



EASTERN LOS ANGELES
REGIONAL CENTER

Follow Up Meeting to Purchase of Service Data Public Meeting for Fiscal Year 2021-2022

May 16, 2023

Gloria Wong, Executive Director

Edith Hernandez-Daniels, Chief of Consumer Services


Carmen Luna, Enhanced Services & Community Engagement Unit Supervisor

Jessica Barba, Community Services Supervisor

Adriana Roman, Cultural Specialist



AGENDA

- 
- I. Welcome & Introductions
 - II. Purpose of Meeting
 - III. Brief Summary of Purchase of Service Data & ELARC Projects
 - IV. Questions Raised by Community
 - V. Discussion & Audience Feedback
 - VI. Final Observations



PURPOSE OF MEETING

- ❖ Provide a brief summary of the information presented at our last meeting
- ❖ Respond to common questions and themes raised by our community during our last public meeting
- ❖ Allow our community the opportunity to express their opinion and provide feedback

POS Data on www.elarc.org

home about us consumers & families service providers governance budget & legislation resources & publications

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

WE ARE HIRING!

[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](#)[About Us](#)

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 2021/2022](#)
- [View the 2022 report to DDS on the 2020/2021 POS Data](#)
- [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.



Brief Summary of Purchase of Service Data & ELARC Projects



Summary of Demographic Data

- ❖ Hispanics make up 70% of ELARC's population
- ❖ ELARC Consumers by Age Group:
 - Ages 0 - 2 years make up 20% of the population
 - Ages 3 – 21 years make up 46% of the population
 - Ages 22 and over make up 33% of the population
- ❖ ELARC Consumers by Diagnosis:
 - Autism: 42%, Intellectual Disability: 31%, Epilepsy: 1%,
Cerebral Palsy: 1%, Category 5: 2%
- ❖ ELARC Consumers by Language:
 - English: 72%
 - Spanish: 23%

Review of Total Annual Expenditures & Authorized Services by Language for Individuals Residing at Home

*Eastern Los Angeles
Regional Center*

Total Annual Expenditures and Authorized Services by Language for Residence Type: Home

*Fiscal Year 2021-2022
Page 1 of 1*

For All Ages

Language	Consumer Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
English	9,963	\$88,636,344	\$137,731,431	\$8,897	\$13,824	64.4%
Spanish	3,246	\$35,307,592	\$52,650,193	\$10,877	\$16,220	67.1%
Asian & Pacific Islander Languages	725	\$5,932,737	\$9,825,771	\$8,183	\$13,553	60.4%
Other Indo-European Languages	13	\$99,065	\$134,177	\$7,620	\$10,321	73.8%
Other Languages	49	\$900,970	\$1,255,991	\$18,387	\$25,632	71.7%
Totals:	13,996	\$130,876,708	\$201,597,563	\$9,351	\$14,404	64.9%



Summary of Initiatives

- ❖ Language Access & Cultural Competency Initiative
- ❖ Social Recreational Services
- ❖ Service Access & Equity Grant:
 - Self-Determination Pilot Project



Common Questions & Themes Identified by the Community



► **What are the services a Regional Center consumer receives?**

-Services which meet the needs identified and agreed upon during the IPP meeting

-The services are “specialized services and supports or special adaptations...directed toward the alleviation of a developmental disability or toward rehabilitation of an individual...towards the achievement of independent, productive, normal lives.”

- Services are highly varied and present a wide array of paid and unpaid services and supports

Where Can I Find the List of Services?

The screenshot shows the website for the Eastern Los Angeles Regional Center. At the top, the logo and name are displayed, along with navigation links for E-NOTIFICATION, CALENDAR, NOTICES, FAQ, CONTACT US, and TRANSLATE. A search bar is located in the top right. Below the header is a main navigation bar with icons and labels for home, about us, consumers & families, service providers, governance, budget & legislation, and resources & publications. The 'consumers & families' menu is expanded, showing a list of options. A yellow arrow points to 'Services and Supports by Age Range'. To the right of the menu is a 'NEED TO KNOW' section with buttons for Transparency & Access to Public Info, Purchase of Service (POS) Data, Purchase of Service (POS) Guidelines, Electronic Visit Verification (EWW), and Possible Data Security Breach. Below this are buttons for 'APPLY FOR SERVICES' and 'WE ARE HIRING!'. At the bottom, there are sections for 'NOTICES' and 'EVENTS'.

