



EASTERN LOS ANGELES
REGIONAL CENTER

PURCHASE OF SERVICE (POS) DATA REPORT

FISCAL YEAR 2021-2022

March 29, 2023

Gloria Wong, Executive Director

Edith Hernandez-Daniels, Chief of Consumer Services

Carmen Luna, Enhanced Services & Community Engagement Supervisor

Elizabeth Harrell, Community Services Manager

George de la Loza, Career Pathways & Local Partnerships Officer

Adriana Roman, Cultural Specialist

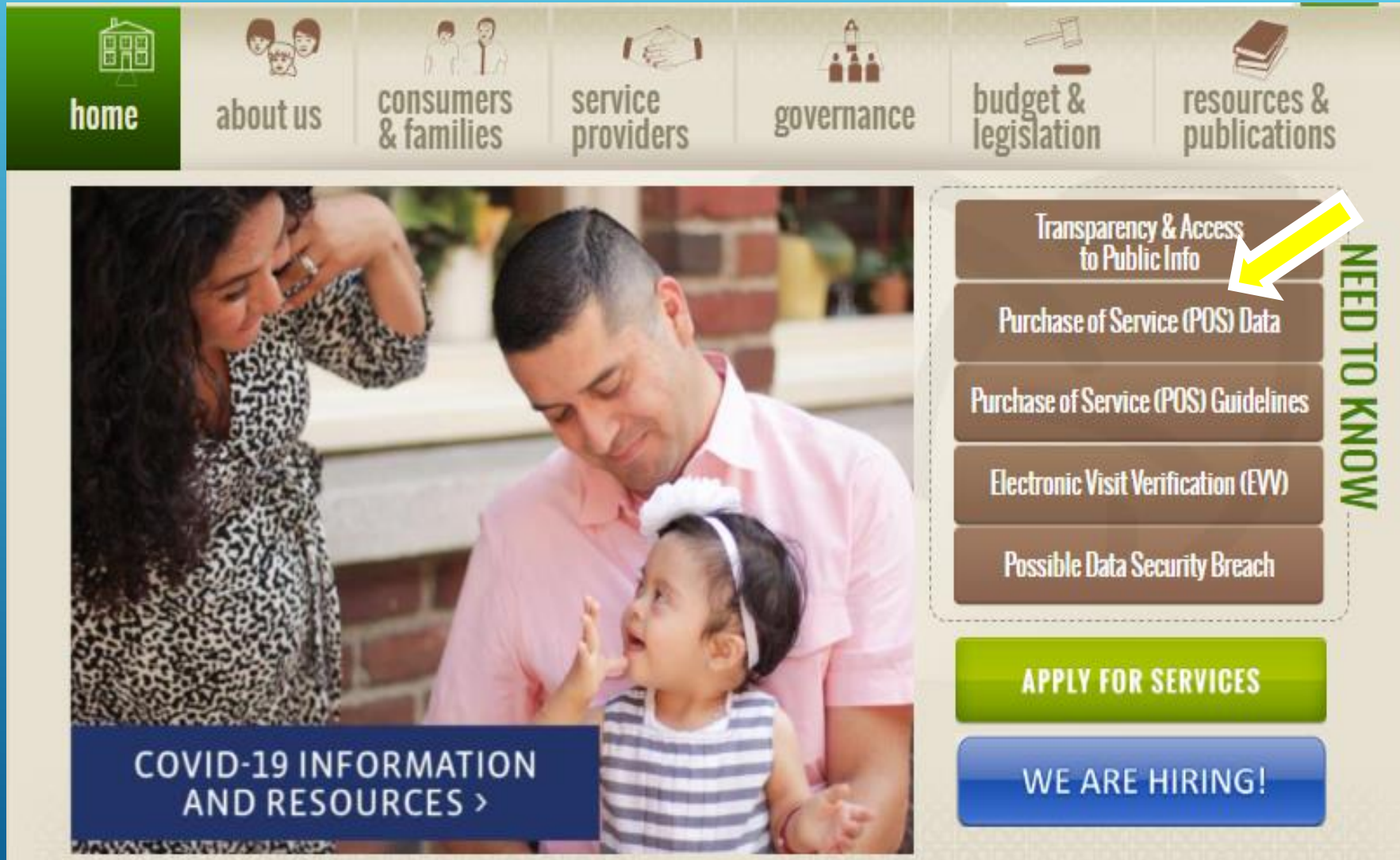
AGENDA

- I. **Welcome & Introductions** **Adriana Roman**
- II. **Purpose of Meeting** **Adriana Roman**
- III. **Data Overview** **Gloria Wong & Edith Hernandez**
- IV. **ELARC Projects** **Carmen Luna, Adriana Roman**
Elizabeth Harrell, & George de la Loza
- I. **Audience Discussion/Input** **Adriana Roman**
- VI. **Closing Remarks** **Gloria Wong**

PURPOSE OF MEETING

- ▶ **Review POS Data Report Fiscal Year 2021-2022**
 - ▶ **Ethnicity**
 - ▶ **Diagnosis**
 - ▶ **Residence Type**
 - ▶ **Age**
 - ▶ **Language**
- ▶ **Share ELARC's ongoing efforts towards POS Access and Equity**
- ▶ **Obtain feedback**

POS Data on www.elarc.org



The image shows a screenshot of the ELARC website. At the top, there is a navigation menu with the following items: **home** (with a house icon), **about us** (with a family icon), **consumers & families** (with a family icon), **service providers** (with a handshake icon), **governance** (with a group of people icon), **budget & legislation** (with a gavel icon), and **resources & publications** (with a book icon).

Below the navigation menu is a large photograph of a family (a woman, a man, and a young girl) smiling together. Below the photograph is a blue banner with the text: **COVID-19 INFORMATION AND RESOURCES >**

To the right of the photograph is a section titled **NEED TO KNOW** (written vertically). This section contains five buttons: **Transparency & Access to Public Info** (highlighted with a yellow arrow), **Purchase of Service (POS) Data**, **Purchase of Service (POS) Guidelines**, **Electronic Visit Verification (EVV)**, and **Possible Data Security Breach**.

Below the 'NEED TO KNOW' section are two more buttons: **APPLY FOR SERVICES** (green) and **WE ARE HIRING!** (blue).



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

[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.

