



**EASTERN LOS ANGELES**  
REGIONAL CENTER

# Purchase of Service (POS) Data Report Fiscal Year 2020-2021

March 30, 2022

Gloria Wong, Executive Director

Edith Hernandez-Daniels, Chief of Consumer Services

Carmen Luna, Family Services & Supports Unit Supervisor

Monserrat Palacios, Cultural Specialist

# Agenda

- |      |                           |                                   |
|------|---------------------------|-----------------------------------|
| I.   | Welcome & Introductions   | Montserrat Palacios               |
| II.  | Purpose of Meeting        | Montserrat Palacios               |
| III. | Data Overview             | Gloria Wong & Edith Hernandez     |
| IV.  | ELARC Projects            | Carmen Luna & Montserrat Palacios |
| V.   | Audience Discussion/Input | Montserrat Palacios               |
| VI.  | Closing Remarks           | Gloria Wong                       |

# Purpose of Meeting

- ▶ Review POS Data Report Fiscal Year 2020-2021
  - ▶ Ethnicity
  - ▶ Diagnosis
  - ▶ Residence Type
  - ▶ Age
  - ▶ Language
- ▶ Share ELARC's ongoing efforts towards POS Access and Equity
- ▶ Obtain feedback

# POS Data on [www.elarc.org](http://www.elarc.org)

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COVID-19 INFORMATION AND RESOURCES >


**NEED TO KNOW**


- Transparency & Access to Public Info
- Purchase of Service (POS) Data
- Purchase of Service (POS) Guidelines
- Electronic Visit Verification (EVV)
- Possible Data Security Breach


**APPLY FOR SERVICES**


Laws & Regulations Register to Vote ELARC Staff Phone List E-Billing Community Events Special Incident Reports Self Determination


  
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- Calendar
- ▼ Career Opportunities
- Commitment to Safe and Productive Meetings
- ▼ Contact Us
- FAQ
- Map of Service Area
- ▼ Mission Statement
- National Core Indicators
- ▼ Notices
- Organizational Chart
- Our Community Report
- Our History
- Performance Contract
- Person Centered Practices
- POS Data
- The Lanterman Act
- What is the Regional Center?
- ▼ Who We Serve

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## Purchase of Service Data

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### Purchase of Service Data Relating to Age, Race, Language, Disability, Residence Type, and Insurance Related

The Department of Developmental Services (DDS) is required to compile data relating to purchase of service (POS) authorization, utilization, and expenditure by each regional center with respect to consumer age, race or ethnicity, primary language, and disability detail. The data, includes residence type as well as number and percent of consumers who are eligible for regional center services. [View the DDS POS Data page.](#)

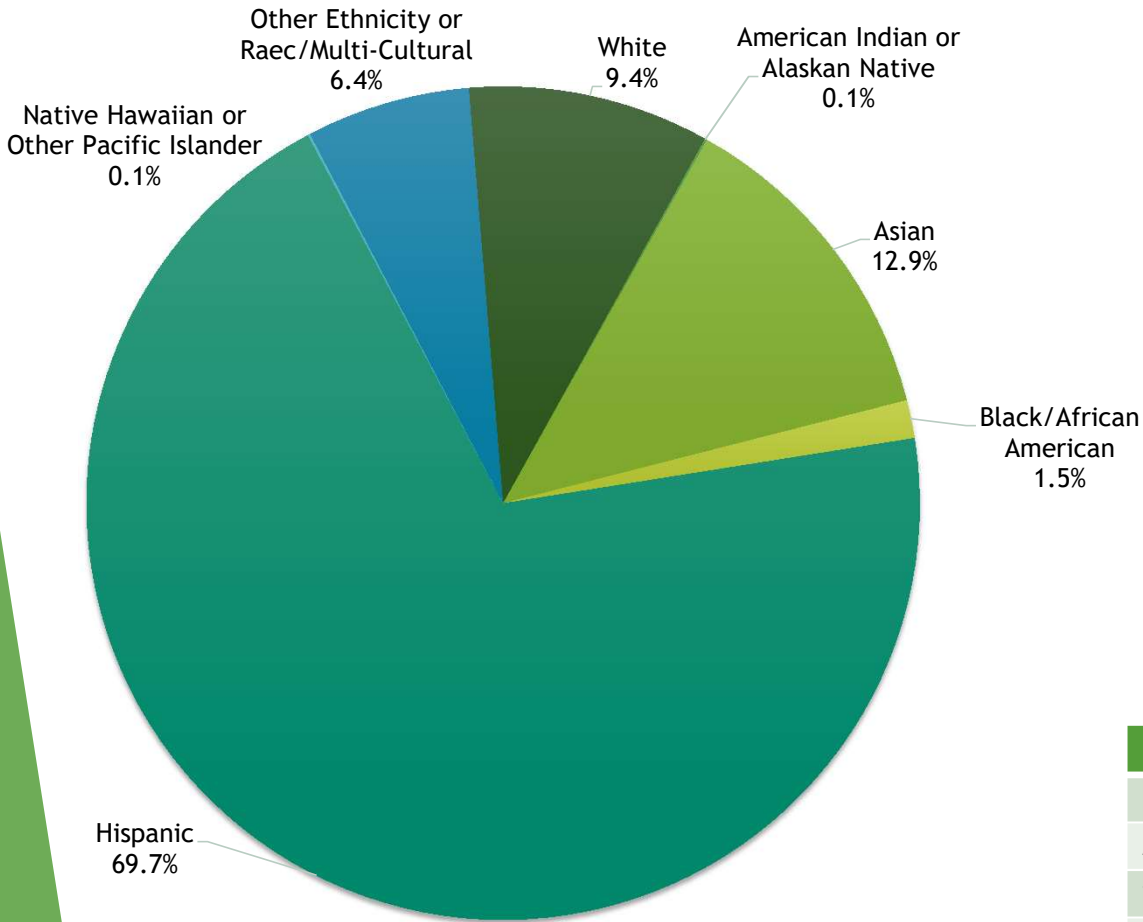
In reviewing the data it is important to note that the expenditure data reported may not include payments made by the regional center to a service provider under a Contract. Typical services paid to a service provider under a Contract include, but are not limited to: Transportation Services, Transportation Assistant Services, and Supported Employment Program (SEP) Group Services. Further, the data reveals that the primary contributing factor to the significant cost differential is attributable to the utilization of residential services. The most costly of all Regional Center funded services is reflected in the section of the report entitled "Total Annual Expenditures and Services by Residence (for all ages)." This report contrasts consumers living at home with those residing outside of the family home. The distinction between these two categories is notable.

Links to the data reports by reporting year are listed below.

- [POS Data 2020/2021-](#) *Changes in service delivery and billing in response to the COVID-19 pandemic may have affected individuals and communities differently. Care should be taken in comparing FY 20/21 data to data for previous years. In response to the pandemic and varied individual needs and circumstances, billing for some services changed to a monthly rate instead of hourly or daily rates. As a result, this may have reduced differences among individuals in service authorizations, expenditures, and utilization.*
- [View the 2021 report to DDS on the 2019/2020 POS Data](#)
- [POS Data 2019/2020](#)
- [View the 2020 report to DDS on the 2018/2019 POS Data](#)
- [POS Data 2018/2019](#)
- [View the 2019 report to DDS on the 2017/2018 POS Data](#)
- [POS Data 2017/2018](#)

# ELARC Demographics

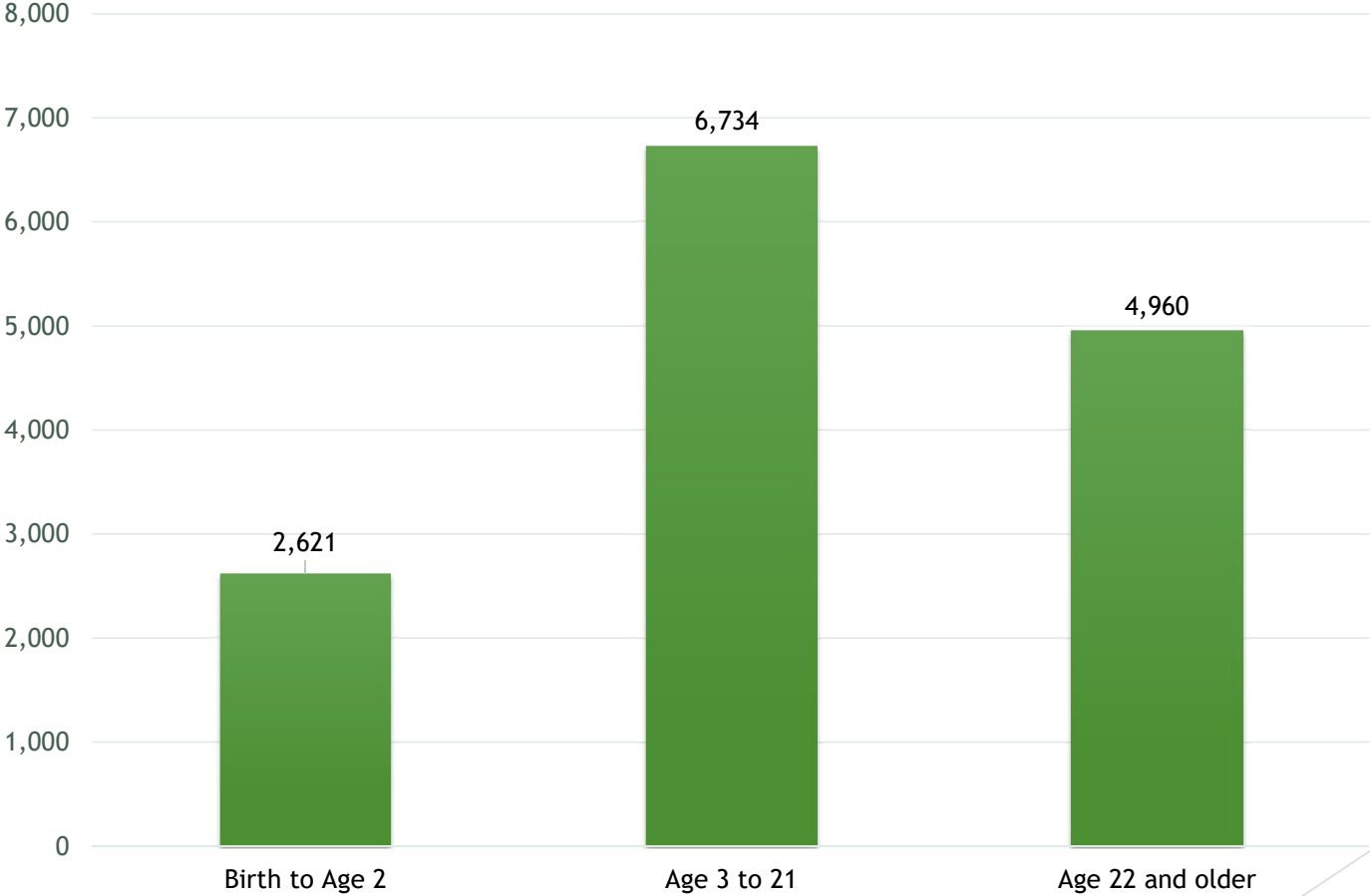
# Ethnicity of All Consumers Served by ELARC



