



Eastern Los Angeles  
Regional Center



**2018**

## COMMUNITY REPORT

Purchase of Service Disparity:  
Creating Equity for All

## Explanation of POS Disparity Projects

In September of 2016, ELARC submitted a proposal to utilize available funding from the Department of Developmental Services (DDS) to reduce disparities in purchase of services, as authorized by Assembly Bill (AB) X2-1 (Chapter 3,

Statutes of 2016). In reviewing regional centers' proposals, DDS took into account statewide needs and available resources, as well as information gathered during the Department's statewide stakeholder meetings. In addition,

each proposal was analyzed for compliance with applicable statute and regulations, and the Department's guidelines issued on July 25, 2016. On October 25, 2016 DDS approved ELARC's proposal.



*Reduced Caseload Service Coordinators and Supervisor*

### Ongoing Service Coordination

ELARC identified 200 individuals currently served by ELARC with the lowest per capita expenditures and piloted an intensive technical assistance/support approach to case management, targeting monolingual Spanish and monolingual Cantonese consumers and their families whose cases have been identified as having low per capita expenditures (<\$2000 annually). These 200 cases were transferred to a reduced

caseload unit, known as the Ongoing Service Coordination project. Some will also refer to this as the Equity Project. In this caseload, the ratio for consumer to Service Coordinator is 1:40. We have compiled a few stories that will explain the success of this project, showing that a reduced caseload allows the Service Coordinator much more time in exploring the family's needs and breaking down barriers. Often times, families do not access Regional

Center services because they are trying to provide basic needs for their family; such as, putting food on the table, paying bills, finding adequate transportation, all the while attempting to find these resources without speaking English. In this Community Report, you will read these stories and learn how they were able to find success in breaking down the barriers that were keeping them from accessing Regional Center services.



**Ongoing Service Coordination  
Person Centered Practices Coordinators  
Cultural Specialist  
Partnering with Community Based Organizations**



*Person Centered Practices Coordinators Karen Sibrian and Vivian Lau*

## **Person Centered Practices Coordinators**

ELARC is currently identifying a percentage of individuals coming in through intake and piloting an intensive technical assistance/support approach to the intake process. Our Person Centered Practices Coordinators obtain the cases identified and provide a case review. They meet with the family before the Service Coordinator conducts the initial Individual Program Plan. They provide the family with a review of their diagno-

sis, identify the individual's and the family's strengths and supports, and identify barriers such as, socio economic barriers and understanding and utilizing services and supports. All of this is done in the family's native language; Spanish or Chinese. It is the intention of this project that these efforts will result in: Understanding the transition from Intake status to Lanterman services and the person centered planning process,

as well as understanding the role and responsibilities of the Regional Center, knowledge of available resources both Regional Center funded and generic, and knowledge of support systems in the community.

Our Person Centered Practices Coordinators also gather community resources in order to provide them to our Service Coordinators.

## ELARC POS Disparity Projects...continued

### Cultural Specialist

ELARC's Cultural Specialist, Lupe Jacquez, is responsible for enhancing and building relationships with ELARC's diverse community. She serves as a liaison with community partners that work with those who may be underserved to develop outreach and informational opportunities. Lupe is responsible for creating and managing the agency plan to promote, foster, and help ensure that the delivery of services and supports is culturally inclusive and culturally informed for all individuals with developmental disabilities and their families served by the Regional Center.



*Cultural Specialist Lupe Jacquez*

### Partnering with Community Based Organizations

ELARC has developed many outreach partnerships through the funding of our POS Disparity projects. These organizations are in ELARC's catchment area or service a significant amount of people within ELARC's catchment area. They have an established community connection and

are interested in providing community education pertaining to ELARC and our services. The goals of partnering with these organizations are for them to increase awareness and understanding of the Regional Center and its services, identify individuals eligible for ELARC services

within the catchment area, and establish and maintain lasting community relationships with new partners to provide individuals with a holistic service approach. Outline of the approved ELARC projects and the Community Based Organizations (CBO) whose projects have been approved by DDS.