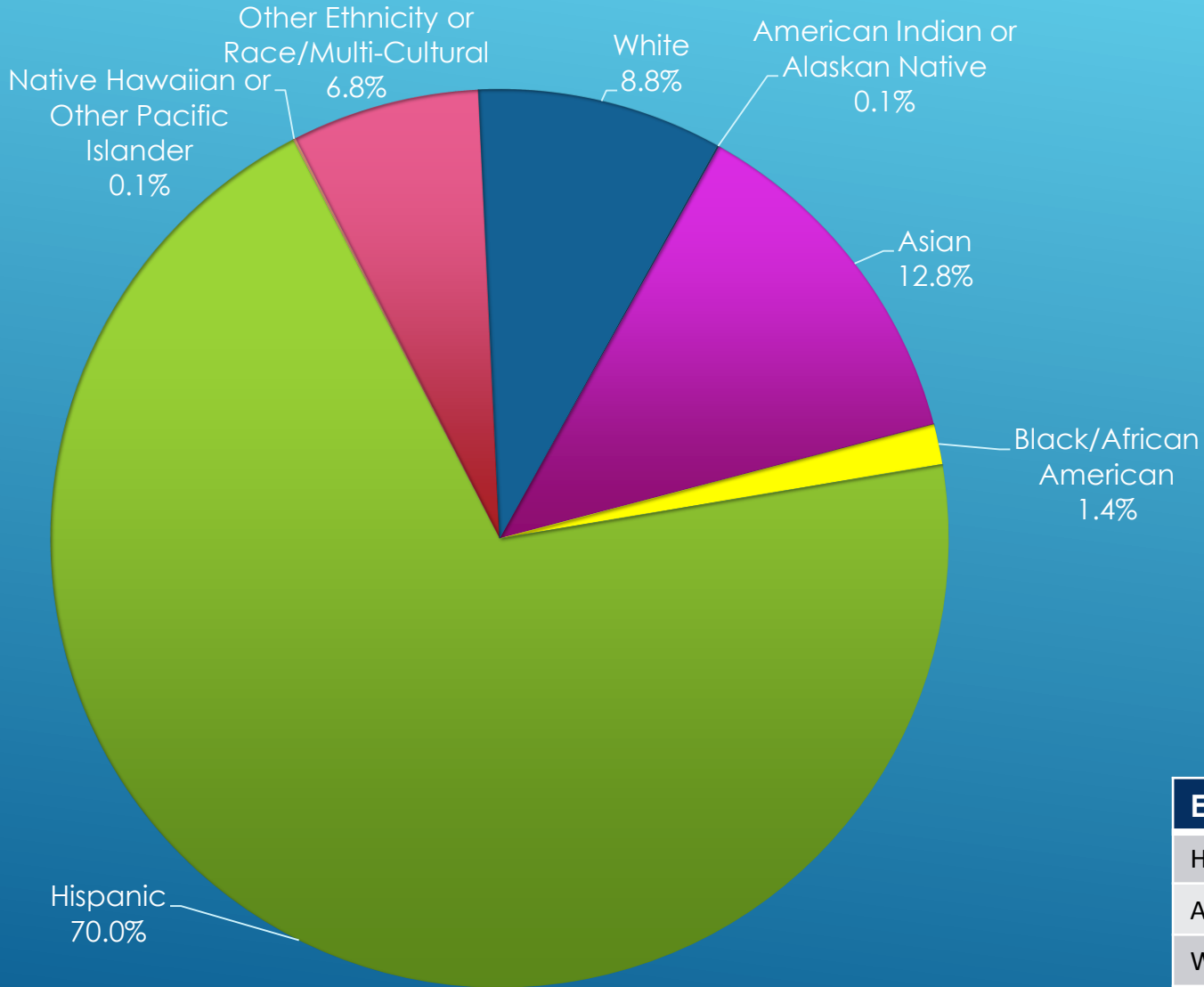
Links to the data reports by reporting year are listed below.

- [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.