Ethnicity	Consumer Count (%)
American Indian or Alaska Native	12 (1.5%)
Asian	1,844 (12.9%)
Black/African American	211 (1.5%)
Hispanic	9,983 (69.7%)
Native Hawaiian or Other Pacific Islander	13 (0.1%)
Other Ethnicity or Race / Multi-Cultural	911 (0.1%)
White	1,341 (9.4%)
<b>Total</b>	<b>14,315 (100%)</b>

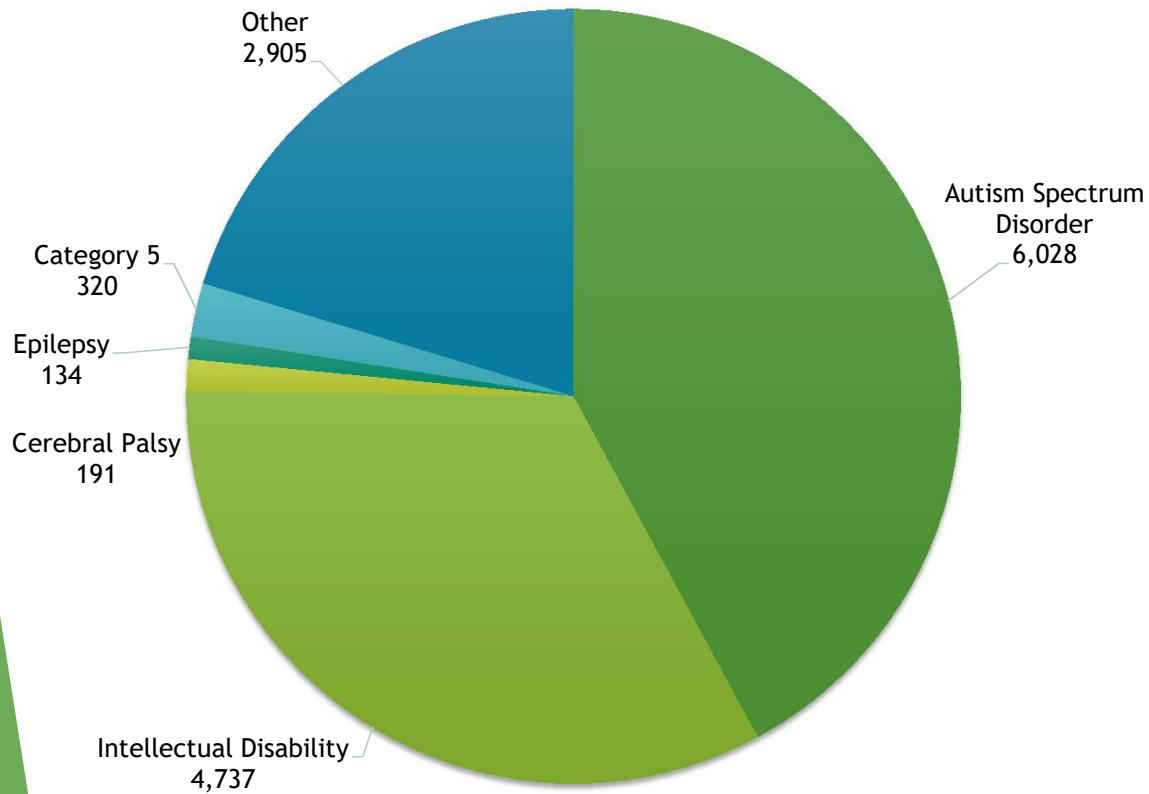
Ethnicity	Percentage
Hispanic	69.7%
Asian	12.9%
White	9.4%
<b>Total</b>	<b>92%</b>

# All ELARC Consumers by Age Group



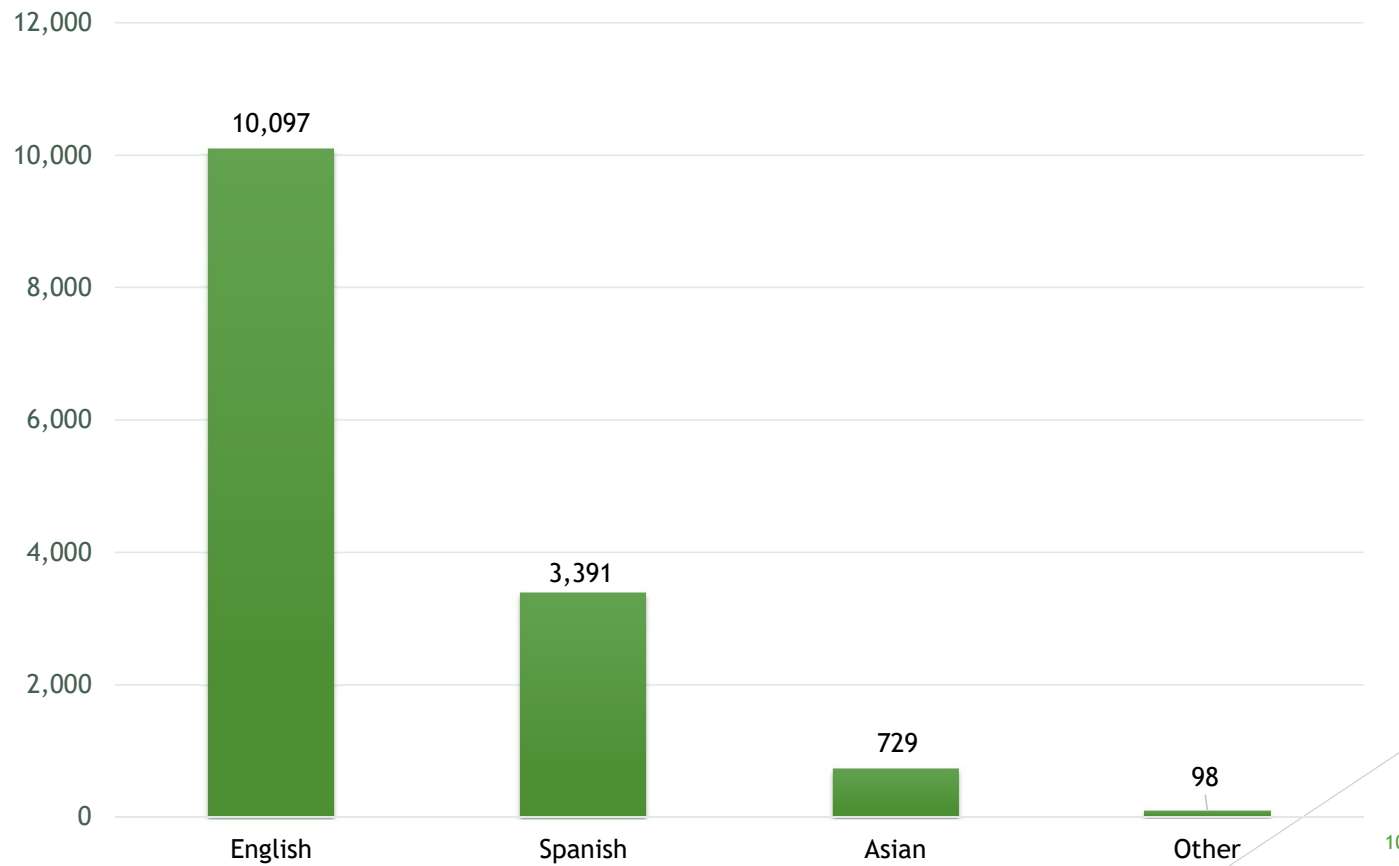


# All ELARC Consumers by Diagnosis



Diagnosis	Consumer Count (%)
Autism Spectrum Disorder	6,028 (42%)
Intellectual Disability	4,737 (33%)
Cerebral Palsy	191 (1%)
Epilepsy	134 (1%)
Category 5	320 (2%)
Other	2,905 (20%)
<b>Total</b>	<b>14,315 (100%)</b>

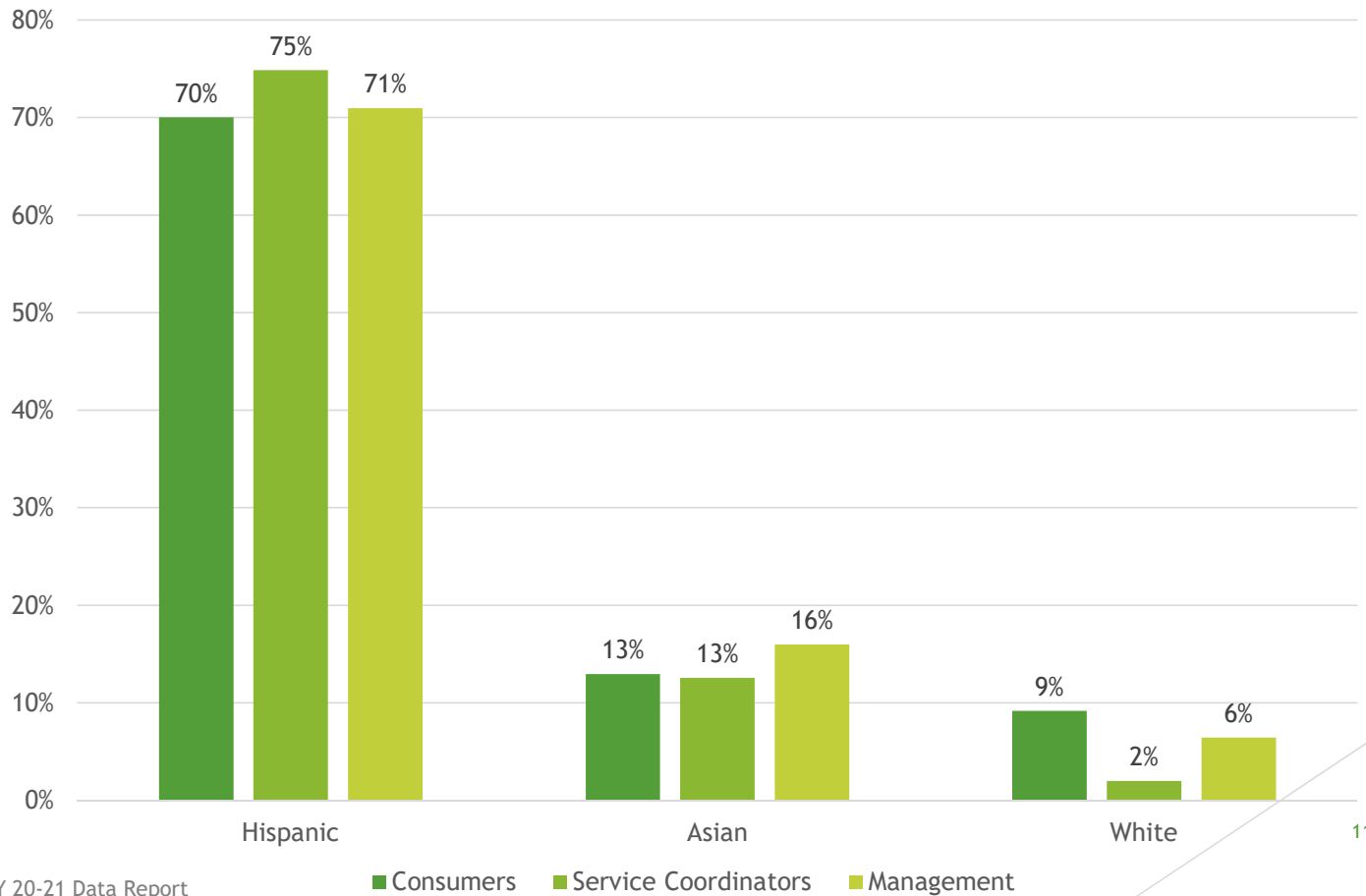
# Predominant Ethnic Groups (3) by Language