EASTERN LOS ANGELES REGIONAL CENTER

E-NOTIFICATION | CALENDAR | NOTICES | FAQ | CONTACT US | TRANSLATE | FONT SIZE: + -

Search...

home about us **consumers & families** service providers governance budget & legislation resources & publications

Apply for Services
Consumer Handbook
Consumers Involved in a Crime
Coordinated Family Support Services Pilot Program
Deaf and Hard of Hearing (DHH)
ELARC U
Early Start
Intake Ages 3 and Above
Health and Safety Waivers
Medicare Part D
Notices for Consumers & Families
Purchase of Service Guidelines
Risk Management
Self Determination
Services and Supports by Age Range
Social & Recreational
Your Rights: Appeals, Complaints, & Whistleblower
Community Resource Development: Unmet Needs Survey

COVID-19 INFO AND RESOURCES

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

NEED TO KNOW

APPLY FOR SERVICES
WE ARE HIRING!

Ensure Your Emails are Getting to ELARC
Laws Regulation
Board of Directors
Gallagher Verify Advising
Consumer Advisory Committee
E-Billing

NOTICES see all news
Service Providers: Updated Rates for Participant-Directed Services

EVENTS full calendar
May 25
Self Determination Orientation Part 2/2da Parte de la Orientacion



home



about us



consumers
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▼ ELARC U

Early Start

Intake Ages 3 and Above

Health and Safety Waivers

Medicare Part D

Notices for Consumers & Families

Purchase of Service Guidelines

Risk Management

Consumers & Families

Services and Supports by Age Range

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The following services and supports are representative of services provided by regional center for which consumer may be eligible based upon need, related to the nature of the qualifying developmental disability and identified and agreed to by the interdisciplinary planning team.

This is not a complete listing. Needs identified by assessment may identify other services.

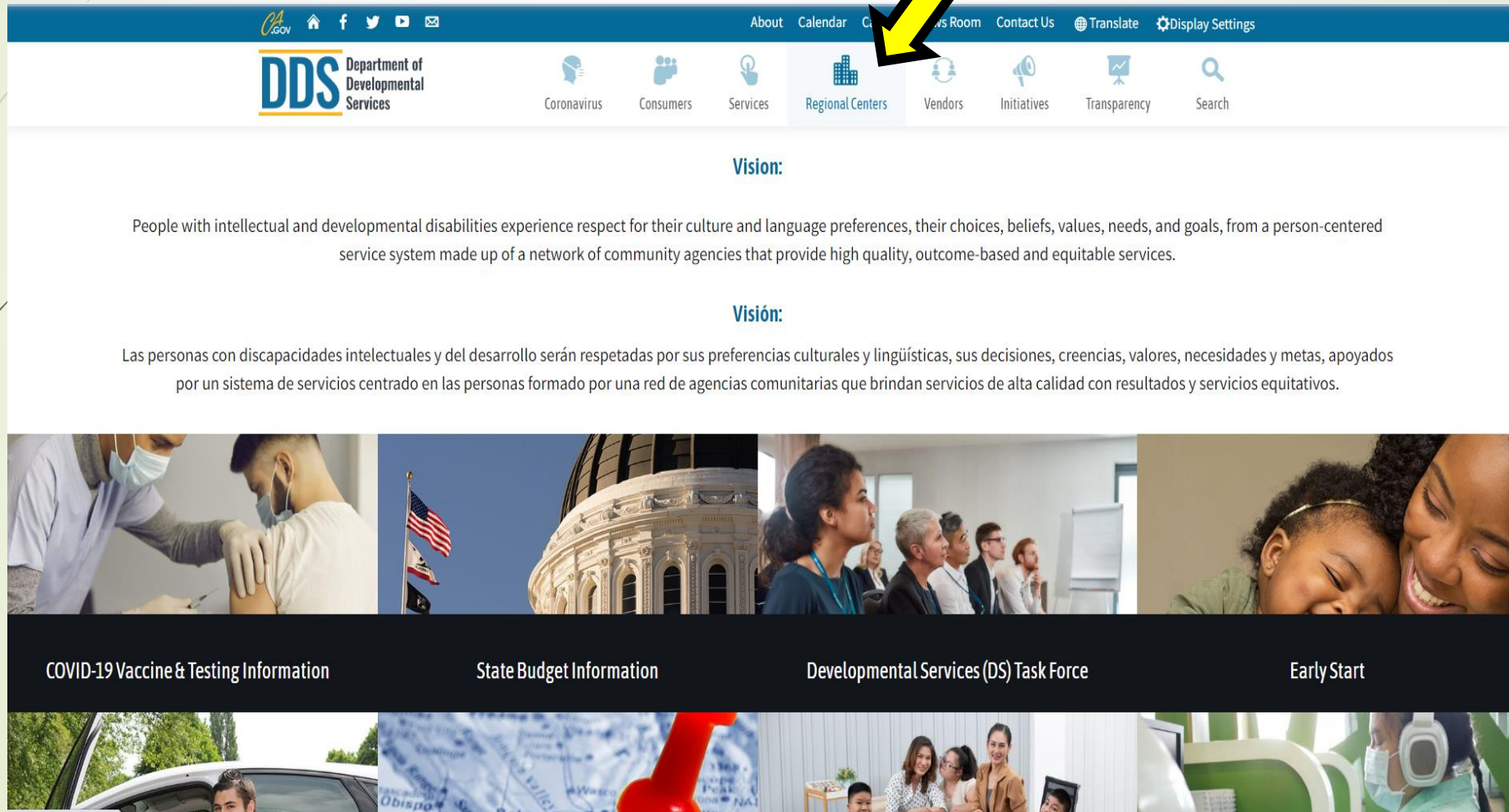
Services must be requested through the Individual Program Plan (IPP) process. Generic resources, private resources and/or natural supports must be explored prior to regional center funding.