ELARC DEMOGRAPHICS

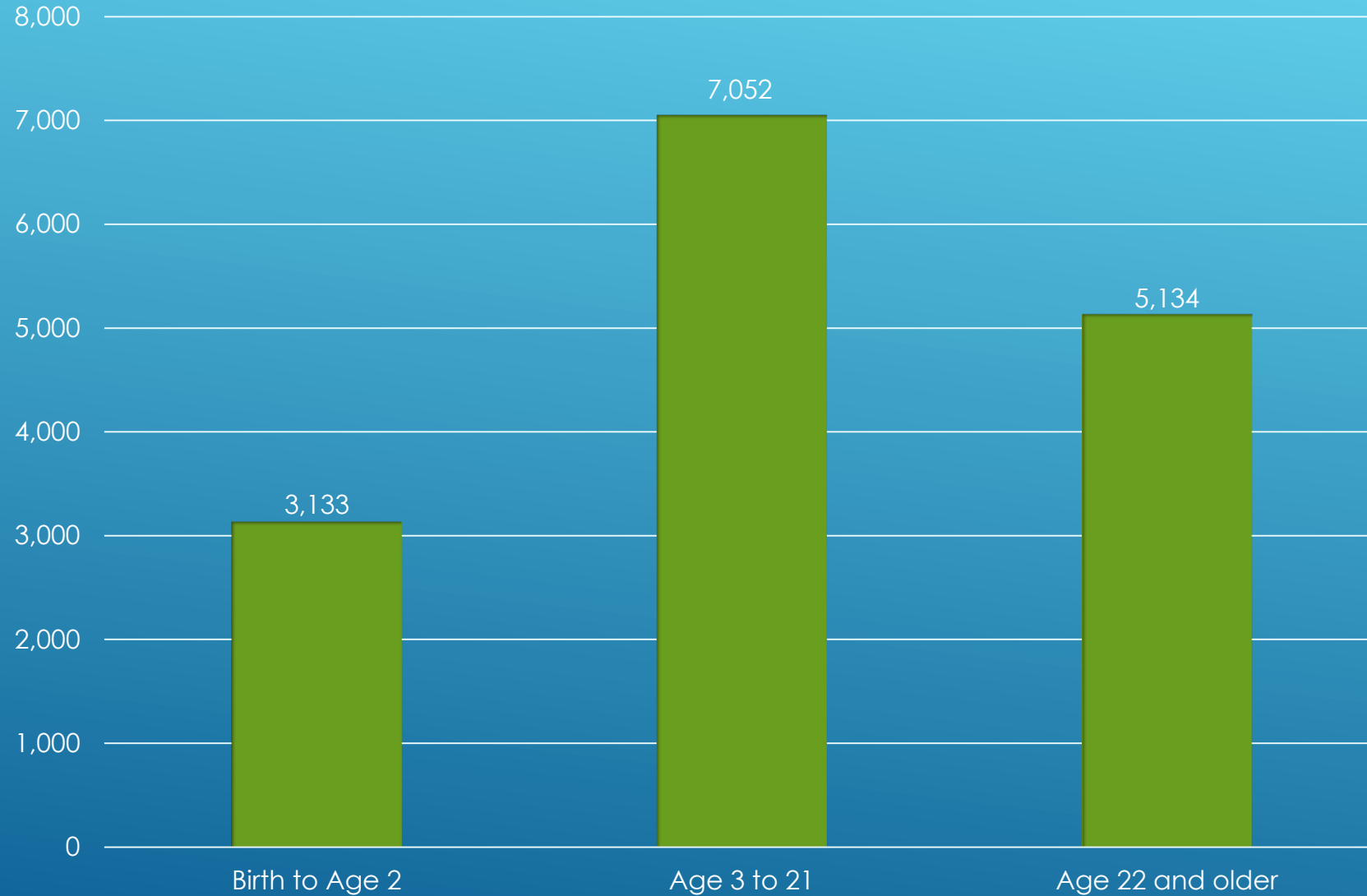
All ELARC Consumers by Ethnicity



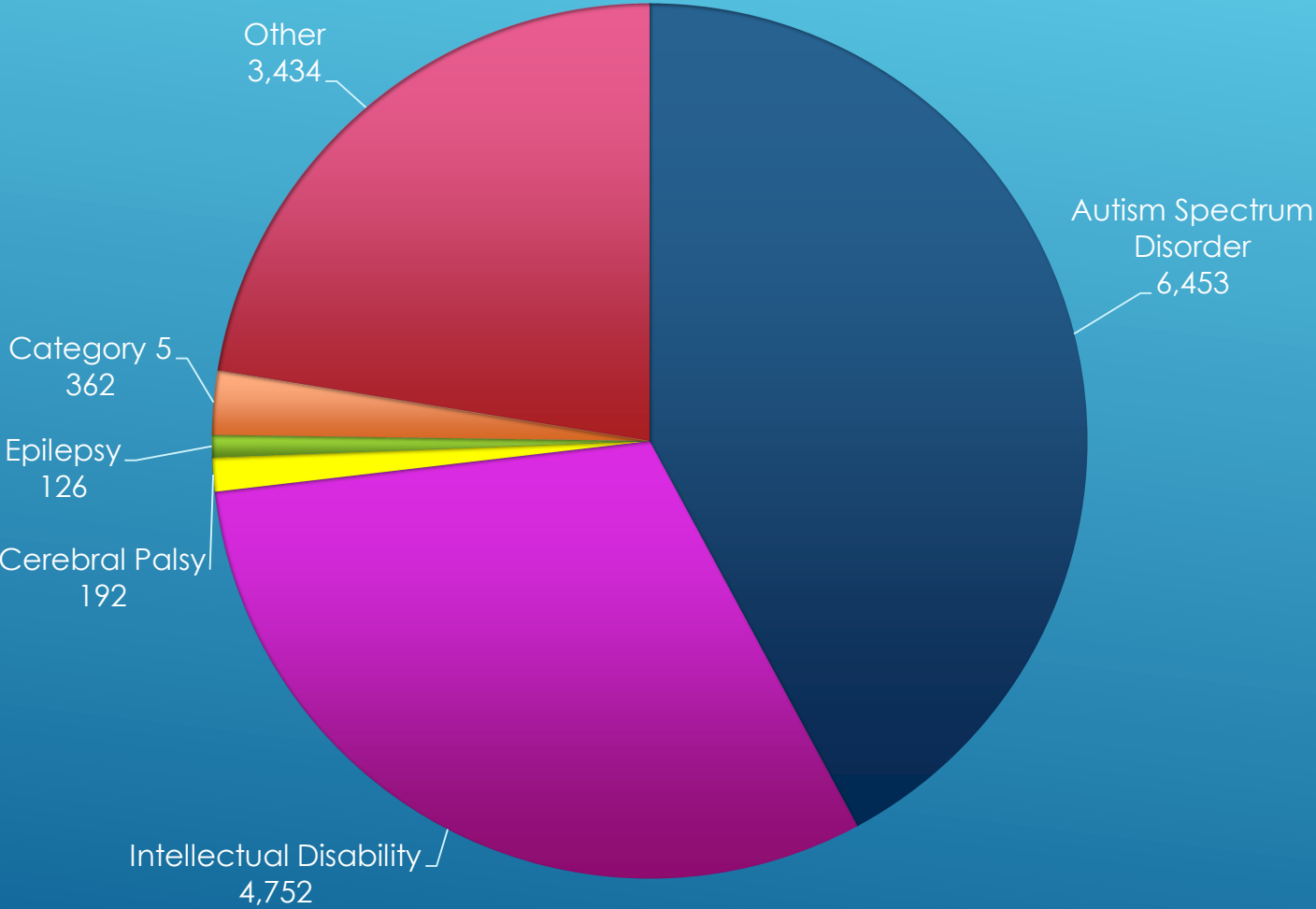
Ethnicity	Consumer Count (%)
American Indian or Alaska Native	10 (0.1%)
Asian	1,959 (12.8%)
Black/African American	221 (1.4%)
Hispanic	10,730 (70.0%)
Native Hawaiian or Other Pacific Islander	14 (0.1%)
Other Ethnicity or Race / Multi-Cultural	1,035 (6.8%)
White	1,350 (8.8%)
Total	15,319 (100%)