Total # of Consumers: 14,315



# Comparison of Ethnicities between ELARC Employees & Consumers - Predominant Ethnic Groups (3)



# ELARC Purchase of Services (POS)

### Total Annual Expenditures and Authorized Services by Ethnicity or Race

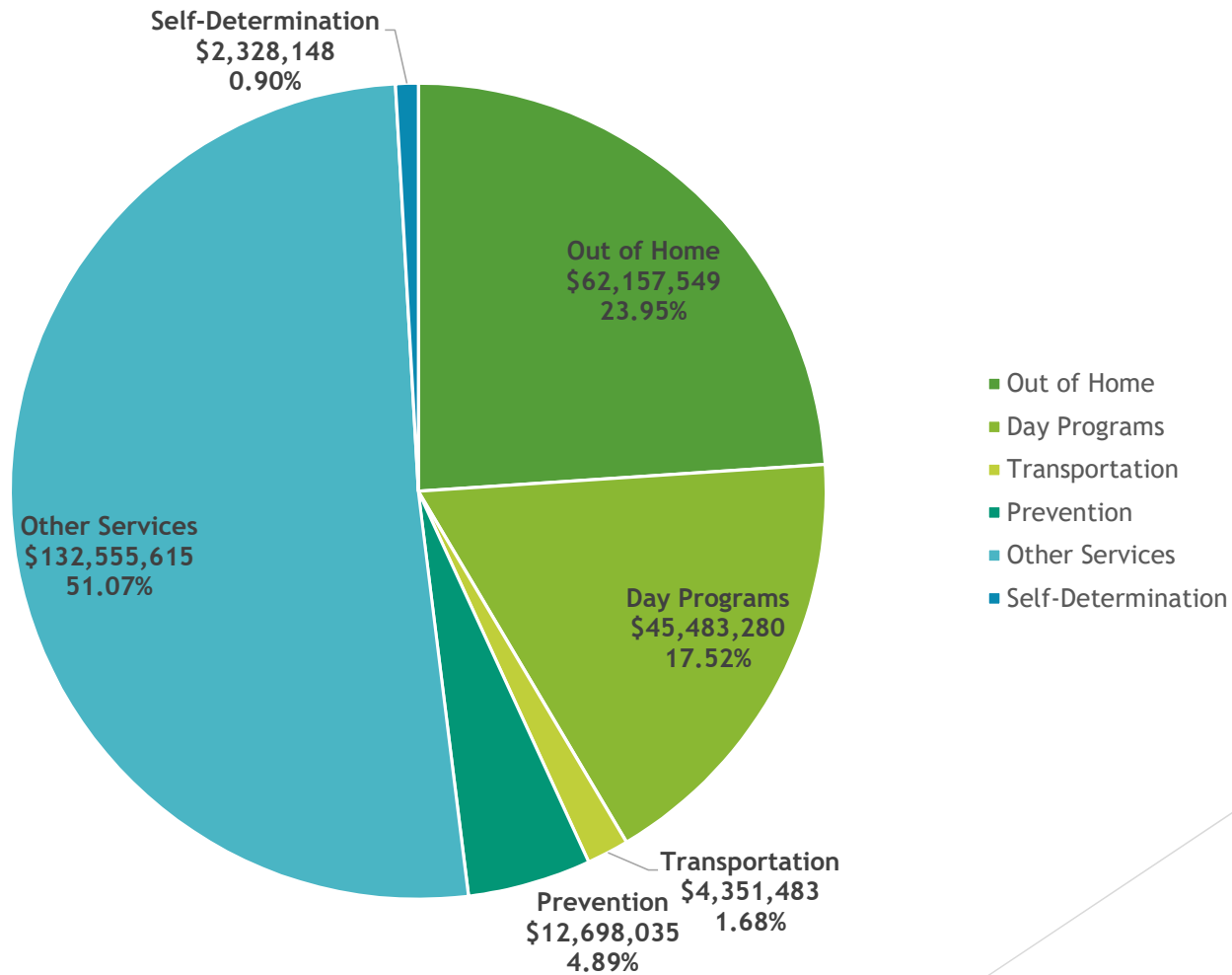
**For All Ages**

Ethnicity	Consumer Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	12	\$287,642	\$340,137	\$23,970	\$28,345	84.6%
Asian	1,844	\$27,922,638	\$40,089,513	\$15,142	\$21,741	69.7%
Black/African American	211	\$7,094,698	\$9,055,079	\$33,624	\$42,915	78.4%
Hispanic	9,983	\$153,935,617	\$210,714,938	\$15,420	\$21,107	73.1%
Native Hawaiian or Other Pacific Islander	13	\$866,100	\$1,549,454	\$66,623	\$119,189	55.9%
Other Ethnicity or Race / Multi-Cultural	911	\$10,450,471	\$15,104,718	\$11,471	\$16,580	69.2%
White	1,341	\$55,183,009	\$71,399,949	\$41,151	\$53,244	77.3%
<b>Totals:</b>	<b>14,315</b>	<b>\$255,740,175</b>	<b>\$348,253,788</b>	<b>\$17,865</b>	<b>\$24,328</b>	<b>73.4%</b>

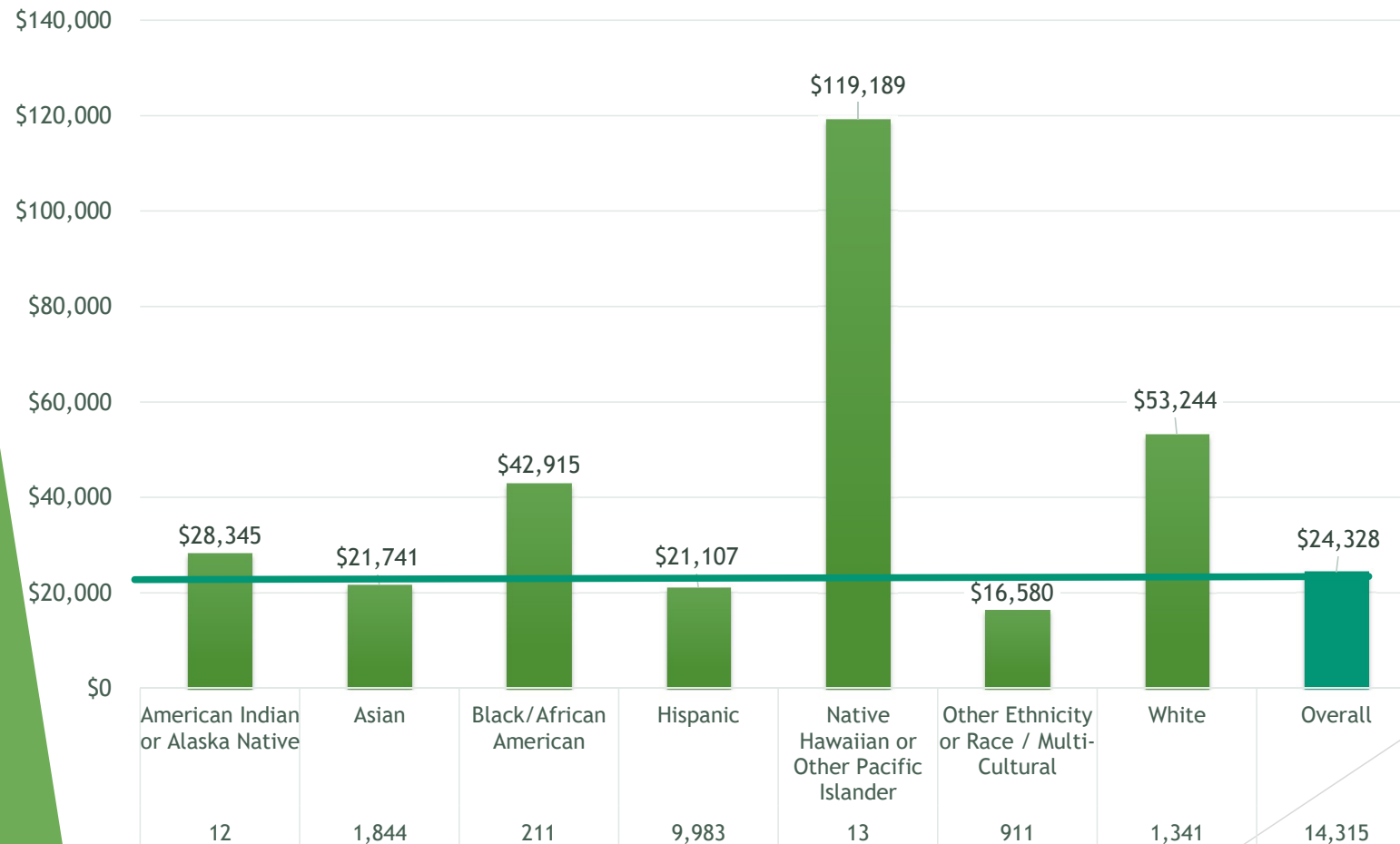
# Definitions

1. Consumer Count: Number of consumers who received services in Fiscal Year (FY) 2020-2021.
2. Total Expenditures: **Actual** Purchase of Services (POS) expenses for all consumers in FY 2020-2021
3. Total Authorized Services: POS services **approved** for all consumers in FY 2020-2021
4. Per Capita Expenditures:  
Total Expenditures ÷ Consumer Count = Average cost of **actual** services paid for each group
5. Per Capita Authorized Services:  
Total Authorized Services ÷ Consumer Count = Average amount **approved** for each group
6. Utilized  
Total Expenditures ÷ Total Authorized Services = Utilization Rate.

