



2022
Community
Report

Empowering Families for Success

Enhanced Service Coordination



EASTERN LOS ANGELES
REGIONAL CENTER

Table of Contents

How It Began

02

Overcoming Obstacles

03

Building Relationships

05

Empowering With Education and Resources

07

Fiscal & Demographics Report

10 - 11

Partnerships & Leadership Team

12

How It Began

In September of 2016, Eastern Los Angeles Regional Center (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.

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 statutes and regulations. As a result, DDS approved ELARC's proposal.

Two hundred (200) individuals served by ELARC with the lowest per-capita expenditures were identified and piloted an intensive service delivery model to case management. The pilot targeted monolingual Spanish-speaking and monolingual Cantonese-speaking individuals and their families at a one-to-forty (1:40) ratio. These cases had been

identified as having low per-capita expenditures of less than \$2,000 annually. The "Reduced Caseload Project" is also referred to as the Ongoing Service Coordination Project or as the Equity Project.

Each case in the reduced caseload project was assigned an Enhanced Service Coordinator (ESC). The reduced caseload allowed the ESC much more time in exploring the family's needs and providing support to break down barriers. It also helped foster stronger relationships and build trust with each family and ESC. Often, families did not access Regional Center services because they were trying to provide basic needs for their family, such as putting food on the table, paying bills, and finding adequate transportation, all the while attempting to find these resources without speaking English.

The following stories demonstrate the unique relationships the ESC and the families developed during the Reduced Caseload Project.



Overcoming Obstacles

Berylin is described as friendly, sweet and caring. She has a close relationship with her family. Berylin will greet others with a beautiful smile and will attempt to interact with others by showing off her personal items of interest. She likes to dress up with glitter accessories and clothing and enjoys listening to music and dancing.

Berylin entered the Reduced Caseload Project in October of 2019. Prior to participating in enhanced services, Berylin did not receive any Regional Center-funded services. Berylin

is now attending a vocational/behavioral management day program. She participates five days per week and looks forward to attending her program. She enjoys participating in the program activities and community outings. There, she is learning to develop social skills and to reduce behaviors that can impede social interaction with peers, and she is developing friendships.

Berylin's mother, Maria, has expressed gratitude for the many ways the Reduced Caseload Project has helped her daughter.

“She mentioned that she would not have obtained certain services if it were not for the guidance and support of her Enhanced Service Coordinators (ESC).”

Maria's primary language is Spanish, and she states that being unable to understand, speak, read or write in English presents a huge barrier to accessing services. She states that her ESC not only motivated, encouraged and oriented her on the application processes for services, but also offered to accompany her when applying for services in person. Berylin's mom mentioned that her ESC would constantly remind her, “Do not hesitate or fear calling your service coordinator for any reason. We will do this together.” She expressed how she established a relationship based on trust with the ESC she worked with. She shared that she feels comfortable contacting Berylin's ESC whenever needed.

Berylin's mom is a dedicated and strong mother who perseveres. She prioritizes her daughter's needs above all things. Even when faced with adversity, she ensures Berylin's care and well-being. In the summer of 2022, the family suffered a great loss: Berylin's father tragically passed away. Berylin's father was her favorite person to go to and share how her day went at program. They shared a special bond and, even today, she does not fully understand where her father is and why he is not home. Her mother and siblings are facing a difficult time as they grieve, while trying to figure out how they will move forward financially and emotionally. Berylin's father was the financial provider, and her mom was a homemaker focused on the household needs and care of Berylin. Her mom has now found a part-time job to help support her family. Through Berylin's participation in the Reduced Caseload Project, her mom received assistance with applying for Supplemental Security Income (SSI) benefits for



Berylin. Berylin began receiving her SSI benefits in September 2022. This additional income has been of enormous help to Berylin and her mother to assist with the cost of living. The ESC has completed a referral for Berylin to receive therapy services and has offered the family additional resources. Her mom is reminded that she is not alone and that she too must meet her own needs, including emotional support. In light of the circumstances and family's needs, additional ELARC-funded services have been offered, and the benefits of these services have been explained. Her mom is aware that at any time she can contact her ESC should she be interested in requesting additional services and supports for Berylin.



Building Relationships

The Regional Center system was new to the family when Michael's case was assigned to Enhanced Service Coordinator (ESC) Roy. The Reduced Caseload Project provides families an opportunity to work closely with their service coordinator receiving enhanced case management services, the objectives being to increase the families' knowledge of navigating the Regional Center system, to assist in coordinating needed services, and lastly to identify and mitigate barriers families face in obtaining services.