View the listing in your preferred language by following these links:

- [English](#), [Spanish](#), [Chinese](#)



Where Can I Find Information About Regional Center Services on the DDS website? (www.dds.ca.gov)



The screenshot shows the top navigation bar of the DDS website. A yellow arrow points to the 'Regional Centers' menu item, which is highlighted. Below the navigation bar, the 'Vision' and 'Visión' sections are displayed, followed by a row of four featured content tiles: 'COVID-19 Vaccine & Testing Information', 'State Budget Information', 'Developmental Services (DS) Task Force', and 'Early Start'.

Navigation Bar: CA.GOV, Home, Facebook, Twitter, YouTube, Email, About, Calendar, News Room, Contact Us, Translate, Display Settings

DDS Department of Developmental Services

Menu Items: Coronavirus, Consumers, Services, **Regional Centers**, Vendors, Initiatives, Transparency, Search

Vision:
People with intellectual and developmental disabilities experience respect for their culture and language preferences, their choices, beliefs, values, needs, and goals, from a person-centered service system made up of a network of community agencies that provide high quality, outcome-based and equitable services.

Visión:
Las personas con discapacidades intelectuales y del desarrollo serán respetadas por sus preferencias culturales y lingüísticas, sus decisiones, creencias, valores, necesidades y metas, apoyados por un sistema de servicios centrado en las personas formado por una red de agencias comunitarias que brindan servicios de alta calidad con resultados y servicios equitativos.

Featured Content Tiles:
COVID-19 Vaccine & Testing Information | State Budget Information | Developmental Services (DS) Task Force | Early Start



Regional Center Eligibility & Services

Regional Center Listings

Regional Center Lookup

Information About Regional Centers



Directives to Regional Centers

Regional Center Dashboard

Service Access & Equity

National Core Indicators (NCI)



Regional Center Services & Descriptions

Living Arrangements

Purchase of Service (POS) Data

Health & Safety Waiver Process





➤ How are Regional Center Funded Services Approved?

- Purchase of Service Guidelines
- Development of an Individual Program Plan (IPP)
- Alternative Funding Sources Exhausted
- The Lanterman Act indicates that Regional Centers must secure services that are “cost effective”
- Right to proceed with Appeal Process

Information Regarding Your Rights

EASTERN LOS ANGELES REGIONAL CENTER
E-NOTIFICATION | CALENDAR | NOTICES | FAQ | CONTACT US | TRANSLATE |
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Gallagher Verify Advising
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E-Billing

NOTICES ----- see all news
Service Providers: Updated Rates for Participant-Directed Services

EVENTS ----- full calendar
May 25 Self Determination Orientation Part 2/2da Parte de la Orientacion

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[View the California Department of Developmental Services \(DDS\) website](#) in the appeals procedure set forth in Chapter 7 of the Lanterman Act. You may also call DDS at (916) 654-1690.