# Total ELARC POS Expenditures

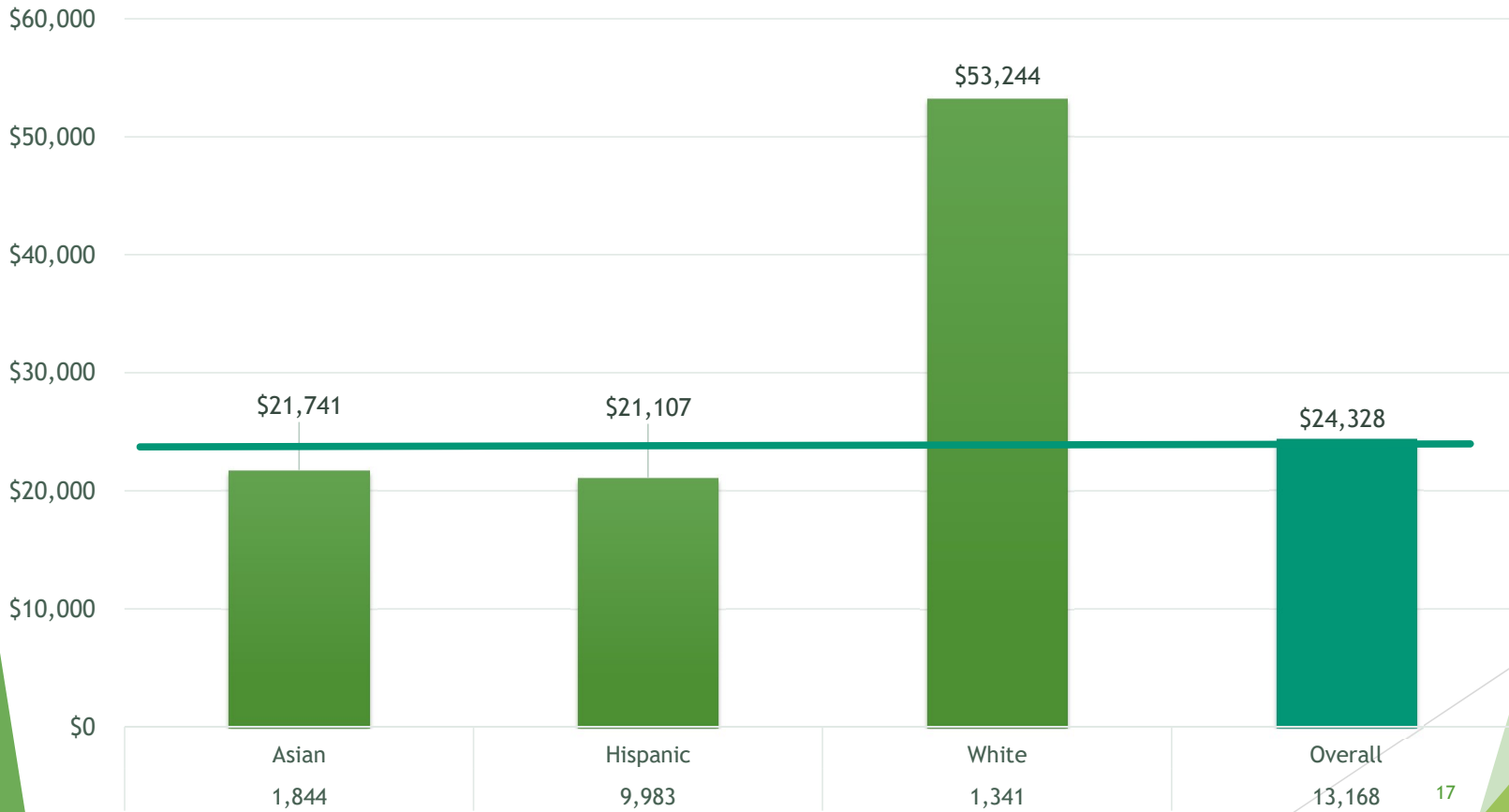


# All Consumers: Per Capita Authorized Services by Ethnicity or Race

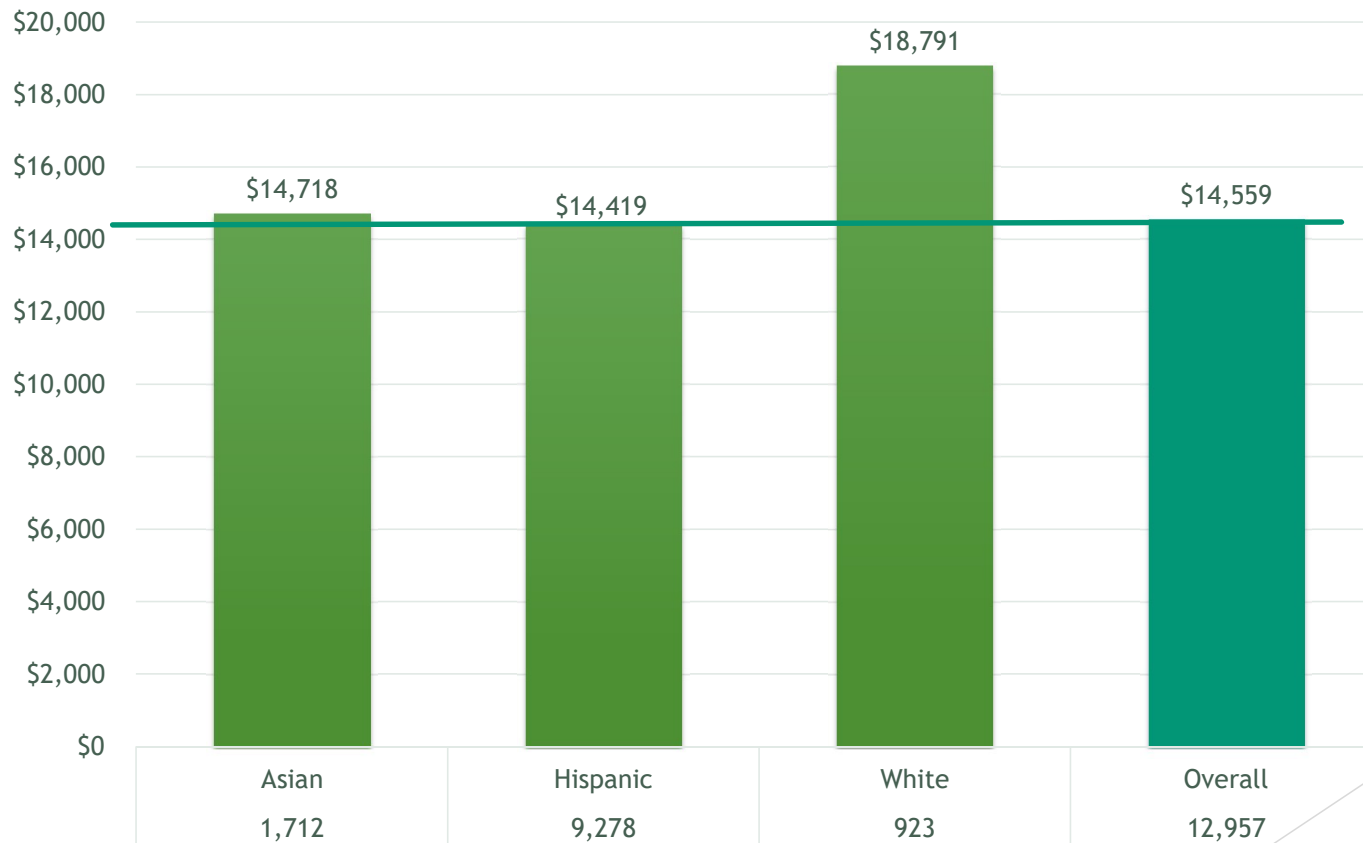




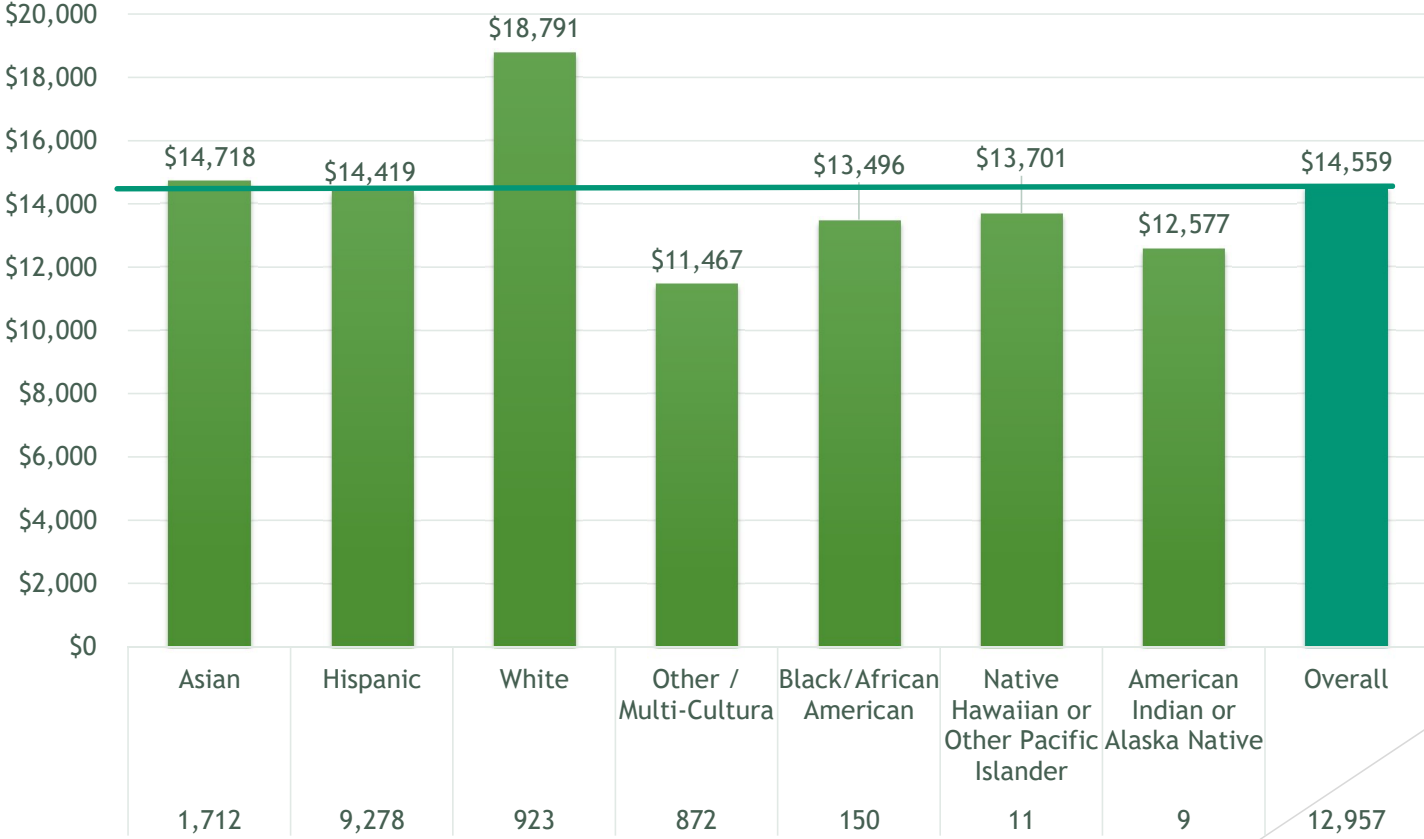
# Per Capita Authorized Services For All Ages- Predominant Ethnic Groups (3)