# Person Centered Practices Service Coordinators



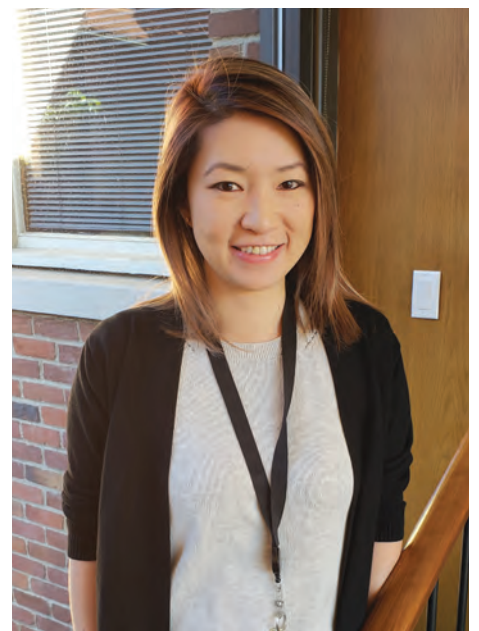
*Karen Meeting with Parents*



*Karen Sibrian*



*Mother and Daughter get a Visit from Vivian*



*Vivian Lau*

## Brian & Adriana

### Positive Outcomes through Trust



*Service Coordinator Adriana Roman*

Brian is 18 years old and currently attending Cal State LA majoring in Psychology. He has been with the Ongoing Service Coordination project for the last 2 years. Brian has been diagnosed with Autism so it is difficult for him to communicate and interact with others. He also suffers from anxiety. When Adriana first got the case, Brian did not want to speak with her. He also didn't want to have

any interactions with others. Brian preferred to stay home rather than go to school or a day program. Because Adriana had the opportunity to meet with him several times, she was able to foster a rapport with him and his family. Slowly Brian began to be more open to receive services. Adriana set up a Community Integration service for him in order to get him out and have different experiences.

He began to receive counseling services once a week and he sees a psychiatrist once a month via medical insurance. This seems to have helped with his anxiety. Eventually he decided that he wanted to go back to school and was able to enroll at Cal State LA. Adriana has been in close contact with the Office of Students with Disabilities. They provide Brian with certain accommodations. ELARC has also been providing Brian with Independent Living Services and will probably switch to Personal Assistance in the future in order for them to help Brian with school. Because of Adriana's involvement with this case and due to the POS Disparity Project of the Ongoing Service Coordination, Brian has had a more intense case management oversight. This has allowed him to build a trust with his Service Coordinator that he otherwise would not have been able to obtain. Adriana states that Brian cares a lot about his education and that he is very driven. Despite some challenges he is facing in college,



he does not give up, and he is passing all his classes. Brian wishes to inspire others. He wants others to know his struggles so that they may find inspiration to not give up as well.

## Yessica & Samantha

### Yessica's Mother Shares her Story

Yessica and her mother share their story and what their experience has been like in the Ongoing Service Coordination project on YouTube! Check out the interview they had with their Service Coordinator, Samantha, by visiting our YouTube channel: **Eastern Los Angeles Regional Center**



*Service Coordinator Samantha Garcia*



*Yessica Celebrates with Her Family*

## POS Success Stories

### Weiqliang Li

The Service Coordinator, Candy Ng, started working with Weiqliang Li and his mother in July of 2017. Prior to coming to the United States, Weiqliang did not attend school in China. His parents do not speak English. Weiqliang and his parents moved to the United States from China in 2015 and currently live in a backhouse. His mother, Mrs. Li, only drives short distances, as she is only familiar with her neighborhood. His father is often

looking for part-time jobs and because of this, Weiqliang's primary caretaker is Mrs. Li. She was also trying to look for part-time jobs, but it has been difficult, as her skills are limited and she does not speak English. When Weiqliang began working with Candy, he had no Regional Center services. Mrs. Li had difficulties communicating with Medical to find a psychiatrist for her son, finding a dentist, getting In Home Supportive Services,

and obtaining ACCESS Services. Mrs. Li found it difficult to contact agencies if they did not understand her. Often, letters written in English were tossed aside until Candy visited their home to review with them. Candy placed Independent Living Services (ILS) to help Weiqliang read his letters. She also assisted with the Conservatorship process with translating documents that needed to be returned to the court. Many times, Weiqliang's







*Weiqliang Li and his mother learning to leave a voicemail for their SC, Candy Ng*

mother would call Candy, but could not reach her at an appropriate time. Often, she would tell Candy to come to her home in order to provide the requested documents. After about 6 meetings, Candy found out that Mrs. Li did not know how to leave a voicemail on Candy's phone at the office. She also did not know how to use her email to send pictures or documents. After learning this, Candy sat down with Mrs. Li and spent about an hour practicing how to leave a voicemail

and use her phone to take pictures and send email. Mrs. Li can now leave a voicemail and wait for Candy to call her back. She can also send pictures of documents to ask questions and provide requested documents. Once this basic need was discovered and addressed, the family felt more open to accepting Regional Center assistance.