Roy began working the family in May 2021. At that time, Michael was not enrolled or attending school or any other

educational program and was not receiving any services. Upon meeting the family, Roy was able to immediately identify that language could definitely act as a barrier to obtaining services and supports for Michael, since his grandmother's primary language is Mandarin. Given that Roy is fluent in Mandarin, he was able to work with Michael and his grandmother to familiarize them with the Regional Center system and to provide education and guidance regarding how to go about receiving needed services and supports.

Roy was able to provide the family with assistance in accessing community resources and assistance navigating

the special education system. Michael was enrolled in school and is currently participating in a special education Kindergarten program. He is also receiving school-based speech and language services once a week.

Since Michael has been in his grandmother's care, she has required the use of technology—for example, to assist Michael with school-related tasks, respond to or compose

emails, etc. The ESC has provided hands-on assistance in this area. Roy provides support and training in the area of information and technology during scheduled meetings with the family. He has also served as an advocate providing assistance with communication between Michael's grandmother and his school. Roy has also facilitated communication with child welfare government agencies involved in Michael's life.



“Roy continues to work with Michael and his grandmother and hopes to have provided them with a strong foundation of knowledge regarding the Regional Center system so that they feel comfortable and confident navigating the system, communicating with their service coordinator, and requesting the services and supports Michael needs.”



Empowering With Education and Resources

During initial meetings with Roy's parents, they both expressed concerns in regard to applying for certain recommended generic resources such as Supplemental Security Income (SSI) and In-Home Supportive Services (IHSS) due to a possible public charge. Roy's Enhanced Service Coordinator (ESC), Velen, worked closely with Roy's parents and referred them to the Office of Clients' Rights Advocacy (OCRA) for a consultation and explained the purpose of the OCRA program. After their consultation with OCRA, they were assured that applying for SSI and

IHSS would not adversely affect them. Therefore, their ESC proceeded with the application processes. Due to language and comprehension barriers, Roy's parents required support in reading and completing the documentation in both English and Spanish. Roy was found eligible to receive IHSS. Roy's ESC also assisted his parents with the SSI application process. Unfortunately, Roy was found ineligible. Roy's ESC was able to meet with Roy's parents and explain the documentation from the Social Security Administration explaining why that decision was reached. The ESC also

provided the family with additional resources available to them and recommended services such as CalABLE.

When Velen began working with Roy, his parents expressed many concerns related to Roy's educational program and placement. Velen assisted Roy's parents in seeking support from the Team of Advocates for Special Kids (TASK) to provide guidance and to prepare the family to advocate during Roy's Individualized Education Program (IEP) meeting. His parents were advised on their rights and the services and supports appropriate per the Individuals with Disabilities Education Act (IDEA).

“Working with Velen and TASK was extremely empowering to Roy’s parents and enabled them to successfully advocate for their son’s needs during the IEP process.”

Roy was transferred to a new school, where he is now receiving the services and supports he needs to thrive in the least restrictive classroom environment. Roy's mother continues to reach out to TASK and to Roy's ESC as needed prior to IEP meetings. She continues to voice her concerns and advocate for her son's educational rights.

Since Roy began participating in the Reduced Caseload Project, his ESC has assisted the family in coordinating ELARC-funded services such as DIR Floortime services to address his social skills and IHSS to provide some relief from caretaking responsibilities. Since the family's primary language is Spanish, Roy's ESC has his IPP report sent out for translation services so that his parents are able to



understand the IPP goals established during the IPP meeting and documented in the IPP report. Additionally, Roy's ESC also works closely with the family to secure additional benefits, including funds for Roy's diapers, Medi-Cal benefits, Medi-Cal-funded behavioral services and additional Medi-Cal-funded speech and language services.

Roy's parents state that it has been a pleasure working with their ESC, Velen. They both shared that their experience working with Velen has been a positive and rewarding one. Roy's parents have expressed their gratitude for the guidance and support they have received during their time in the Reduced Caseload Project.



The Model to Follow

ELARC continued to apply for funding for families that were graduating from the program so that they could further be empowered with the tools to advocate for services. The foundational work from this project paved the way for the Enhanced Service Coordination model implemented at ELARC, which is now utilized across all 21 regional centers in California.