Ethnicity	Percentage
Hispanic	70.0%
Asian	12.8%
White	8.8%
Total	91.6%

ALL ELARC CONSUMERS BY AGE GROUP

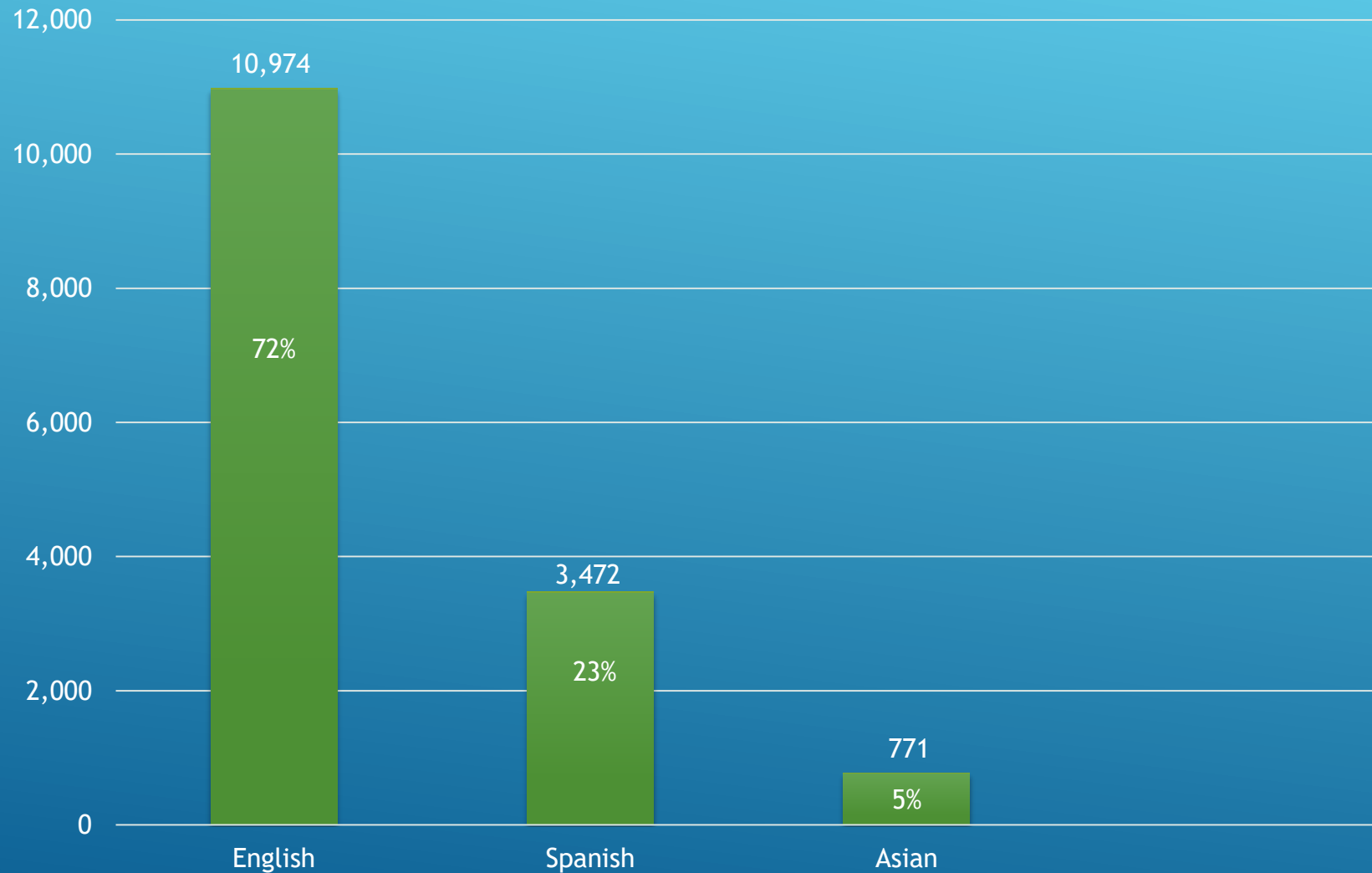


ALL ELARC CONSUMERS BY DIAGNOSIS

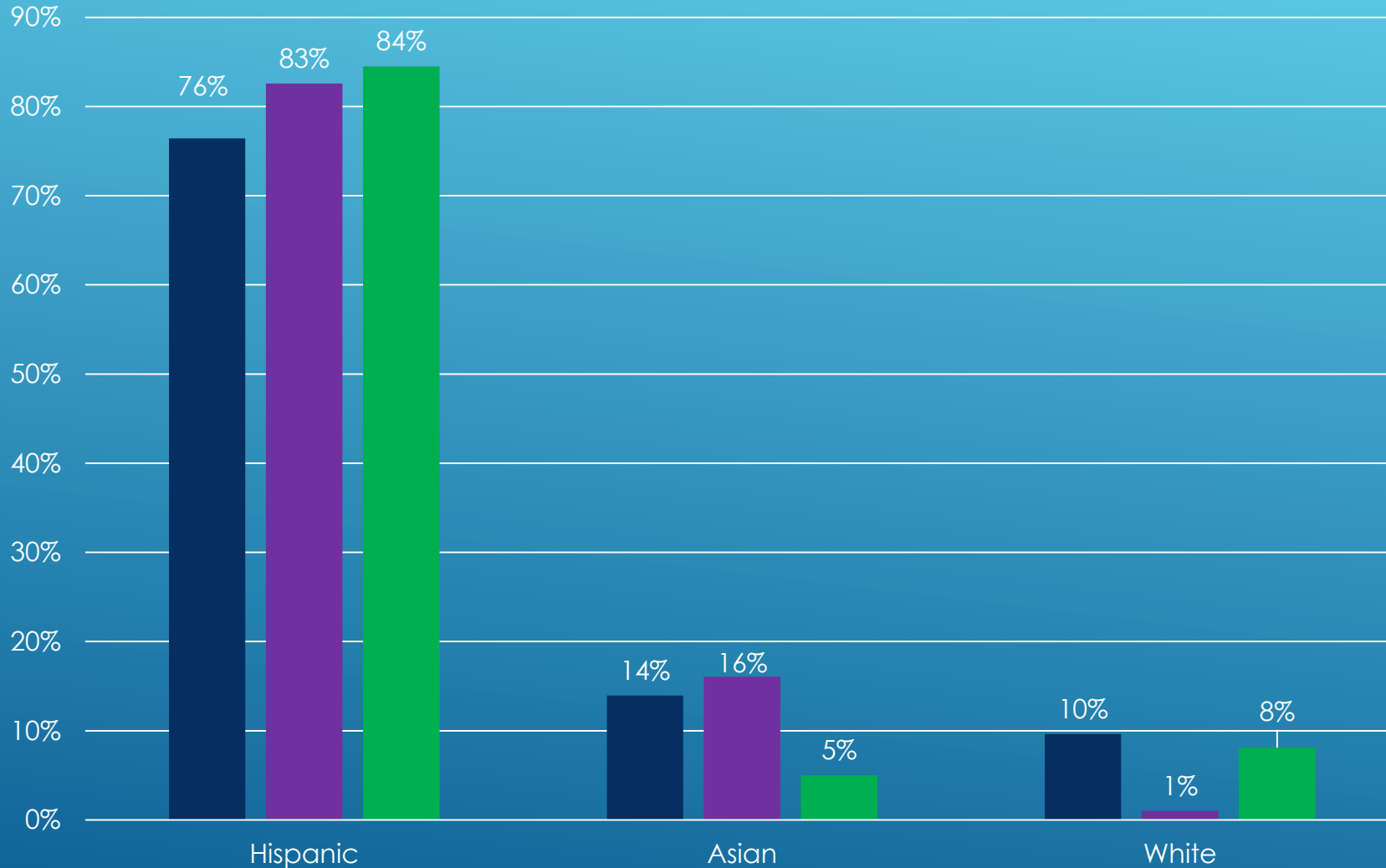


Diagnosis	Consumer Count (%)
Autism Spectrum Disorder	6,453 (42%)
Intellectual Disability	4,752 (31%)
Cerebral Palsy	192 (1%)
Epilepsy	126 (1%)
Category 5	362 (2%)
Other	3,434 (22%)
Total	15,319 (100%)