## POS Success Stories

### Peter Wu

Peter is a 27 year old Chinese man who is supported by his younger sister and parents. Prior to attending Ability First's Work Activity Program, Peter stayed at home all day. Peter can be described as shy and quiet. Previously, he did not interact with his family much. When Candy started working with Peter and his family, it was difficult for his parents and sister to communicate with staff at Ability First. Peter's mother did not speak English and his younger sister assisted with reading letters and applying for documents. Her involvement with the Regional Center was very brief as she would attend school on her own as well. Previously, Peter was on the waitlist at Ability First for 2 years. Prior to placing a service, Candy explained the process to getting a service started. The family was informed to follow-up with Candy often, so that they would not be waiting for any updates. Peter began attending Ability First in May 2017. Candy assisted Peter and his family with the ACCESS evaluation process and ELARC provided



*Peter with his Mom*

*Service Coordinator Candy Ng*

ACCESS coupons to Peter to use to and from work. He now takes ACCESS on his own to and from work. During meetings with Ability First, Candy and Peter's family participated in his One Page Profile meeting. During the meeting, Peter was able to express his goals and interests. He excels at finishing his work. Family

has also reported that Peter is excited to tell his family about his day at work. He is able to buy clothes he likes with his hard earned money. Since Joining Ability First's Work Activity Program, Peter has shown changes in his interaction with his family and with his peers at work. His family is very proud of him.



喜发财

大

Disneyland  
RESORT

LUNAR NEW YEAR

DISNEY CALIFORNIA ADVENTURE PARK

January 26 - February 18



狗  
2018 Year of the Dog

# Success Through Personalized Support

## The Zavala Family

Maria is a 27 year old young woman of Latin American descent. She has been diagnosed with Cerebral Palsy, Seizure Disorder, and Severe Intellectual Disability. She is nonverbal, non ambulatory, and requires the use of a manual wheelchair. She needs complete assistance with all of her self-help tasks and requires close supervision at all times to prevent any injury or harm. Maria lives with her mother, Ms. Sonia Zavala, her 16 year old brother Adelso, and her 10 year old brother Estevan. She loves going to her program at El Arca's Bell campus Monday through Friday. She is always happy in the mornings when leaving for program and greets her bus driver with a huge smile when he says "Good Morning" to her.

I started working with this family back in March 2017. When I first got the case, Maria did not have any regional center funded services in place. When I had my initial meeting with parent, she mentioned that Maria had been receiving In-Home

Respite services for some time but she did not have a caretaker that she trusted therefore she had terminated services. As my meetings with mother and Maria progressed throughout the year, I learned a lot about her personal struggles and successes with Maria and her 2 boys.

Ms. Zavala's story is one of resilience. She is a single parent and her day to day life revolves around caring for her children. Maria's father left the family when she was really young and although he has had the means to do so, he does not provide any financial support to Maria or her siblings. Additionally, he does not provide any care taking support, particularly with Maria. Mother has been through numerous health issues with herself and all 3 of her children. Her eldest son has been diagnosed with ADHD and a learning disability, and so mother has been actively involved in his IEPs. Her youngest son has been receiving psychotherapy due to anger management issues for the past year. Mother has

had to ensure her children are receiving the care and support they need on her own. From the start, I got a sense that parent has never asked for more than she has been given, particularly with Maria. She repeatedly mentioned that she did not know regional center could offer services other than respite, and she has always felt that she is not entitled to ask for help and does not want to take advantage of the regional center system. It became clear to me that this parent needed additional support with caring for Maria. She receives some natural support from her sister and brother-in law who live next door. But the 24 hr responsibility for physically caring for Maria has fallen just on Ms. Zavala.

Additionally, I learned that Ms. Zavala was in the process of applying for US Citizenship, but found it difficult to take time to study for the exam because of the responsibility of caring for her children on her own. I was able to convince her to accept personal assistant services to provide her with additional support.



