



**EASTERN LOS ANGELES**  
REGIONAL CENTER

# 2021-2022년 서비스 구매 데이터 공개 회의에 대한 후속 회의

2023년 5월 16일

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# 회의 목적

- ❖ 지난 회의 시 제시한 정보에 대한 간략한 요약 제공
- ❖ 지난 공개 회의 시 커뮤니티에서 제시한 공통된 질문 및 주제에 대한 답변
- ❖ 커뮤니티가 의견을 제시하고 피드백을 제공 받을 수 있는 기회 제공

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

The screenshot shows the ELARC website homepage. At the top, there is a navigation bar with icons and labels for: home, about us, consumers & families, service providers, governance, budget & legislation, and resources & publications. Below the navigation bar is a large image of a family (a woman, a man, and a young girl) with a blue banner at the bottom that reads "COVID-19 INFORMATION AND RESOURCES >". To the right of the family image is a "NEED TO KNOW" section, which is a vertical list of five items: "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 first item, "Transparency & Access to Public Info". Below this section are two buttons: a green button labeled "APPLY FOR SERVICES" and a blue button labeled "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

[Print](#) [Feedback](#) [Share & Bookmark](#) [Font Size: + -](#)

### 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.*



# 서비스 구매 데이터 & ELARC 프로젝트 요약

# 인구 통계학적 데이터 요약

- ❖ 히스패닉계가 ELARC 인구의 70% 차지
- ❖ 연령대별 ELARC 의뢰인:
  - 0 - 2세: 전체 의뢰인 수의 20%
  - 3 - 21세: 전체 의뢰인 수의 46%
  - 22세 이상: 전체 의뢰인 수의 33%
- ❖ 장애 진단별 ELARC 의뢰인:
  - 자폐증: 42%, 지적 장애: 31%, 간질: 1%, 뇌성 마비: 1%, 5 등급: 2%
- ❖ 언어별 ELARC 의뢰인:
  - 영어: 72%
  - 스페인어: 23%

# 집에 거주하는 개인들을 위한 언어별 연간 총 비용 & 승인 서비스 검토

Eastern Los Angeles  
Regional Center

거주 형태에 따른 언어별 연간  
총 비용 & 승인 서비스: 가정

2021-2022년  
페이지 1 / 1

전 연령 언어	의뢰인 수	총 비용	총 승인 서비스 비용	1인당 지출액	1인당 승인 서비스 비용	활용 비율
영어	9,963	\$88,636,344	\$137,731,431	\$8,897	\$13,824	64.4%
스페인어	3,246	\$35,307,592	\$52,650,193	\$10,877	\$16,220	67.1%
스페인아시아 및 태평양 섬 주민 언어	725	\$5,932,737	\$9,825,771	\$8,183	\$13,553	60.4%
기타 인도-유럽 언어	13	\$99,065	\$134,177	\$7,620	\$10,321	73.8%
기타 언어	49	\$900,970	\$1,255,991	\$18,387	\$25,632	71.7%
합계	13,996	\$130,876,708	\$201,597,563	\$9,351	\$14,404	64.9%






# 계획 요약

- ❖ 언어 접근성 & 문화 역량 계획
- ❖ 사회적-레크리에이션 서비스
- ❖ 서비스 이용 & 형평성 부여:
  - 자기 결정권 시범 프로젝트



# 지역 사회에서 자주 묻는 질문 및 주제



## ▶ 지역 센터 의뢰인은 어떤 서비스를 받으니까?

- IPP 회의 시 확인되고 합의된 요구 사항을 충족하는 서비스
- 이 서비스들은 “독립적이고, 생산적이며, 정상적인 삶을 살 수 있도록... 개인의 발달 장애를 완화하고, 재활을 할 수 있도록 지원하는... 전문 서비스, 지원 또는 특수 적응 서비스”입니다.
- 서비스들은 매우 방대하며, 유료 및 무료 서비스와 지원들을 다양하게 제공합니다.

# 서비스 목록을 어디에서 구할 수 있나요?

The screenshot shows the website for the Eastern Los Angeles Regional Center. The header includes the logo, navigation links (E-NOTIFICATION, CALENDAR, NOTICES, FAQ, CONTACT US, TRANSLATE), and social media icons. A search bar is located in the top right. The main navigation bar features icons and labels for 'home', 'about us', 'consumers & families', 'service providers', 'governance', 'budget & legislation', and 'resources & publications'. The 'consumers & families' menu is expanded, listing various services such as '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', and 'Your Rights: Appeals, Complaints, & Whistleblower'. A yellow arrow points to the 'Services and Supports by Age Range' item. To the right of the menu, a 'NEED TO KNOW' section contains links 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!'. The footer features 'NOTICES' and 'EVENTS' sections with links to 'see all news' and 'full calendar'. The 'EVENTS' section highlights a date 'May 25' with the text 'Self Determination Orientation Part 2/2da Parte de la Orientacion'.