Since the implementation of this model, ELARC has demonstrated improved service access and consumer satisfaction. This project included pairing service coordinators who share the culture and/or native language

with the individuals they serve, resulting in more trusting relationships and opportunities to help individuals and families understand the regional center and the services it provides as well as those provided by generic or alternative sources. Enhanced service coordination will prioritize individuals or families who are monolingual and have low purchase of service (POS) or no-POS, as they are more likely to need additional assistance in accessing services. The knowledge obtained will enable individuals and families to continue advocating and accessing needed services once they transition back to a non-specialized service coordinator.

Overall Expenditures

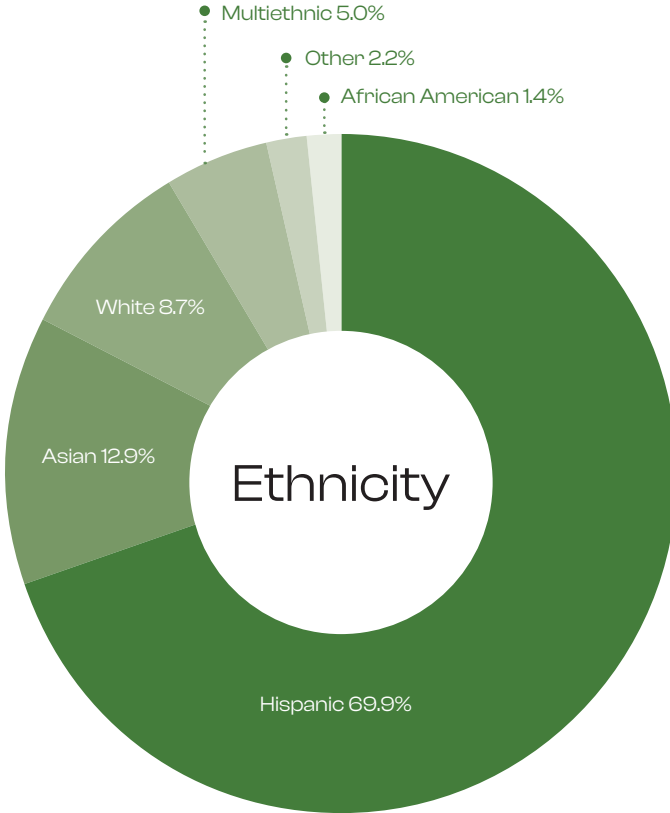
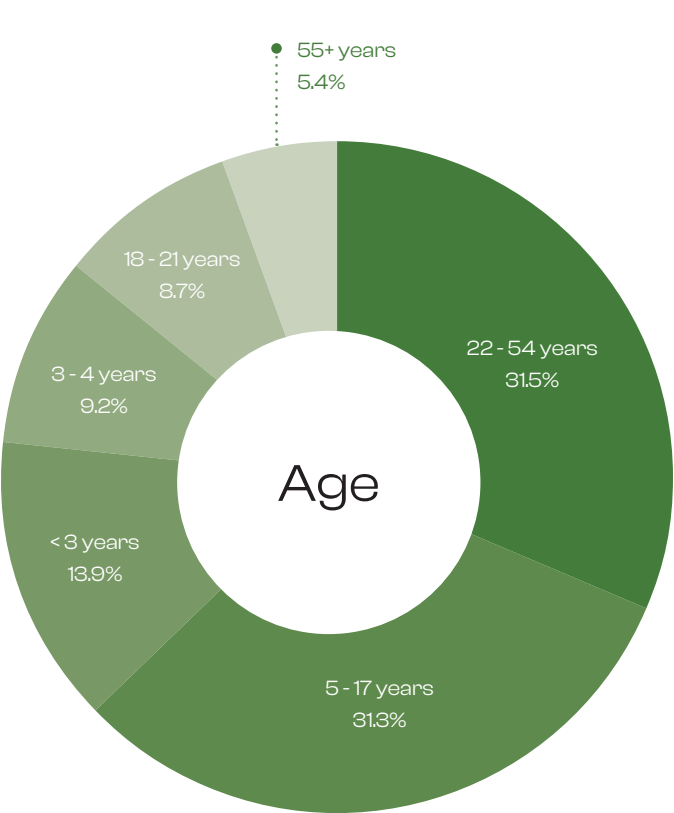
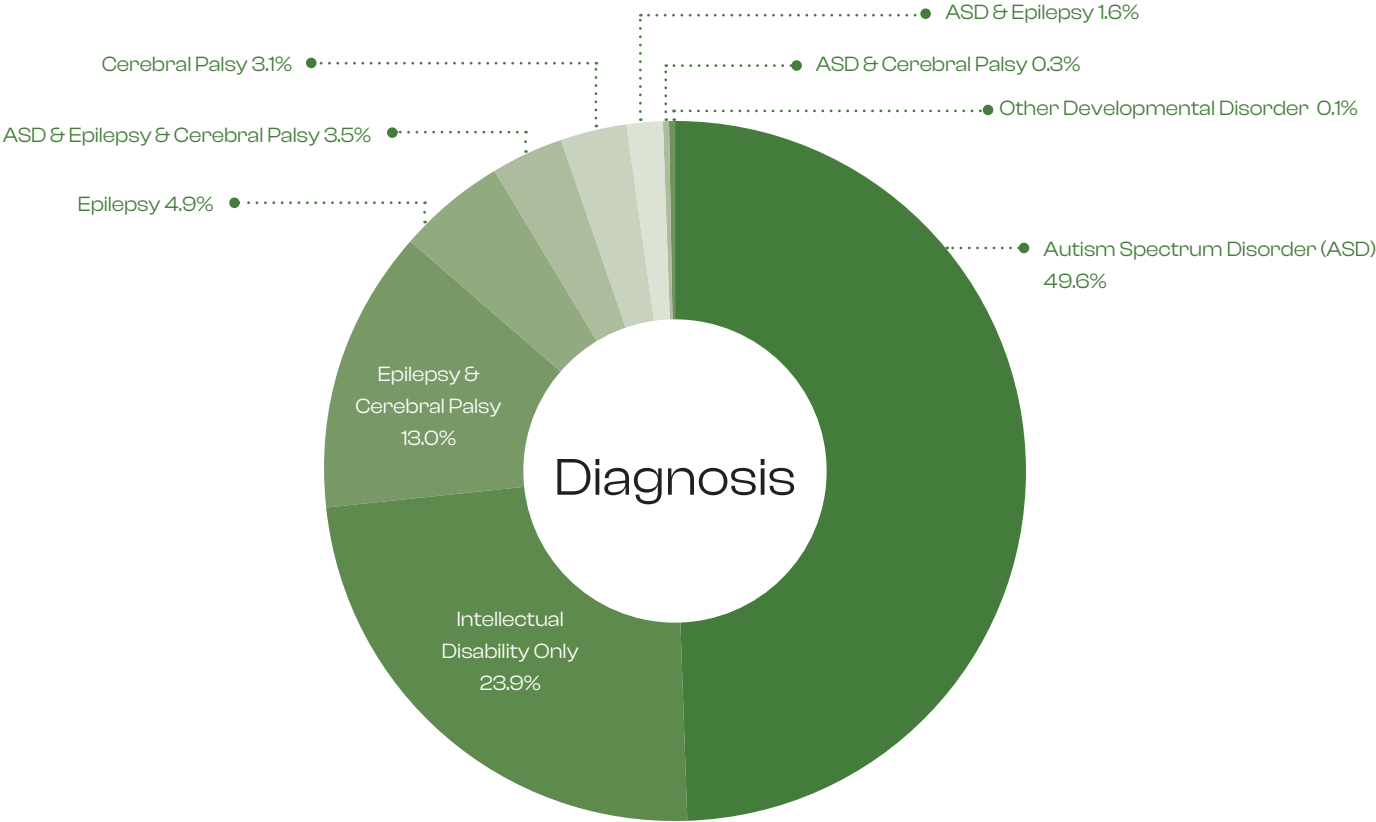


Purchase of Service (POS) Expenditures

Category	Paid Amount
CCF & ICF	\$65,308,143
Adult Day Programs	\$47,591,714
Other Services	\$39,640,405
Supported Living Services	\$31,316,265
In-Home Respite Services (agency)	\$29,128,598
Prevention	\$14,715,862
Community Integration Services	\$12,340,226
Adaptive Skills Trainer	\$9,512,650
Self Determination	\$4,657,551
Habilitation Programs	\$3,910,045
Transportation	\$3,485,830
Medical Care	\$2,965,870
Com. Placement Plan	\$2,876,186
Behavior Mgmt Consultant	\$557,806
In-Home Respite Services (parents)	\$495,485

Total **\$268,502,635**

Demographics Reports



Our Mission

Eastern Los Angeles Regional Center (ELARC) 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 community.

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 leadership 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 Team



Gloria Wong
Executive Director



Alina Alvarez
Human Resource Manager



Edith Hernandez
Chief of Consumer Services



Elin Nozaki
Assessment and Special Services Manager



Elizabeth Harrell
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