I authorized 100 hours a month to assist mother with caring for Maria. At first, Ms. Zavala was hesitant to ask for this support, but we assured her it was reasonable. As the meetings continued, we were able to get a new wheel chair and additional Ensure supplements through Medical. Ms. Zavala was also supported at a risk mitigation plan meeting at El Arca to discuss and SIR that occurred in July 2018. Ms. Zavala obtained her citizenship and has even exercised her right to vote.

Obtaining her citizenship and receiving additional support for Maria have been a turning point for this parent. When I asked her what she felt was the most positive result of participating in this Equity Project, mother stated that she finally feels supported. In 27 years of being an RC client, she had not received additional support services. Mother has come to a point in which she feels confident in reaching out to the SC and asking for more support. She is more confident in asking for information. And although she continues

to need redirection in her thoughts about taking advantage of the regional center, mother is now more open to receiving support and that for me is the best outcome I could asked for.

Reflecting on her daughter's case, Ms. Zavala comments, "I would like people to know that Maria's case is a difficult one because of her diagnosis but it is not impossible to take care of her and love her, no matter her needs or conditions. She is not an obstacle for me and even though I may not have the best car to transport her in I do my best to make sure that she is out in the community and that she participates in outings with us, with her family. Maria and my boys are all I have and as their mother I will always fight and advocate for them."

Ms. Zavala expressed gratitude for the regional center and her Service Coordinator, "I want to thank you for taking on my daughter's case. Because we never received the 100 hours of personal assistance for my daughter in