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

Consumers & Families

## Services and Supports by Age Range

Font Size: + - + Share & Bookmark Feedback Print

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.

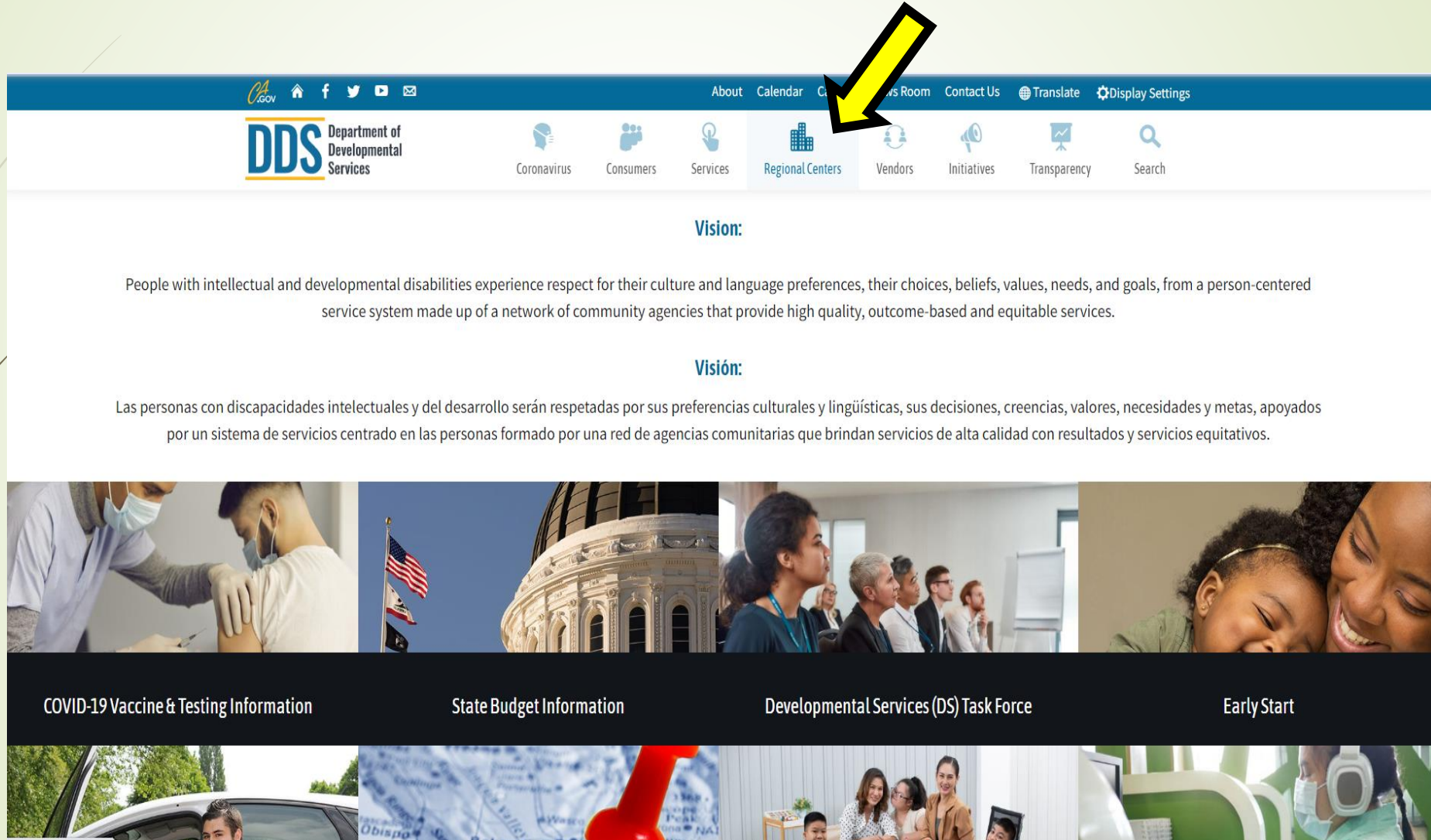
Services must be requested through the Individual Program Plan (IPP) process. Generic resources, private resources and/or natural supports must be explored prior to regional center funding.