PREDOMINANT ETHNIC GROUPS (3) BY LANGUAGE



COMPARISON OF ETHNICITIES BETWEEN ELARC EMPLOYEES & CONSUMERS – PREDOMINANT ETHNIC GROUPS (3)



ELARC PURCHASE OF SERVICE (POS) REPORT

Total Annual Expenditures and Authorized Services by Ethnicity or Race

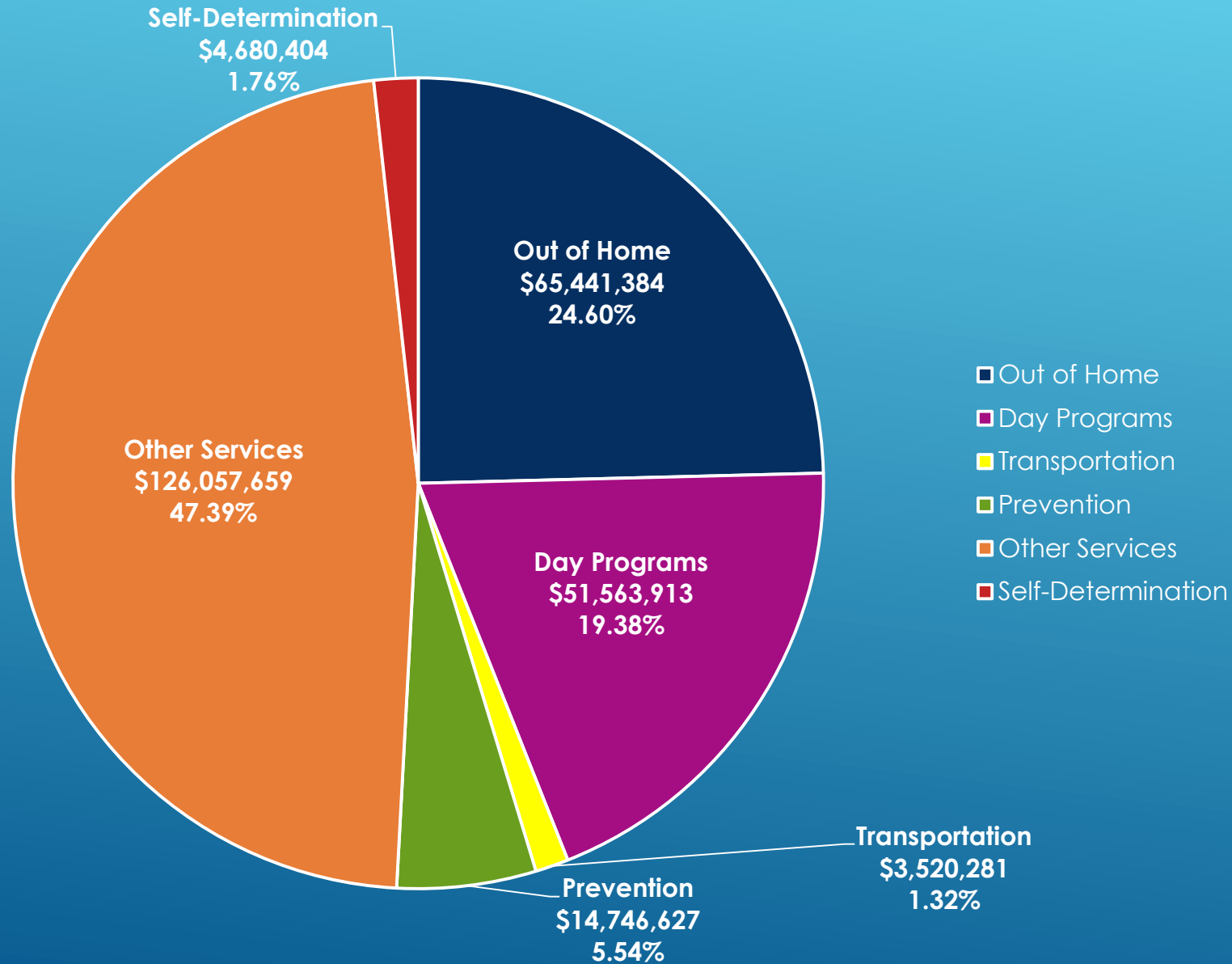
For All Ages

Ethnicity	Consumer Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	10	\$272,187	\$359,551	\$27,219	\$35,955	75.7%
Asian	1,959	\$29,575,090	\$43,628,112	\$15,097	\$22,271	67.8%
Black/African American	221	\$7,185,149	\$9,675,376	\$32,512	\$43,780	74.3%
Hispanic	10,730	\$157,888,113	\$222,011,514	\$14,715	\$20,691	71.1%
Native Hawaiian or Other Pacific Islander	14	\$834,612	\$954,887	\$59,615	\$68,206	87.4%
Other Ethnicity or Race / Multi-Cultural	1,035	\$11,808,341	\$17,233,522	\$11,409	\$16,651	68.5%
White	1,350	\$56,215,681	\$73,664,450	\$41,641	\$54,566	76.3%
Totals:	15,319	\$263,779,171	\$367,527,414	\$17,219	\$23,992	71.8%