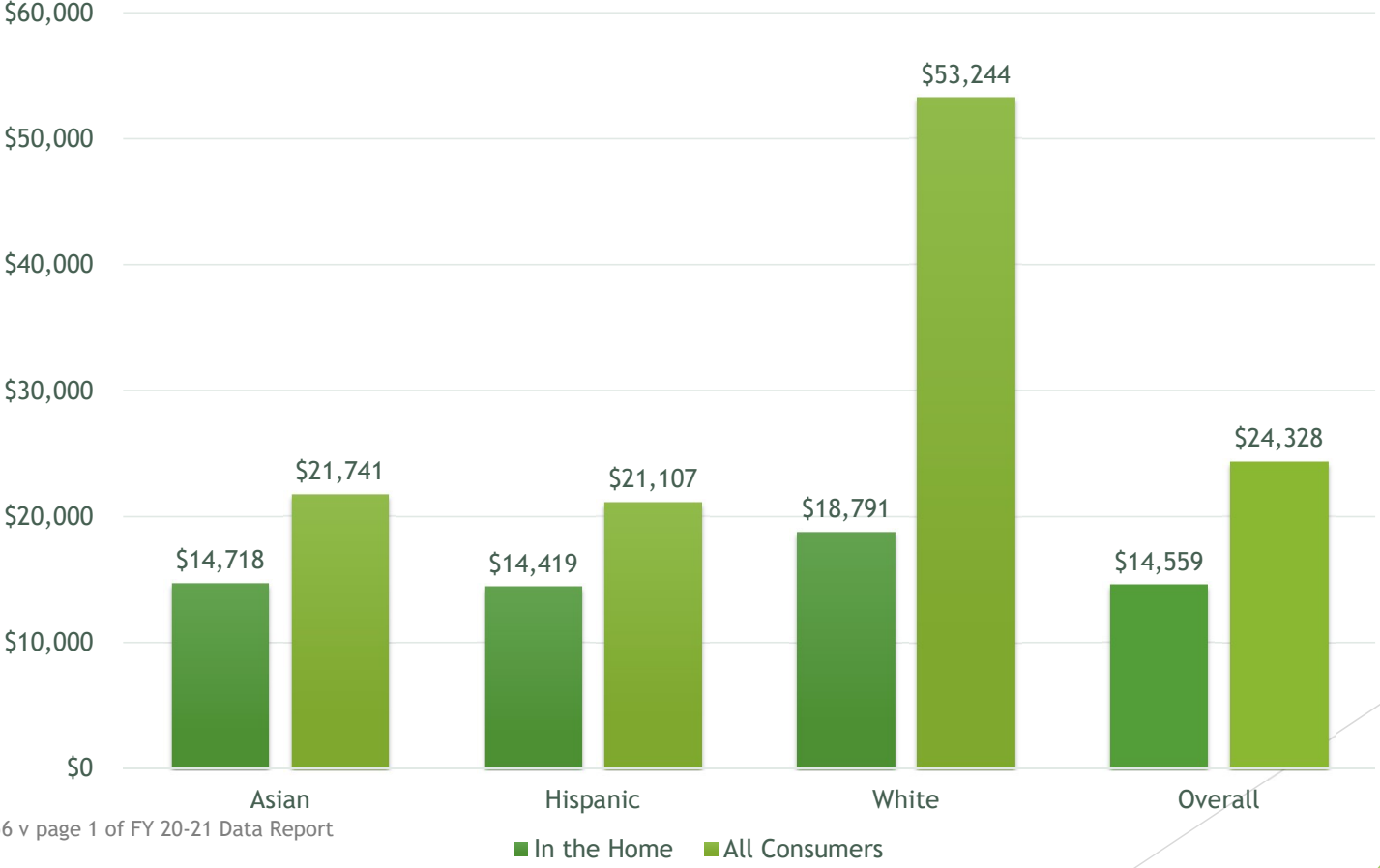
## Total Annual Per Capita Authorized Services for All Ages Living at Home - Predominant Ethnic Groups (3)



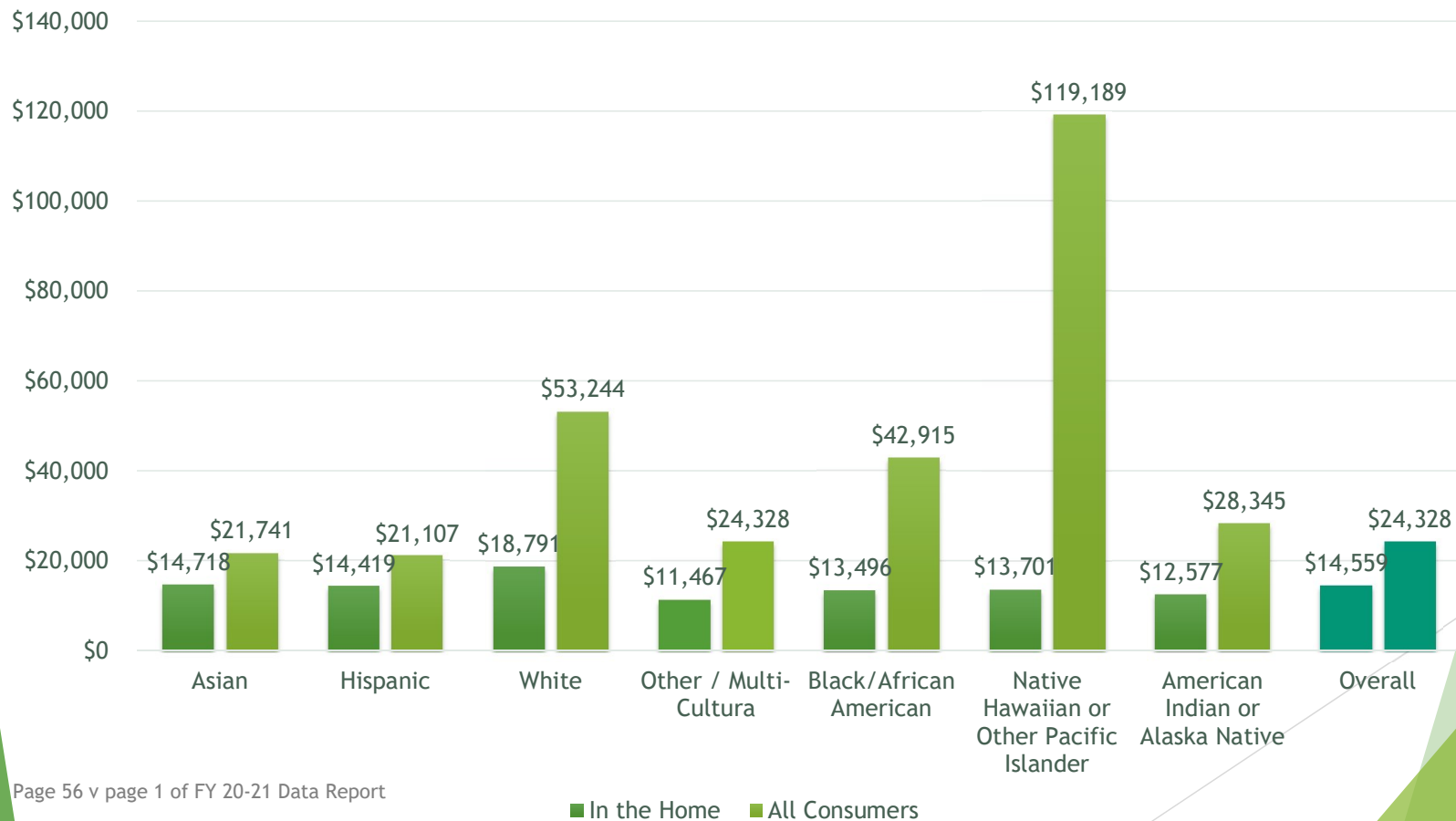
# Internal - Total Annual Per Capita Authorized Services for All Ages Living at Home



