

**EASTERN LOS ANGELES**  
REGIONAL CENTER

# WELCOME

**PURCHASE OF SERVICE (POS) DATA PUBLIC MEETING**

**FISCAL YEAR 2022-23**

Gloria Wong, Executive Director

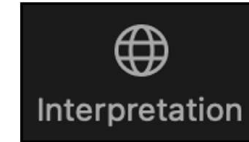
Edith Hernandez-Daniels, Chief of Consumer Services

Carmen Luna, Supervisor, Enhanced Services & Community Engagement

Veronica Valenzuela, Training Supervisor

Guadalupe Hernández, Cultural Specialist

**March 13, 2024**

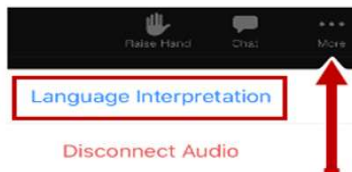





Desktop computer, laptop, or tablet



Language Interpretation from a Smart Phone or Tablet

Smartphone:



1. Tap on the ellipsis (Three Dots) 
2. Tap Language Interpretation 
3. Tap to **Mute Original Audio**
4. Click Done 



# Purpose of the Meeting

*(why we are here)*

- Review POS Data Report for the 2022-2023 Fiscal Year
  - Age
  - Diagnosis
  - Ethnicity
  - Language
  - Residence Type
  
- Share ELARC's ongoing efforts towards POS Access and Equity
  
- We are here to listen and hear your thoughts!

# POS Data can be found on:

[www.elarc.org](http://www.elarc.org)

The screenshot shows the homepage of the Eastern Los Angeles Regional Center. At the top left is the logo and name "EASTERN LOS ANGELES REGIONAL CENTER". To the right are social media icons for Facebook, Twitter, and Instagram, along with links for "E-NOTIFICATION | CALENDAR | NOTICES | FAQ | CONTACT US | TRANSLATE |" and a "FONT SIZE" selector. A search bar is located on the right side of the header.

The main navigation menu includes: home, about us, consumers & families, service providers, governance, budget & legislation, and resources & publications.

A central image shows a woman, a child, and a man sitting at a table, looking at documents. To the right of this image is a "NEED TO KNOW" section with a vertical label on the right side. This section contains a yellow "TRANSPARENCY" header with an eye icon, followed by four buttons: "Purchase of Service (POS) Data", "Purchase of Service (POS) Guidelines", "Electronic Visit Verification (EVV)", and "Possible Data Security Breach". Below this are two more buttons: "APPLY FOR SERVICES" and "WE ARE HIRING!".

At the bottom, there is a row of utility links: "Ensure Your Emails are Getting to ELARC", "Laws & Regulations", "ELARC Staff Phone List", "Board of Directors", "Gallagher Verify Advising", "Consumer Advisory Committee", and "E-Billing". Below this row are two sections: "NOTICES" with a "see all news" link, and "EVENTS" with a "full calendar" link.



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.](#)

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

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# Agenda

*(what we're talking about today)*

- I. Mission Statement
- II. Data Overview
- III. Projects Addressing No Purchased Services
- IV. ELARC's Service Coordinator & Future Projects
- V. Audience Discussion/Input
- VI. Closing Remarks



# Mission Statement

*(what we do and for who)*

Eastern Los Angeles Regional Center (ELARC)

*is committed to serving individuals with developmental disabilities and their families by fostering partnerships which promote experiencing lives of purpose and meaning in their chosen community.*

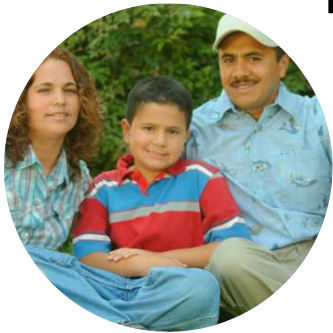
Approved by the Board of Directors on January 9, 2024