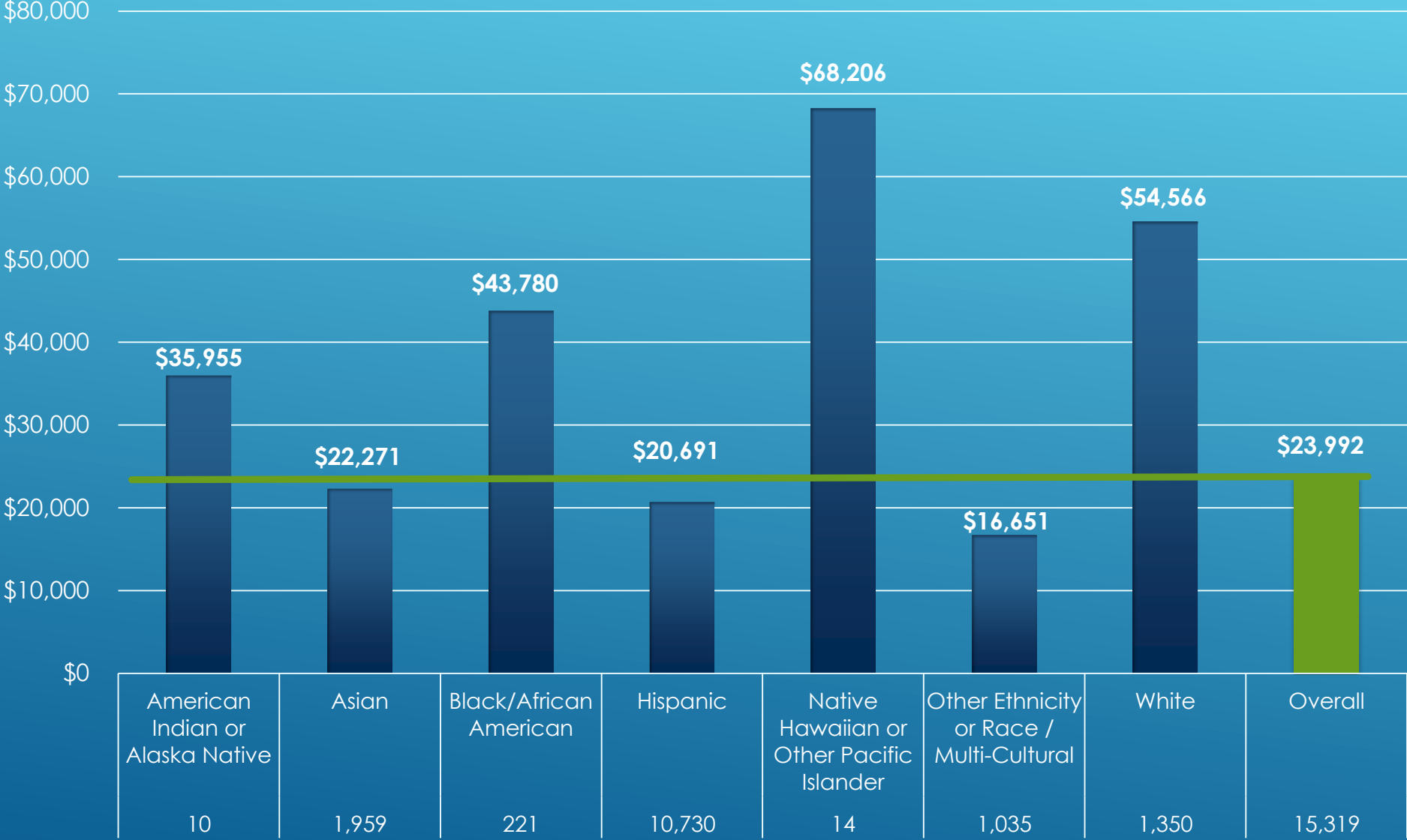
DEFINITIONS

1. **Consumer Count**: Number of consumers who received services in Fiscal Year (FY) 2021-2022
2. **Total Expenditures**: Actual Purchase of Services (POS) expenses for all consumers in FY 2021-2022
3. **Total Authorized Services**: POS services approved for all consumers in FY 2021-2022
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

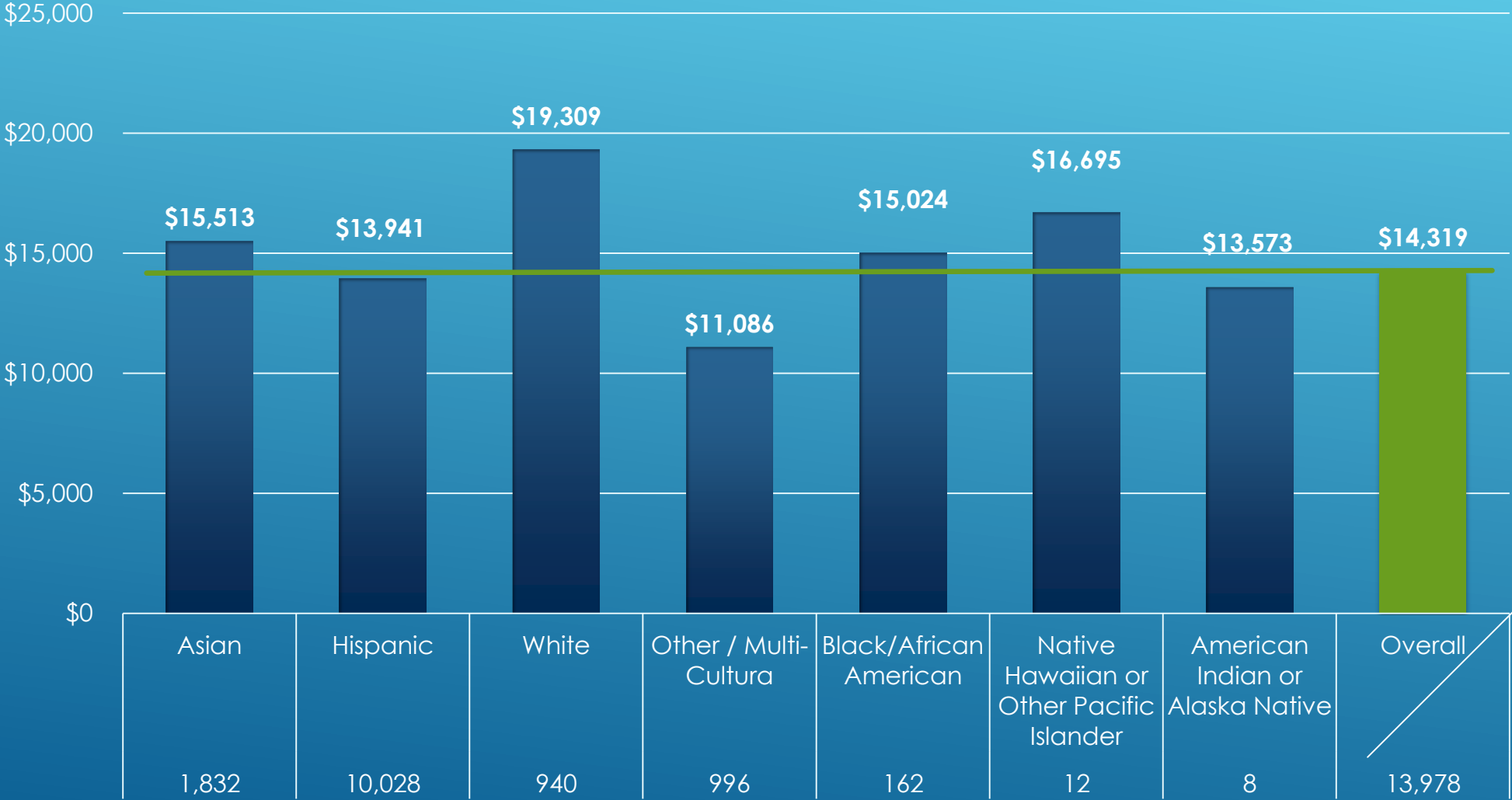
TOTAL ELARC POS EXPENDITURES



TOTAL ANNUAL PER CAPITA AUTHORIZED SERVICES BY ETHNICITY OR RACE



TOTAL ANNUAL PER CAPITA AUTHORIZED SERVICES FOR CONSUMERS LIVING AT HOME



NEW INITIATIVES

- ❖ Language Access and Cultural Competency Initiative
- ❖ Health and Safety Waiver
- ❖ Coordinated Family Support Services Pilot Program
- ❖ Social Recreational Services
- ❖ Employment Grant
- ❖ Service Access and Equity Grants
 - Self Determination Specialized Caseload Pilot
 - Mental Health Specialist
- ❖ Enhanced Service Coordination