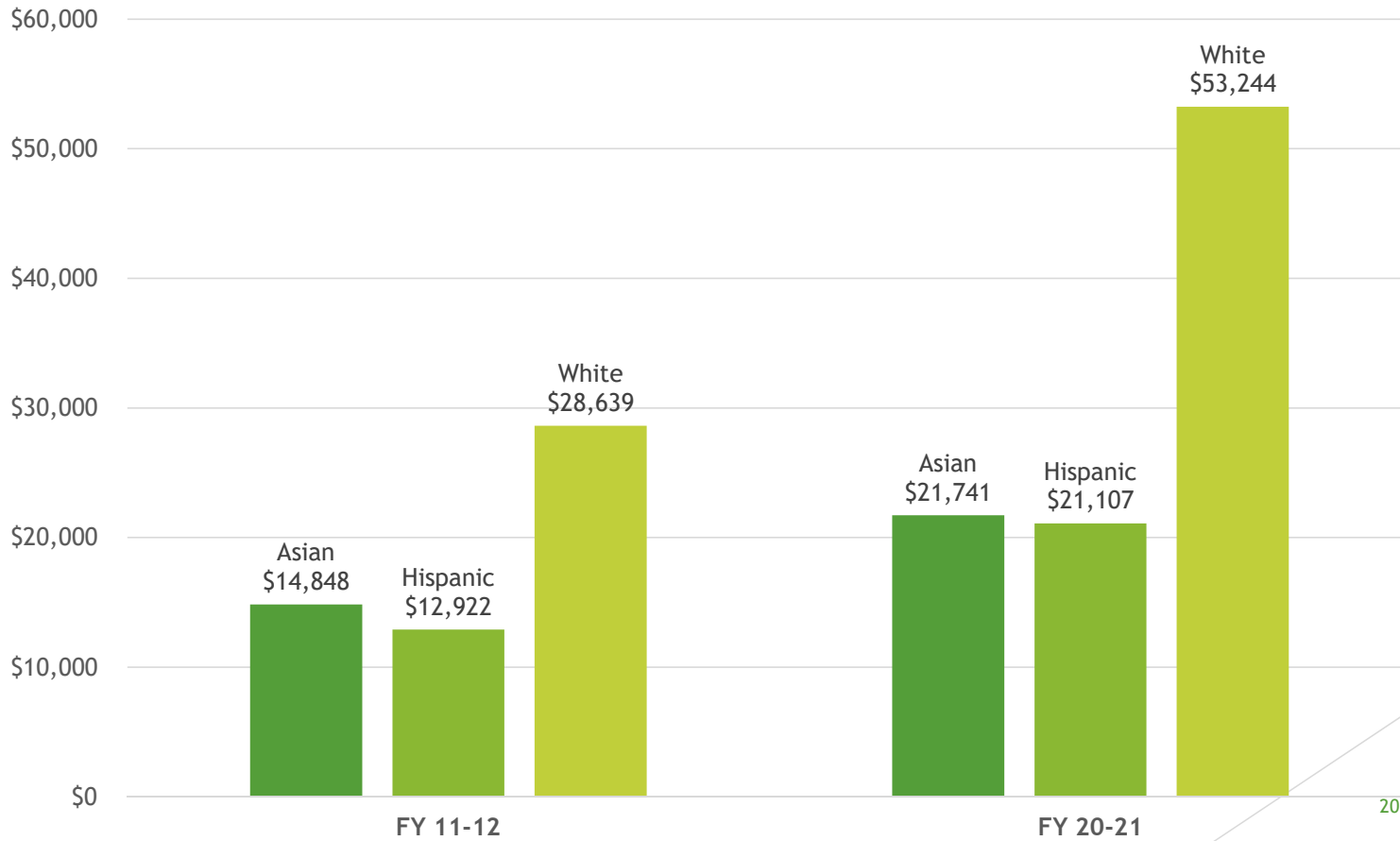
# Comparison: Consumers Living at Home v All Consumers - Predominant Ethnic Groups (3)



# Internal Comparison: Total Annual Per Capita Authorized Services for Consumers Living at Home v All Consumers - Predominant 3 Ethnic Groups



# Comparison: Total Annual Per Capita Authorized Services for All Consumers- Predominant Ethnic Groups (3)



# Paths to Equity

- ❖ Alternative Services
- ❖ Participant Directed Services
- ❖ Social Recreational Services
- ❖ Health and Safety Waiver

# Service Access and Equity Grant Program Update

Since 2016 The Department of Developmental Services has awarded funds to Regional Centers and Community Based Organizations for the purpose of reducing disparity in Purchase of Service. ELARC initially received funding for the implementation of several projects and the one that is still in place is the **Reduced Caseload Project**. The Project is now in its fifth and final year of implementation.



# Person Centered Practices/Enhanced Service Coordinators

1. Community Connections
2. Outreach
3. Education/ Training
  - Individuals Served and their Families
  - Consumer Services

## Enhanced Service Coordination/Reduced Caseload Project

- Project started in March 2017
- Working with 200 Participants at a time
- Focused on Spanish, Cantonese, and Mandarin speaking Consumers/Families who have had either low to no POS in previous Fiscal Year.
- Five Specialized caseloads with ratio of 1:40 have been established
- Five Enhanced Service Coordination positions were developed
- 191 Participants have transitioned out of the Project.
- Purchase of Service (POS) expenditures have increased every year that Project has been in place.
- Now being replicated in all 21 Regional Centers without the need of a Grant

# Reduced Caseload Project: Three Objectives

## Objective 1

Provide enhanced case management services that focus on understanding the needs of the whole family.

## Objective 2

Provide education about the Regional Center system

## Objective 3

Gain a better understanding of barriers to accessing Regional Center services

**Objective 1:** Provide enhanced case management services that focus on understanding the needs of the whole family

[video 1]

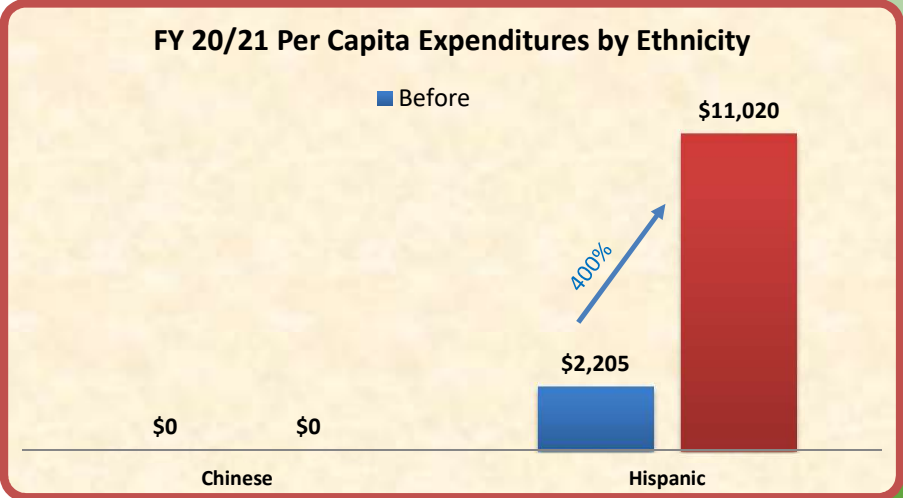
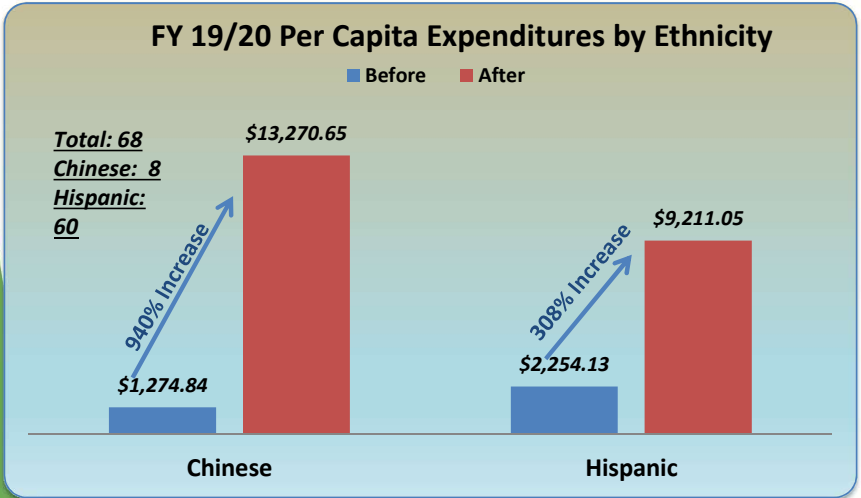
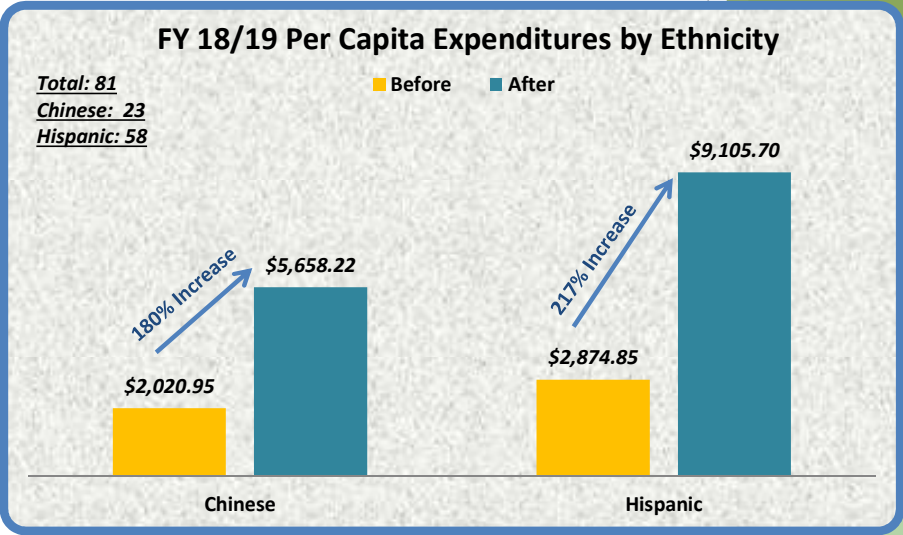
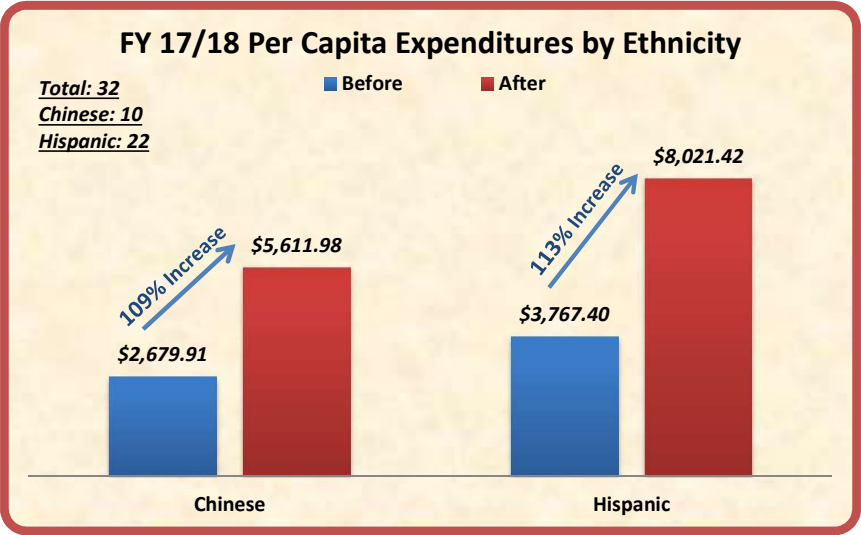
## Objective 2: Provide education about the Regional Center system