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

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



# DDS 홈페이지에서 지역 센터 서비스에 대한 정보를 어디에서 찾을 수 있나요? (www.dds.ca.gov)



The screenshot shows the DDS website interface. At the top, there is a navigation bar with links for 'About', 'Calendar', 'Press Room', 'Contact Us', 'Translate', and 'Display Settings'. Below this is a main menu with icons and labels for 'Coronavirus', 'Consumers', 'Services', 'Regional Centers', 'Vendors', 'Initiatives', 'Transparency', and 'Search'. A yellow arrow points to the 'Regional Centers' menu item. Below the menu, 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'.

**CA.GOV** Home Facebook Twitter YouTube Email

About Calendar Press Room Contact Us Translate Display Settings

**DDS** Department of Developmental Services

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.

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



## ▶ 지역 센터 지원 서비스는 어떻게 승인되나요?

- 서비스 구매 가이드라인
- 개별 인간 중심 계획 (IPP) 수립
- 대체 지원 서비스 소진 시
- Lanterman Act에서 지역 서비스가 “비용 효율적”인 서비스를 보장해야 한다고 명시한 경우
- 이의 제기 절차 진행 권리에 따라 승인



# 의뢰인의 권리에 대한 정보

**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

**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!**

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

**EASTERN LOS ANGELES REGIONAL CENTER**

E-NOTIFICATION | CALENDAR | NOTICES | FAQ | CONTACT US | TRANSLATE |

FONT SIZE: + -

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

**Consumers & Families**

## Your Rights: Appeals, Complaints, & Whistleblower

Font Size: + - + Share & Bookmark Feedback Print

[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.



▶ 서비스 코디네이터가 전화에 응답해야 하는 시간은 얼마나 되나요? 전화에 응답하지 않는 경우, 누구와 통화할 수 있나요?

- 원칙적으로 ELARC는 24시간 내 또는 최대한 빨리 전화에 응답해야 합니다.

- 서비스 코디네이터가 전화에 응답하지 않는 경우, 부모님은 관리자와 통화할 수 있습니다.

# ▶ 서비스 코디네이터와 관리자에게 어떻게 연락할 수 있나요?

1. 626-299-4700를 통해  
프론트 데스크에 연락해 담당  
서비스 코디네이터의 관리자와  
통화를 요청할 수  
있습니다.

2. 홈페이지를 통해  
직원 연락처를  
확인할 수 있습니다.

The screenshot displays the website for the Eastern Los Angeles Regional Center. At the top, the logo and name are visible, along with utility links for E-notification, calendar, notices, FAQ, contact us, and translate. A search bar is located on the right. The main navigation bar includes links for home, about us, consumers & families, service providers, governance, budget & legislation, and resources & publications. A dropdown menu is open under 'about us', listing various sections such as Calendar, Career Opportunities, Contact Us, and Staff Directory. Two yellow arrows point to 'Contact Us' and 'Staff Directory'. To the right, a 'NEED TO KNOW' section lists items like Transparency & Access to Public Info and Purchase of Service (POS) Data. Below this, there are buttons for 'APPLY FOR SERVICES' and 'WE ARE HIRING!'. At the bottom, there are sections for 'NOTICES' and 'EVENTS' with links to see all news and full calendar.



▶ **특정 서비스를 요청했을 때 서비스 코디네이터가 언짢아 하면 어떻게 해야 하나요?**

- 서비스 코디네이터는 서비스 요청에 응답할 때 항상 전문적인 태도를 유지해야 합니다. 서비스 코디네이터의 태도가 전문적이지 않다고 판단되는 경우, 의뢰인/가족은 서비스 코디네이터의 관리자에게 연락해 보고할 수 있습니다.



Search...



home



about us



consumers  
& families



service  
providers



governance

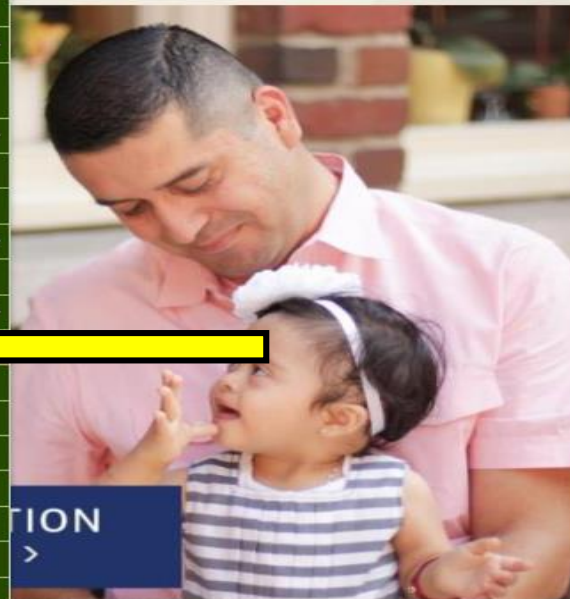
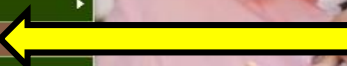


budget &  
legislation



resources &  
publications

- 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



Transparency & Access  
to Public Info

Purchase of Service (POS) Data

Purchase of Service (POS) Guidelines

Electronic Visit Verification (EVV)

Possible Data Security Breach

NEED TO KNOW

APPLY FOR SERVICES

WE ARE HIRING!