*Service Coordinator Maria Cañas*

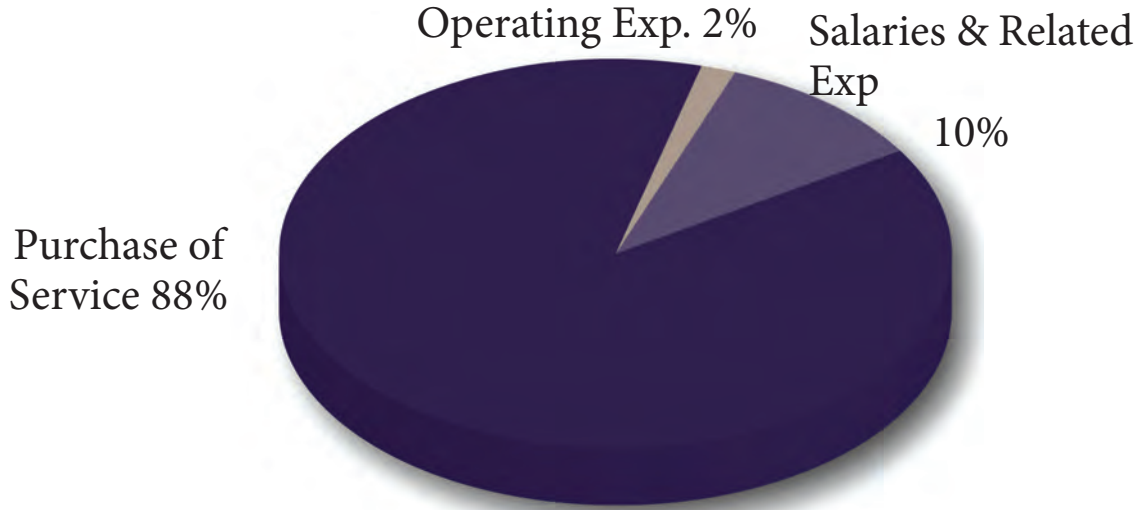


*Ms. Zavala with her Daughter Maria*

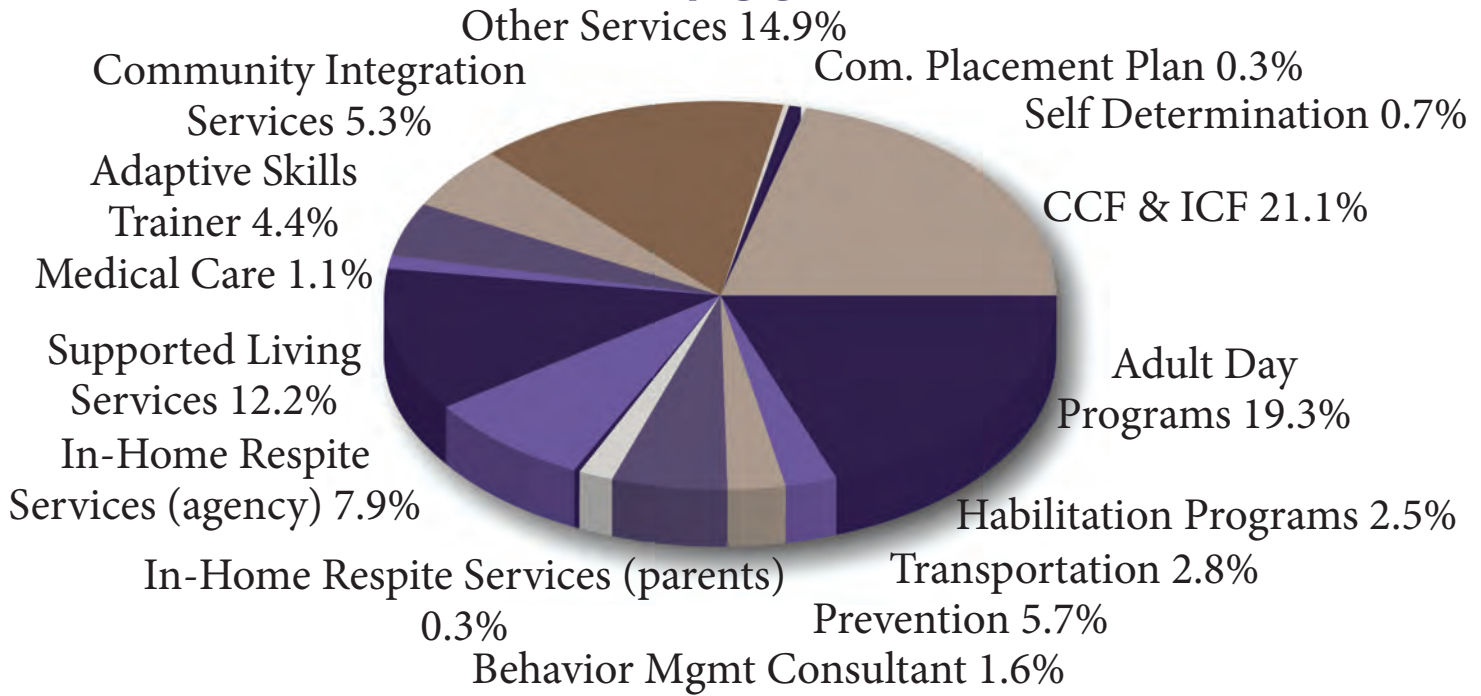
27 years... Sometimes I have had respite but never personal assistance. Thank you for choosing my daughter's case. And I thank Ms. Cañas for her time and help."