LANGUAGE ACCESS AND CULTURAL COMPETENCY (LACC) INITIATIVE

- ❖ In April 2022 The Department of Developmental Services provided Regional Centers with ongoing funding to improve and promote Language Access and Cultural Competency. The purpose of these funds is to better support the language needs of the individuals we serve and to assist in providing consistent access to linguistically and culturally sensitive services.

ELARC'S LANGUAGE ACCESS AND CULTURAL COMPETENCY (LACC) INITIATIVE

❖ Translation and Interpretation

- Identification & Translation of Vital Documents
- Culturally Competent Interpretation Services
- Evaluation of Intake, Assessment, and Early Start Processes

❖ Accessibility

- Redesign of ELARC website and Social Media Accounts
- Website Accessibility Software

❖ Community Access Coordinators

- Focus Groups
- Collaboration with Community Based Organizations

ELARC INITIATIVES CONT.

- ❖ Coordinated Family Support Services Pilot Project
- ❖ Health & Safety Waiver
- ❖ Social Recreational Services

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

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%

ELARC INITIATIVES CONT.

Coordinated Family Support Services Pilot Program

- ❖ New service available to adults who chose to live at home with their families
- ❖ It is designed to help coordinate and schedule services & supports that allow the person to continue to live at home with their family
- ❖ Currently recruiting potential providers

Health and Safety Waiver

- ❖ RC subject matter expert will provide support and technical assistance
- ❖ An application submitted by a Vendor to an RC and approved by the Department
- ❖ Outreach to individuals that live at home with their families in underserved communities

Social Recreational Services

- ❖ Restored effective July 1, 2021
- ❖ These services are intended to increase the inclusion of individuals in their communities and strengthen social skills
- ❖ In 2021 the American Rescue Plan provided the Department \$12.5 million for Social Recreational Grants

EMPLOYMENT @ ELARC

Employment activities at ELARC are focused on the following six (6) career/employment development pathways as outlined in the California Blueprint for Competitive and Integrated Employment as follows:

1
Transition
Services

2
Adult
Pathways to
Employment

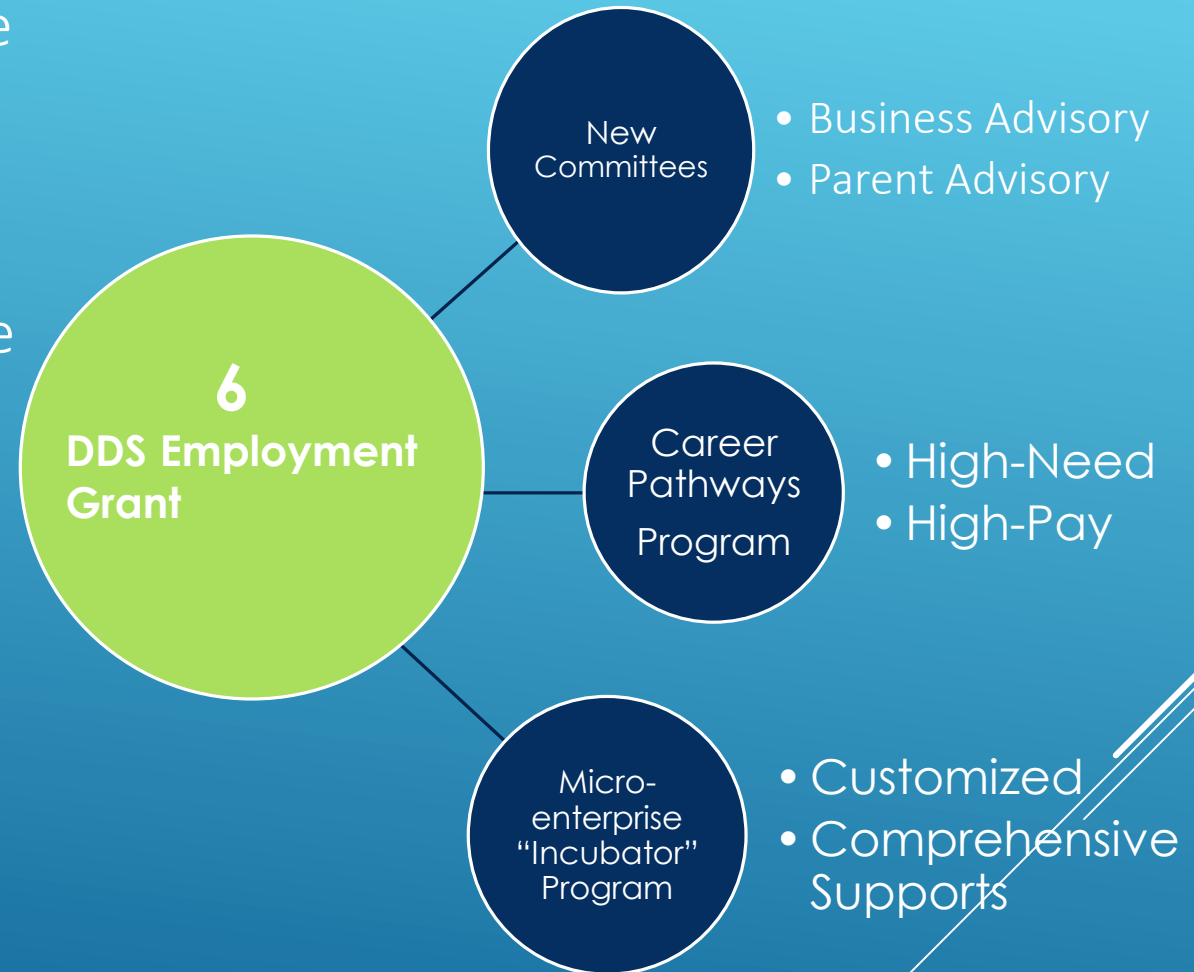
3
Post - Secondary
Education
(PSE)
Activities