Ensure  
Emails are Getting  
to ELARC

Laws &  
Regulations

ELARC Staff Phone  
List

Board of Directors

Gallagher Verify  
Advising

Consumer  
Advisory  
Committee

E-Billing

## NOTICES

see all news

Service Providers: Updated Rates  
for Participant-Directed Services

2023/2024 May Review Summary

## EVENTS

full calendar

May  
25

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



▶ **의뢰인에게 제공되는 서비스 & 프로그램과 관련하여 지역 센터 서비스 코디네이터가 받는 교육은 무엇입니까?**

- 서비스 코디네이터가 ELARC에 고용되면 보통 6개월 내에 완료되는 교육/오리엔테이션을 받게 됩니다.
- 이 종합 교육은 지역 센터의 역사에 대한 기본적인 이해, 제공되는 서비스, 규정 및 정책, 서비스 제공에 있어 부서 또는 부문의 차이, 제공되는 일반 서비스, 그리고 IPP 수립 방법에 대한 교육을 포함합니다.
- 신규 교육 관리자 직책 교육



▶ ELARC 및 커뮤니티에서 이용 가능한 서비스와 지원들을 어떻게 찾을 수 있나요?

- 담당 서비스 코디네이터에게 연락

- 커뮤니티 내 단체를 통해 확인

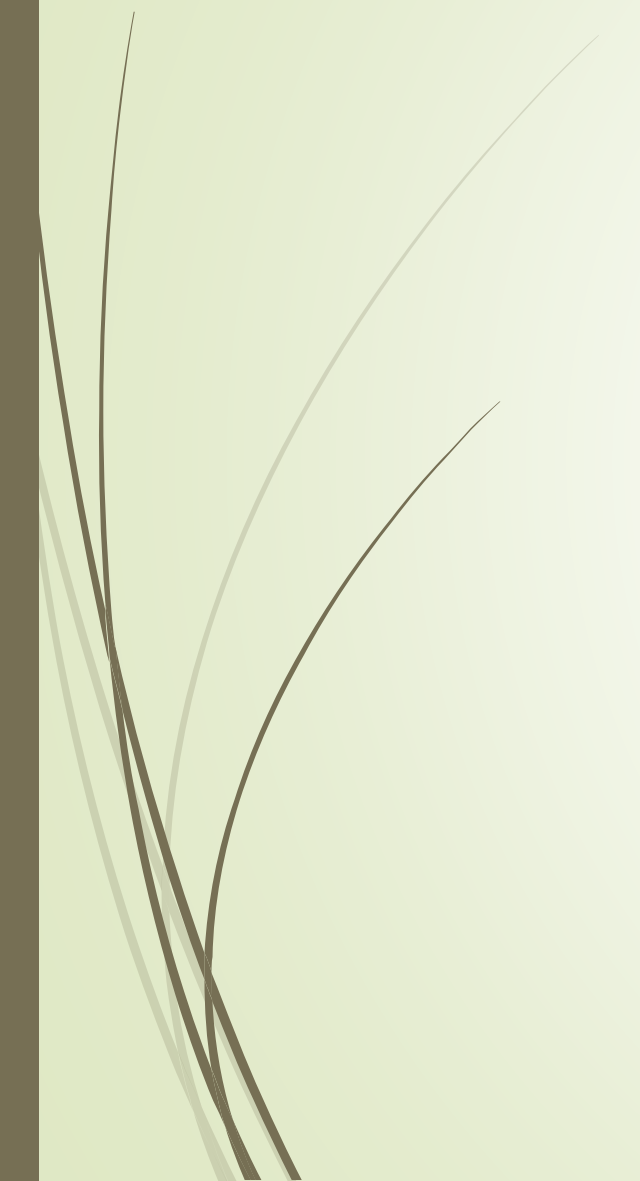

- 홈페이지 [www.ELARC.org](http://www.ELARC.org) 방문 및 소셜 미디어를 팔로우하세요





## 토론 & 청중 피드백





**참여해  
주셔서  
감사합니다!**