# Reports

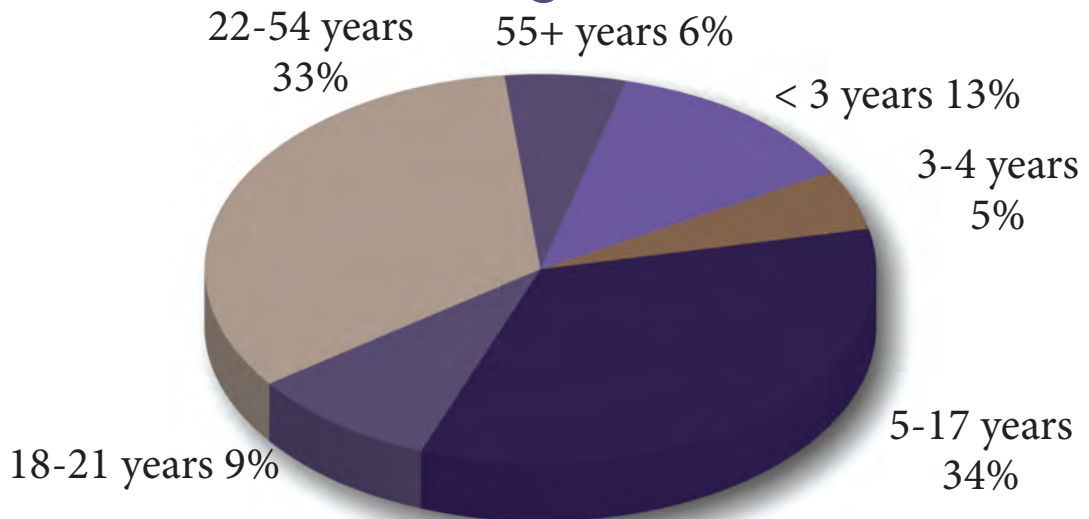
## Overall



## POS

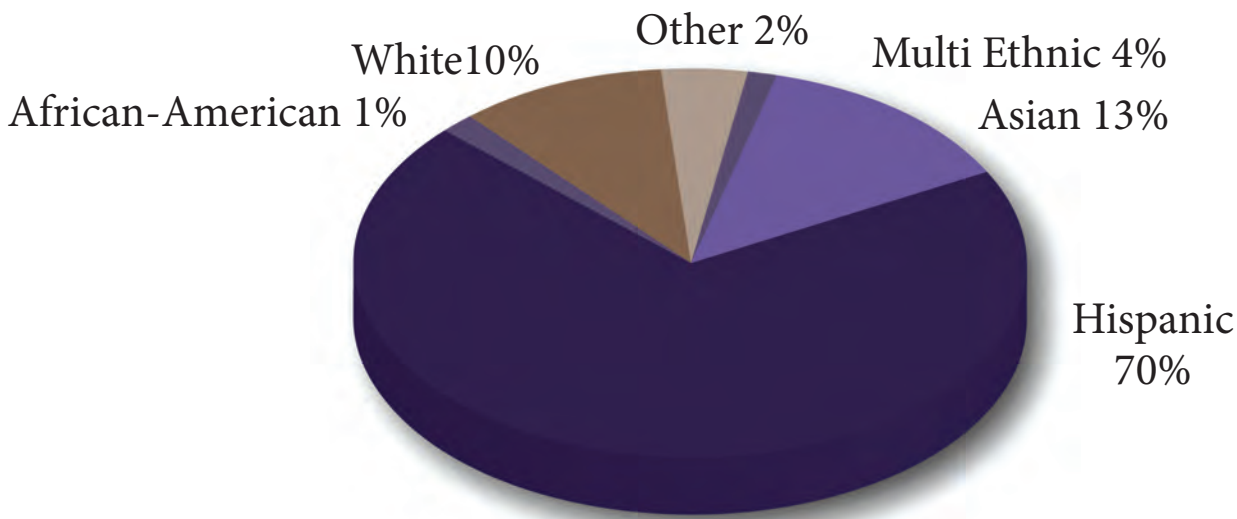


## Age

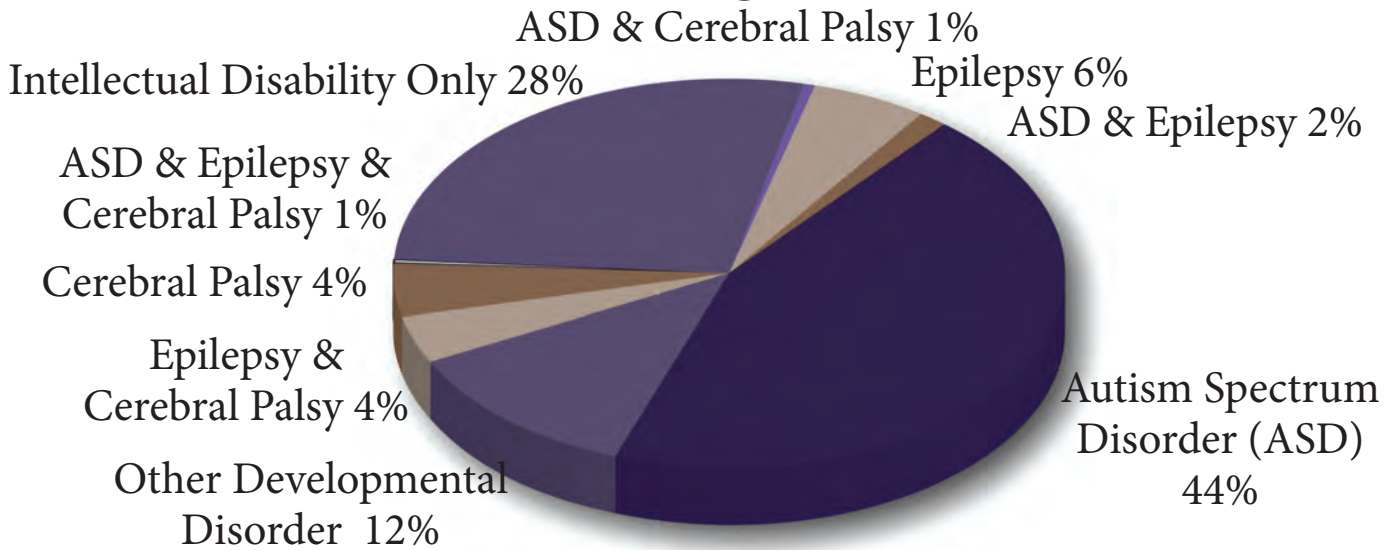




## Ethnicity



## Diagnosis



## Data

| Category                           | 01/24/2019 Budget |
|------------------------------------|-------------------|
| CCF & ICF                          | \$41,755,834      |
| Adult Day Programs                 | \$38,134,784      |
| Habilitation Programs              | \$4,871,047       |
| Transportation                     | \$5,524,815       |
| Prevention                         | \$11,237,671      |
| Behavior Mgmt Consultant           | \$3,227,184       |
| In-Home Respite Services (parents) | \$613,033         |
| In-Home Respite Services (agency)  | \$15,565,844      |
| Supported Living Services          | \$24,055,331      |
| Medical Care                       | \$2,265,684       |
| Adaptive Skills Trainer            | \$8,684,595       |
| Community Integration Services     | \$10,476,132      |
| Other Services                     | \$29,468,405      |
| Com. Placement Plan                | \$523,210         |
| Self Determination                 | \$1,375,949       |





# Finding Your Voice

## Juan Carlos Moreno

Juan Carlos Moreno is a 42-year-old consumer who is diagnosed with Autism. Juan Carlos is a very friendly, respectful, and well presenting man. Before entering the Equity Project, Juan Carlos was not attending any type of work or vocational program, he suffered from a lot of anxiety just thinking about meeting new people in unfamiliar settings, and he was someone that very much still relied on his mother to be the primary contact with all Regional Center matters.

When Juan Carlos initially entered the project and we began having face-to-face meetings, he eventually expressed that he had dreams of not only having a job, but being great at what he did. Although he did suffer from a lot of anxiety when out in public, especially on public transportation, he did hope to meet new people and have friends. Lastly, we saw a change in his personality where he would transition to be the primary contact for all Regional Center matters because he realized that his voice was important and he was the

“boss of his own life”.

After exploring different vocational and employment programs, Juan Carlos was eventually referred to the Paid Internship Program (PIP) and began his internship at a Car Wash in East LA on April 2018. After a two-month internship, Juan Carlos was officially offered a permanent position in June 2018. Juan Carlos currently works at the Car Wash and enjoys what he does.