The Department of Developmental Services established an **Office of the Ombudsperson** to assist individuals and/or their families who are applying for or receiving regional center services regarding the Lanterman Developmental Disabilities Services Act. Beginning December 1, 2022, this new Office will be available to provide information, facilitate resolutions to disagreements and complaints, make recommendations to the Department, and compile and report data.



➤ **How long does a service coordinator have to respond to a call? If the call is not returned, to whom can I speak with?**

-It is ELARC's practice to return phone calls within 24 hours and as soon as possible depending on the request being made

-If the call is not being returned by the service coordinator, the parent can contact the supervisor

► How do I contact my Service Coordinator's Supervisor?

1. Contact our front desk at **626-299-4700** and ask to speak with your Service Coordinator's Supervisor.

2. Visit our website to view our staff phone directory.

The screenshot shows the Eastern Los Angeles Regional Center website. The header includes the logo, navigation links (E-NOTIFICATION, CALENDAR, NOTICES, FAQ, CONTACT US, TRANSLATE), social media icons, and a search bar. The main navigation bar features icons for home, about us, consumers & families, service providers, governance, budget & legislation, and resources & publications. A dropdown menu is open under 'about us', with a yellow arrow pointing to the 'Contact Us' link. A second yellow arrow points to the 'Staff Directory' link within the 'Contact Us' submenu. On the right side, there is a 'NEED TO KNOW' section with links to Transparency & Access to Public Info, Purchase of Service (POS) Data, Purchase of Service (POS) Guidelines, Electronic Visit Verification (EVV), and Possible Data Security Breach. Below this are buttons for 'APPLY FOR SERVICES' and 'WE ARE HIRING!'. At the bottom, there are quick links for 'Ensure Emails are Getting to ELARC', 'Laws & Regulations', 'ELARC Staff Phone List', 'Board of Directors', 'Gallagher Verify Advising', 'Consumer Advisory Committee', and 'E-Billing'. The footer contains 'NOTICES' and 'EVENTS' sections with links to 'see all news' and 'full calendar'.



► **What can we do if a Service Coordinator is upset when we ask for certain services?**

-The Service Coordinator should always maintain a professional demeanor when responding to service requests. If it is perceived that a Service Coordinator's demeanor is unprofessional, the consumer/family may contact the Service Coordinator's immediate supervisor to report it.



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home



about us



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& families



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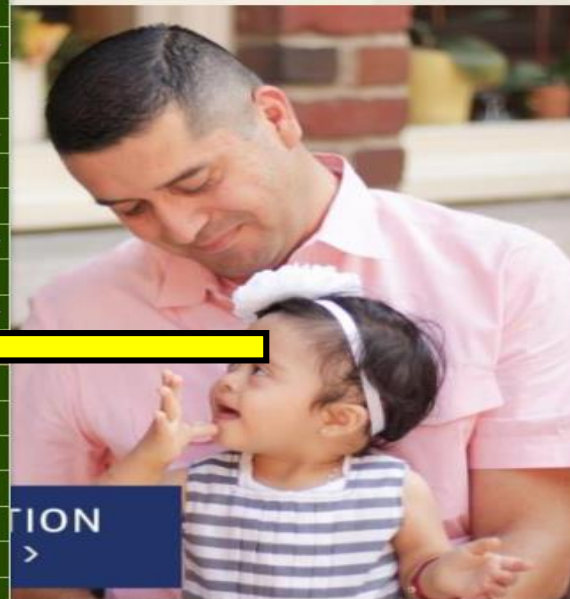
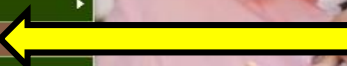


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NOTICES

see all news

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for Participant-Directed Services

2023/2024 May Review Summary

EVENTS

full calendar

May
25

Self Determination
Orientation Part 2/2da
Parte de la Orientacion




► **What is the training received by Regional Center Service Coordinators regarding services & programs provided to consumers?**

-When Service Coordinators start employment at ELARC, they receive trainings/orientations that are normally completed within six months

-The comprehensive training includes a basic understanding of the history of the Regional Center, services offered, regulations and policy, the difference in units or divisions in the provision of services, general resources available, and how to develop IPPs

-New Training Supervisor position



➤ **How do I find out what services and supports are available at ELARC and in the community?**

-Contact your Service Coordinator

-Connect with Community Based Organizations

-Visit our website at www.elarc.org and follow us on our social media accounts    



Discussion & Audience Feedback



**THANK YOU
FOR
JOINING US!**