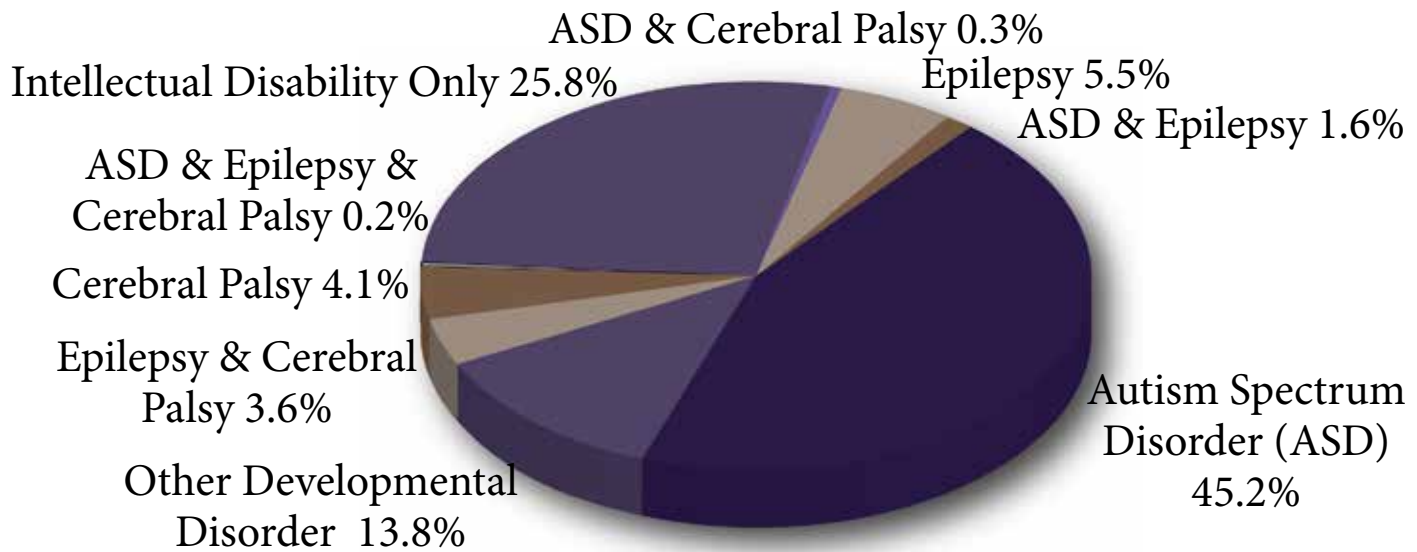
Age



Ethnicity



Diagnosis



Data

Category	Jan 2020 Budget
CCF & ICF	\$5,160,342
Adult Day Programs	\$40,022,104
Habilitation Programs	\$4,770,363
Transportation	\$5,606,925
Prevention	\$12,214,308
Behavior Mgmt Consultant	\$2,235,529
In-Home Respite Services (parents)	\$577,652
In-Home Respite Services (agency)	\$17,713,879
Supported Living Services	\$24,671,773
Medical Care	\$2,113,836
Adaptive Skills Trainer	\$8,805,210
Community Integration Services	\$11,465,026
Other Services	\$34,278,387
Com. Placement Plan	\$1,875,504
Self Determination	\$1,387,003



Eastern Los Angeles
Regional Center

ELARC Partnerships BOARD OF DIRECTORS

The Eastern Los Angeles Regional Center Board of Directors is committed to ensuring that the mission of the agency is carried out. The Board is made up of volunteers from our community, parents, consumers, professionals, and others with specific skills and knowledge who provide guidance and leaderships for the agency.

CONSUMER ADVISORY COMMITTEE

The ELARC Consumer Advisory Committee exists to advocate, advise, empower, lead, plan, inform, and educate so that consumers may understand their rights under the Lanterman Act and achieve their goals.

VENDOR ADVISORY COMMITTEE

The Vendor Advisory Committee provides recommendations, guidance, and technical assistance to ELARC's Board of Directors. They meet to review and discuss both agency and state issues that impact service providers in our community.



ELARC LEADERSHIP

Gloria Wong
Executive Director

Felipe Hernandez
Chief of Consumer
Services

Patricia Alvarez
Chief of
Administrative
Services

Carmen Vasquez
Manager of Early
Start Services

Elin Nozaki
Manager of
Assessment &
Special Services

Elizabeth Harrell
Community
Services Manager

Jesse Valdez
Manager of Federal
Programs

Alina Alvarez
Manager of Human
Resources



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