Juan Carlos also began working with an Independent Living Skills (ILS) instructor to help him set goals for himself. He developed a goal of managing his own money now that he was receiving a paycheck. In addition, he wished to be more independent with his commute as his parents were still driving him to and from work. He and his ILS instructor worked together to obtain a Metro TAP Card and learn the route to get to work to the point that Juan Carlos was comfortable taking public transportation. This eventually transitioned to Juan Carlos

studying and obtaining his Driver's Permit. Juan Carlos is currently working on one day obtaining his Driver's License.

Juan Carlos demonstrates much more trust in not only the Regional Center, but himself. He realizes that he has a voice, that his voice matters, and that he has great goals and aspirations for himself. These face-to-face conversations were invaluable in order to foster the sense of empowerment, knowledge and independence that Juan Carlos carries with him now. This was all possible due to the more intense case management as a result of the Equity Project.



*Service Coordinator Monserrat Palacios*

## POS Success Stories

### Andy Tran



*Andy's Dog Says "Hi"*

Andy reactivated his case after Candy met him during his mother's IPP meeting. Prior to reactivating his case since 2010, he stayed home playing games and going out by himself. When he reactivated his case, he expressed that he wants to work. Andy was afraid that working would affect his Social Security benefits, but Candy educated him about the benefits of working and also how his paycheck would affect his SSI. Andy decided that he would participate in Ability First's Employment Facilitation Training Service (EFTS) and work with a job developer to find an internship. Andy is now interning at Ready Pac Warehouse and enjoys it very much. With the help of his Independent Living Service (ILS), Andy hopes to save money to move out on his own in the future.





*Andy with his Mother*





Eastern Los Angeles  
Regional Center



These individuals are either currently in the Ongoing Service Coordination Project, or have since graduated out of the project and are back with their previous Service Coordinator in a traditional caseload.

## 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

**Frances Jacobs**  
Manager of Community Services

**Jesse Valdez**  
Manager of Federal Programs

# 2018