4
Supported
Employment Services,
Customized
Employment, and
Other Employment
Support Options

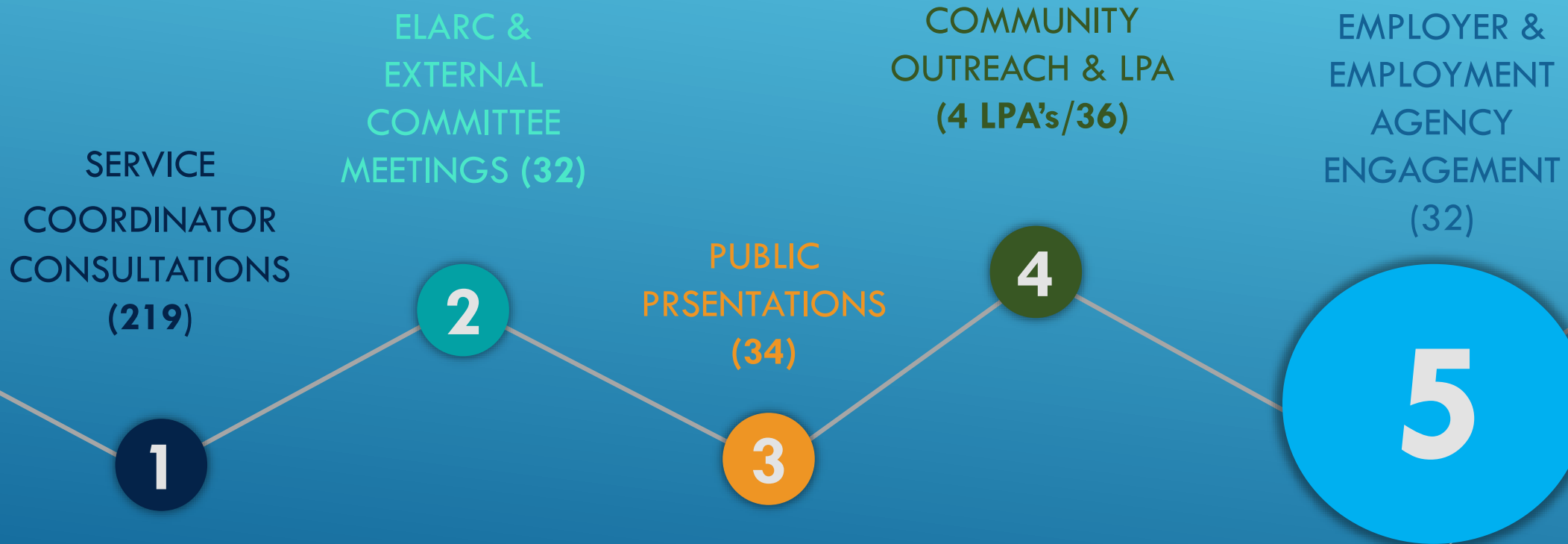
5
Employer/
Industry
Engagement

EMPLOYMENT @ ELARC

Employment activities at ELARC are focused on the following five career/employment development pathways as outlined in the California Blueprint for Competitive and Integrated Employment as follows:



PERFORMANCE CONTRACT ACTIVITIES



PC ACTIVITIES CONT'D

RESOURCE DEVELOPMENT &
COORDINATION WITH
LOCAL EDUCATION
AGENCIES (LEA'S) (22)

6

EMPLOYMENT

PUBLIC POLICY PERFORMANCE MEASURES

1

• Number and percentage of individuals ages 16-64 earning wages = 529/11% ; CIE = 274/52% (45%/41%)

2

• Average annual wages for individuals ages 16-64 = \$13,824; State Average = \$11,340

3

• Annual earnings of individuals ages 16-64 compared to all people with disabilities in California

4

• Number of adults who entered in competitive integrated employment following participation in a Paid Internship Program 21

5

• Percentage of adults who entered in competitive integrated employment following participation in a Paid Internship Program 10%

6

• Average hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year 20

7

• Average wages for adults engaged in competitive integrated employment on behalf of whom incentive payments have been made \$15

8

• Total number of \$2000, \$2500 and \$3000 incentive payments made for the fiscal year 43

9

• Percentage of adults who reported having competitive integrated employment as a goal in their IPP

PAID INTERNSHIP PROGRAM (PIP)

**NO MAXIMUM
LIMIT ON
SALARY**

**1,040
MAXIMUM
HOURS**

**AT LEAST
MINIMUM
WAGE**

**COMPETITIVE
& INTEGRATED
EMPLOYMENT**

**GOAL # 1 IS
PERMANENT
EMPLOYMENT**

1

2

3

4

5

PIP CONT'D

**GOAL # 2:
EXPERIENCE
ONLY**

6

**EQUAL
OPPORTUNITY
FOR
PROMOTION**

7

**CAN PARTICIPATE
IN THREE (3) PIP
PLACEMENTS**

8

1:1 JOB COACH

9

EMPLOYMENT

PIP DATA AT A GLANCE

1

- **Over 500 PIP placements to date; FY 2022 = 54**

2

- Average hourly wage = \$15.50

3

- PIP Participants work on average 20 hours per week (10-40)

4

- All PIP Placements include a 1:1 Job Coach;

5

- Types of jobs/placements include IT, Retail, Manufacturing, Warehouse, Office/clerical, Food service/Restaurant,

6

- Employers include Amazon, Law Office, PCC, State Senator's Office, Café's, Home Depot, Marshall's;

7

- Employers continued: NPR Radio, Smart n' Final, Counseling Agency, Lowe's, Albertson's, etc.;

8

- Three (3) PIP Micro-Enterprise's;

9

- Students 18 - 22 years-old cannot work during school hours;

SERVICE ACCESS AND EQUITY GRANTS

- ❖ Self Determination Specialized Caseload Pilot
- ❖ Mental Health Specialist

ENHANCED SERVICE COORDINATION

In April 2022 the Department of Developmental Services issued a directive to all Regional Centers which established guidelines for the implementation of Enhanced Service Coordination. Funding was established for Enhanced Service Coordination at a 1:40 service coordinator to consumer ratio. Enhanced Service Coordination is intended to improve service access and delivery for individuals in underserved and diverse communities with low to no purchase of service (POS).

ENHANCED SERVICE COORDINATOR (VIDEO 1)

[video 1]

ENHANCED SERVICE COORDINATOR (VIDEO 2)

[video 2]

ENHANCED SERVICE COORDINATION PARTICIPANT (VIDEO 3)

[video 3]

POS Data on 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 at the bottom 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 first link, "Transparency & Access to Public Info". To the right of this list is a vertical label "NEED 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!