[video 2]

## Objective 3: Gain a better understanding of barriers to accessing Regional Center services

[video 3]

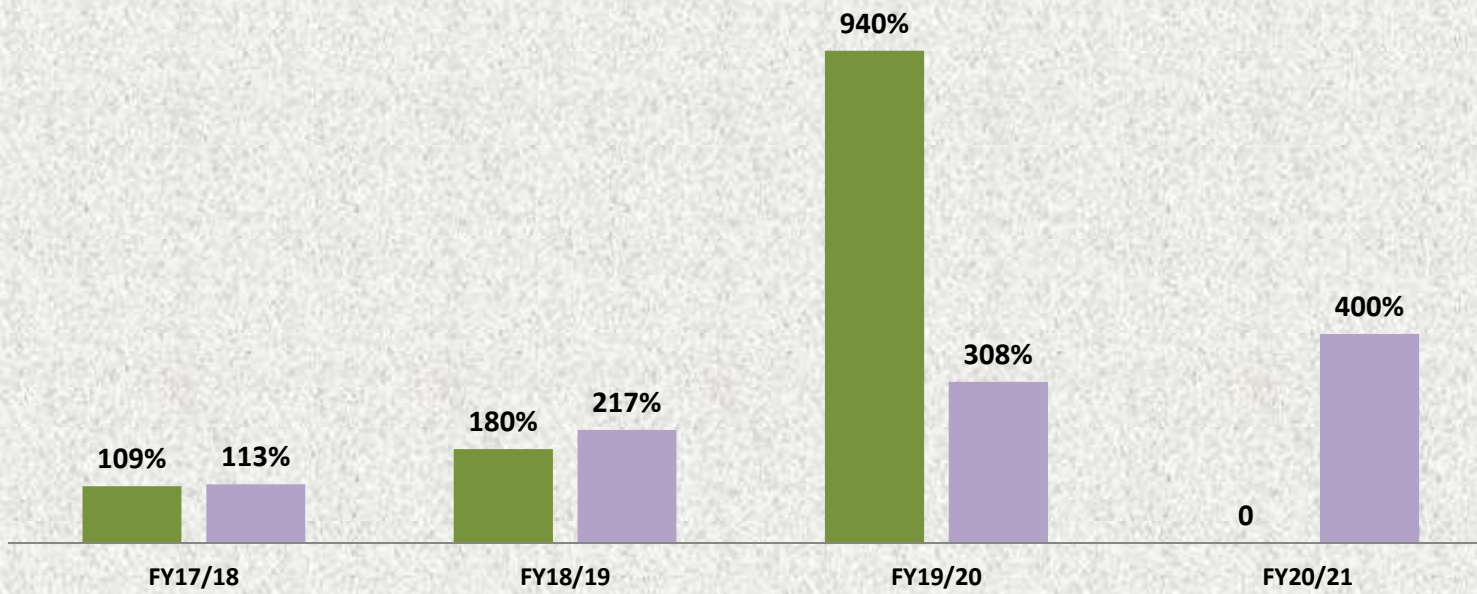
# Average per Capita Yearly Comparison FY 17/18 - FY 20/21



# Consumers Who Completed Reduced Caseload Project

Change of Per Capita Expenditures

■ Chinese ■ Hispanic

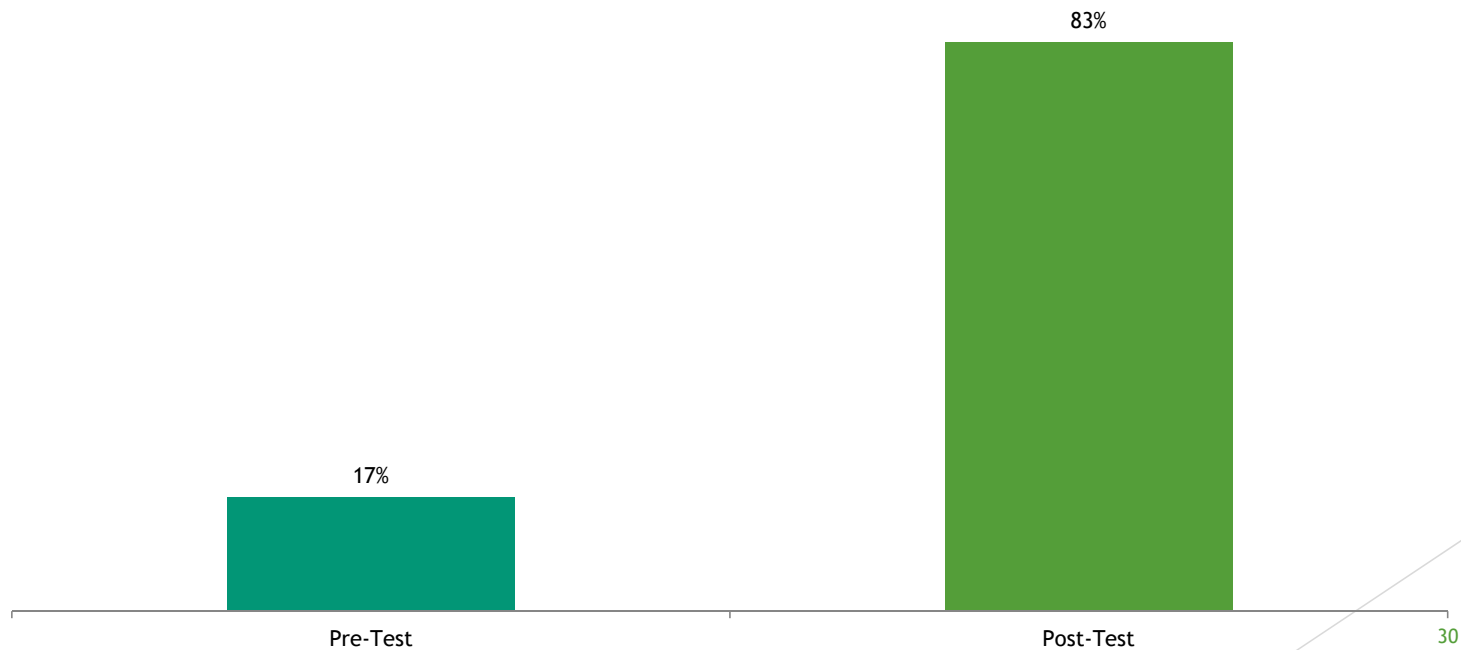




# Reduced Caseload Project Pre & Post Survey

How does a regional center determine if you are eligible?

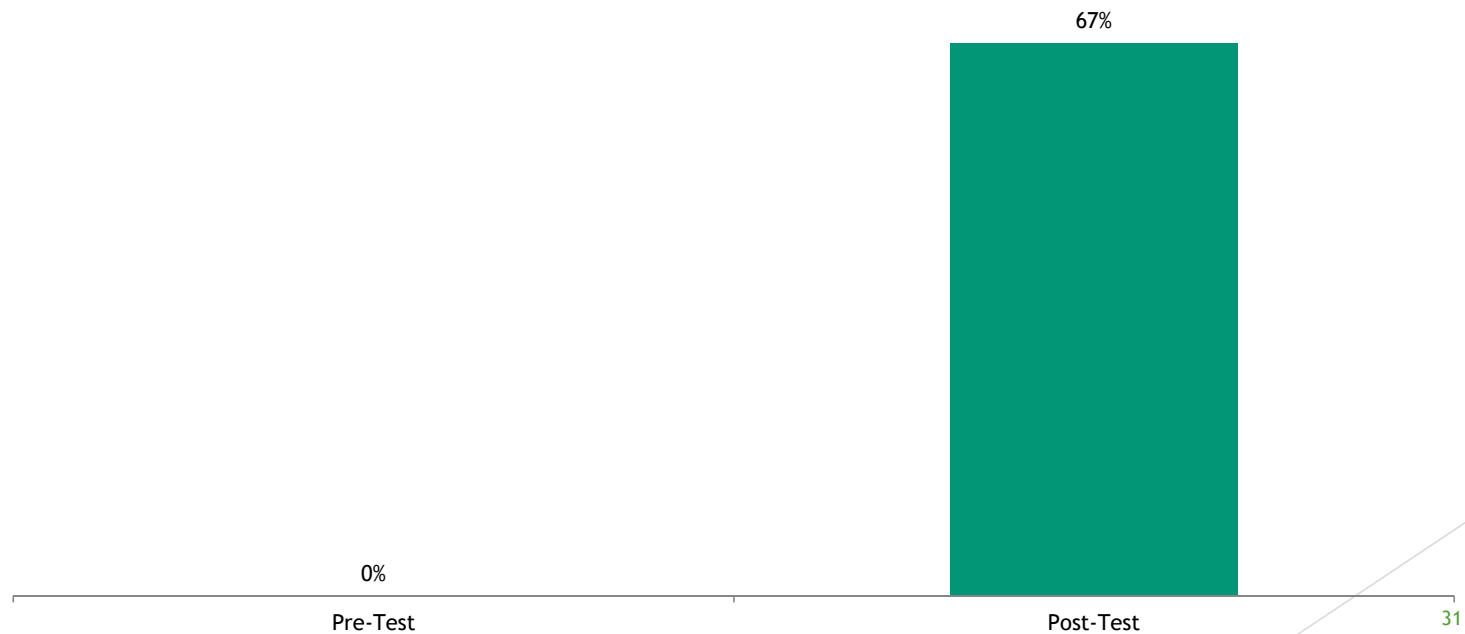
A: Through a Psychological Evaluation



# Reduced Caseload Project Pre & Post Survey

What is the primary function of the Individual Program Plan (IPP)?

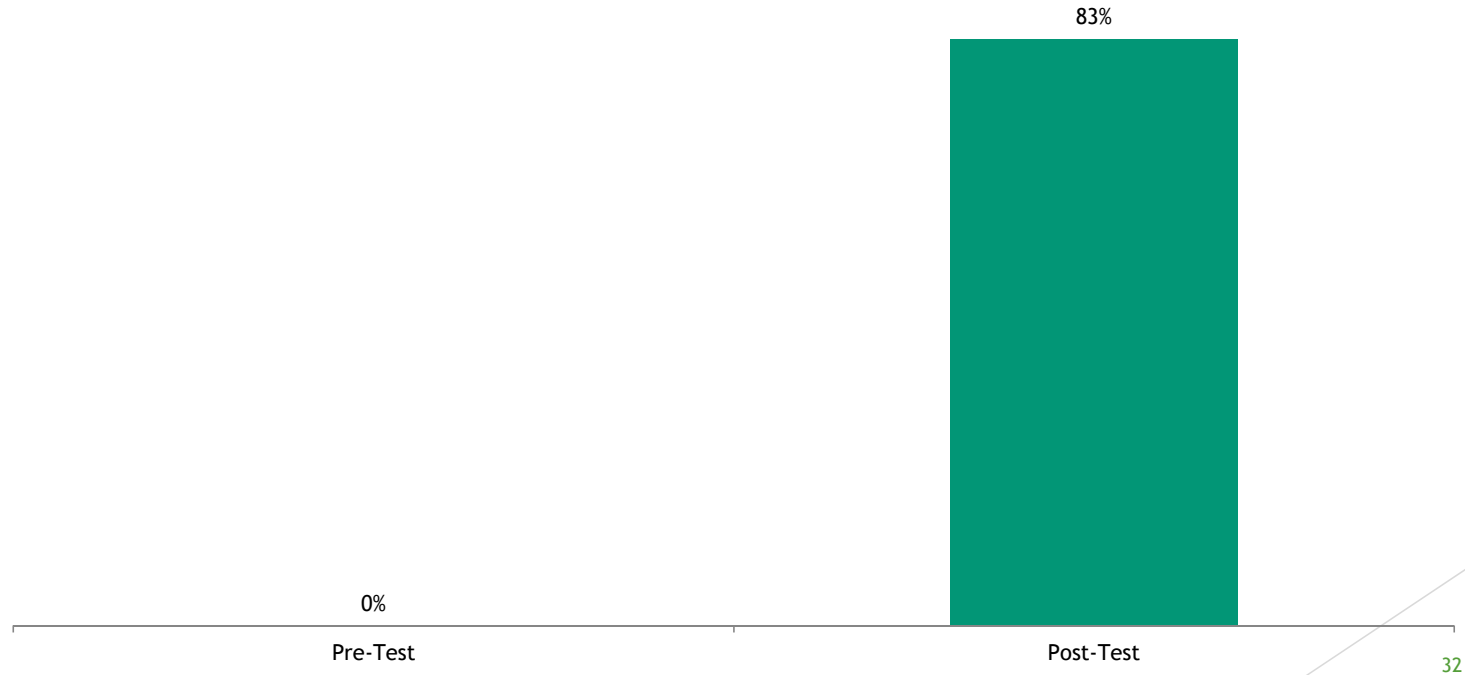
A: It drives services and supports



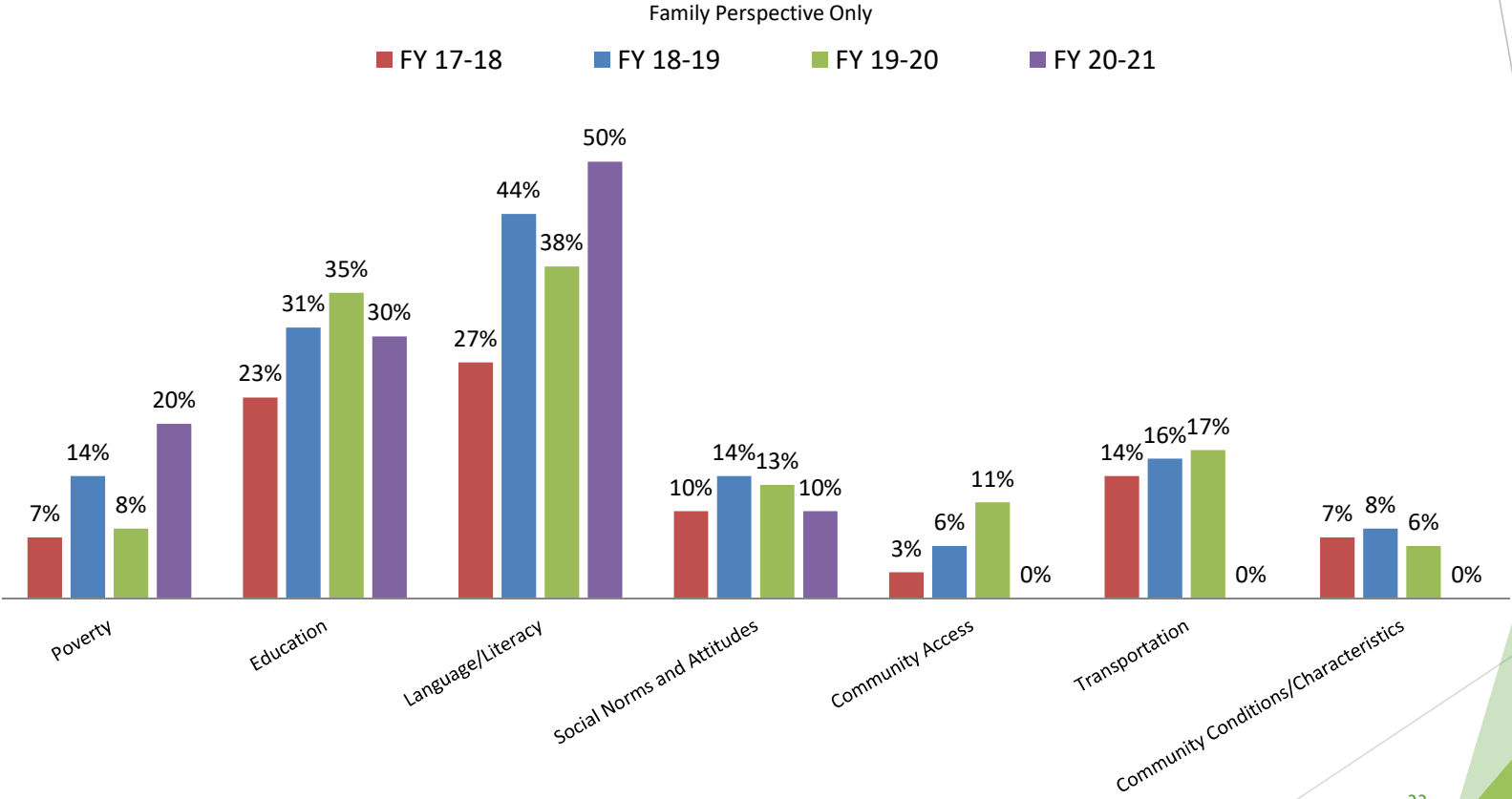
# Reduced Caseload Project Pre & Post Survey

How often can you have an IPP meeting?

A: At any time



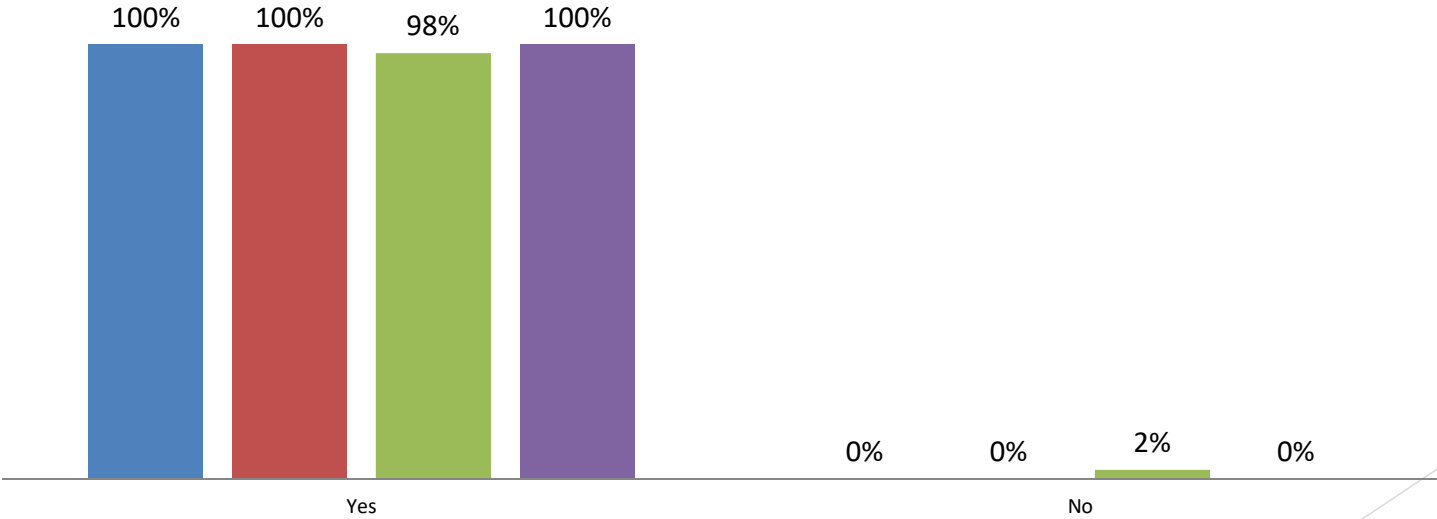
# Reduced Caseload Project Identified Barriers



# Reduced Caseload Project Satisfaction Survey

Overall, were you satisfied with the enhanced case management services you received?

FY 17-19   FY 18-19   FY 19-20   FY 20-21



# POS Data on [www.elarc.org](http://www.elarc.org)

The screenshot shows the ELARC website homepage. At the top is a navigation bar with icons and labels for: home, about us, consumers & families, service providers, governance, budget & legislation, and resources & publications. Below this is a large image of a family (a woman, a man, and a baby) with a blue banner that reads "COVID-19 INFORMATION AND RESOURCES >". To the right of the family image is a vertical list of links: "Transparency & Access to Public Info", "Purchase of Service (POS) Data", "Purchase of Service (POS) Guidelines", "Electronic Visit Verification (EVV)", and "Possible Data Security Breach". A yellow arrow points to the "Purchase of Service (POS) Data" link. To the right of this list is a vertical label "NEW TO KNOW". Below the list is a green button that says "APPLY FOR SERVICES". At the bottom of the page is a horizontal navigation bar with buttons for: Laws & Regulations, Register to Vote, ELARC Staff Phone List, E-Billing, Community Events, Special Incident Reports, and Self Determination.

# Audience Discussion

- ❖ Comments

- ❖ Questions and Answers (Q&A)

# Thank You!