p. 7 GW



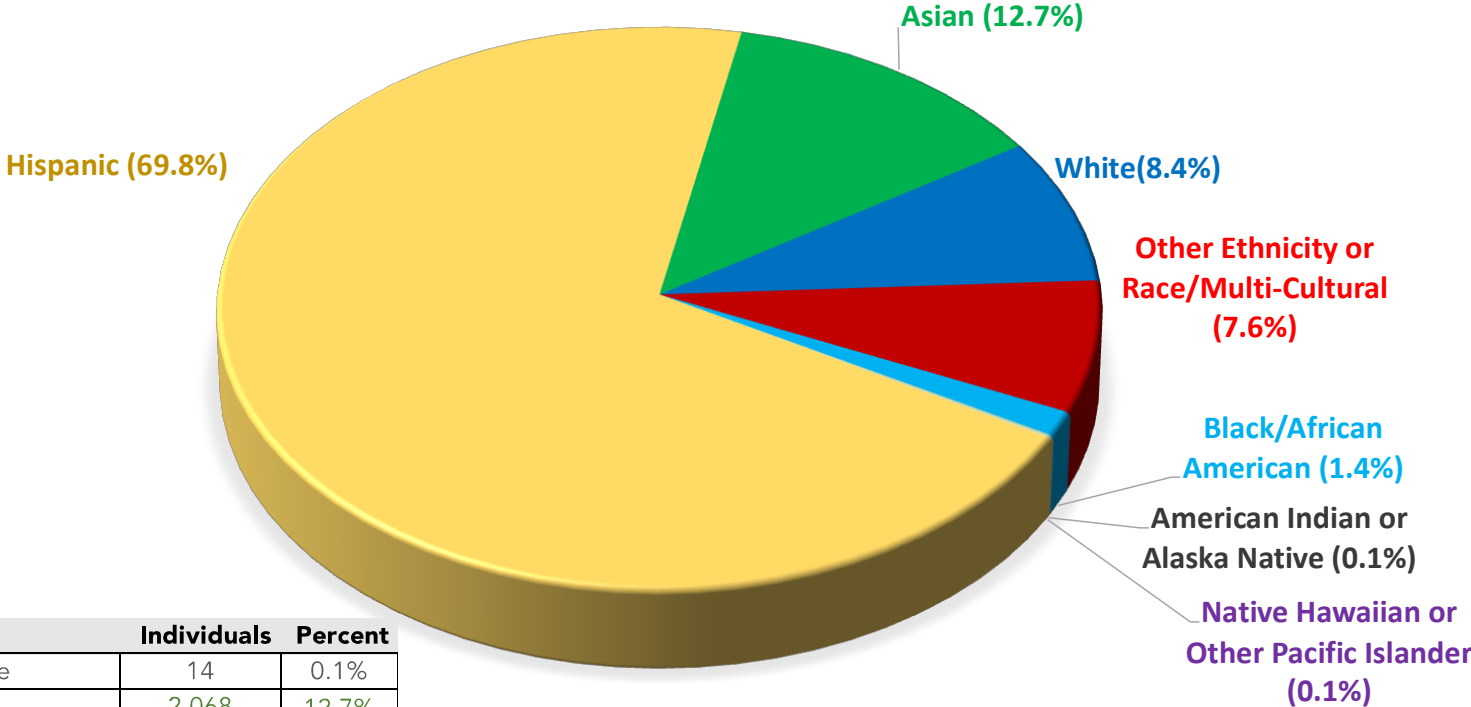
# ELARC's Demographics

*(the individuals we support)*



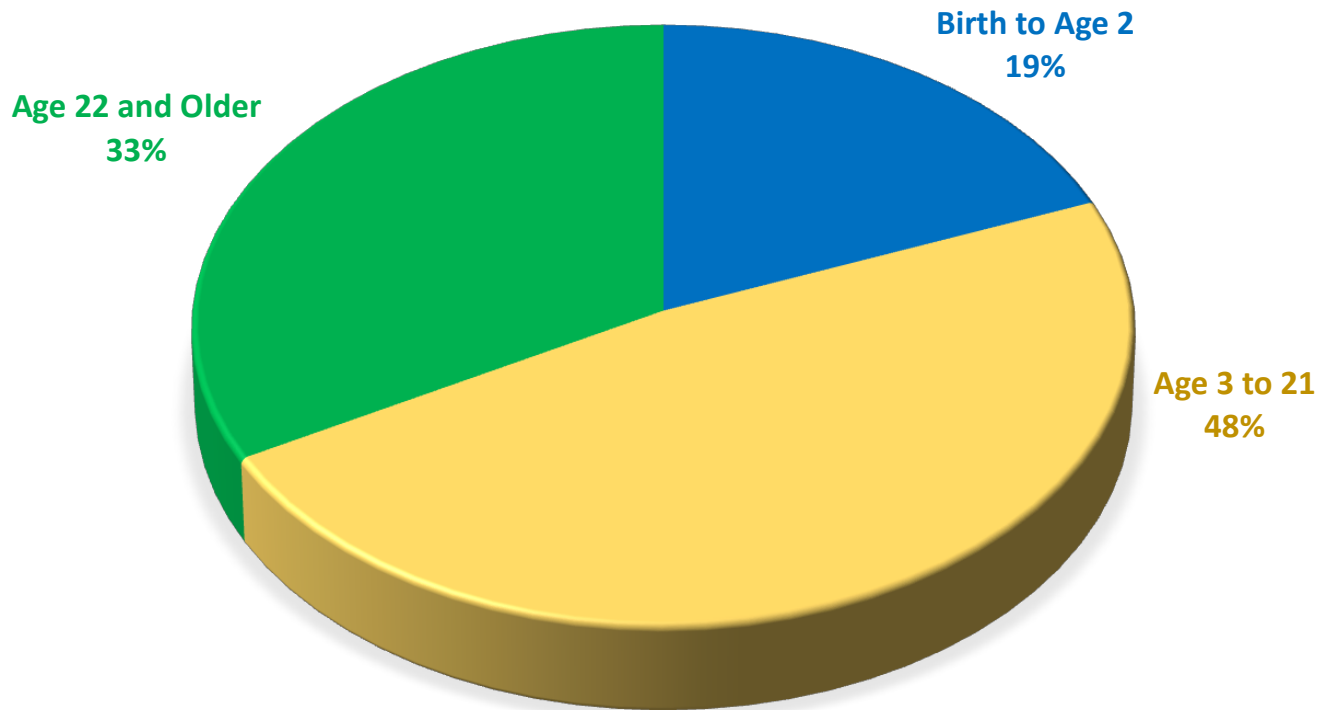


# Primary Ethnicity of the Individuals We Serve



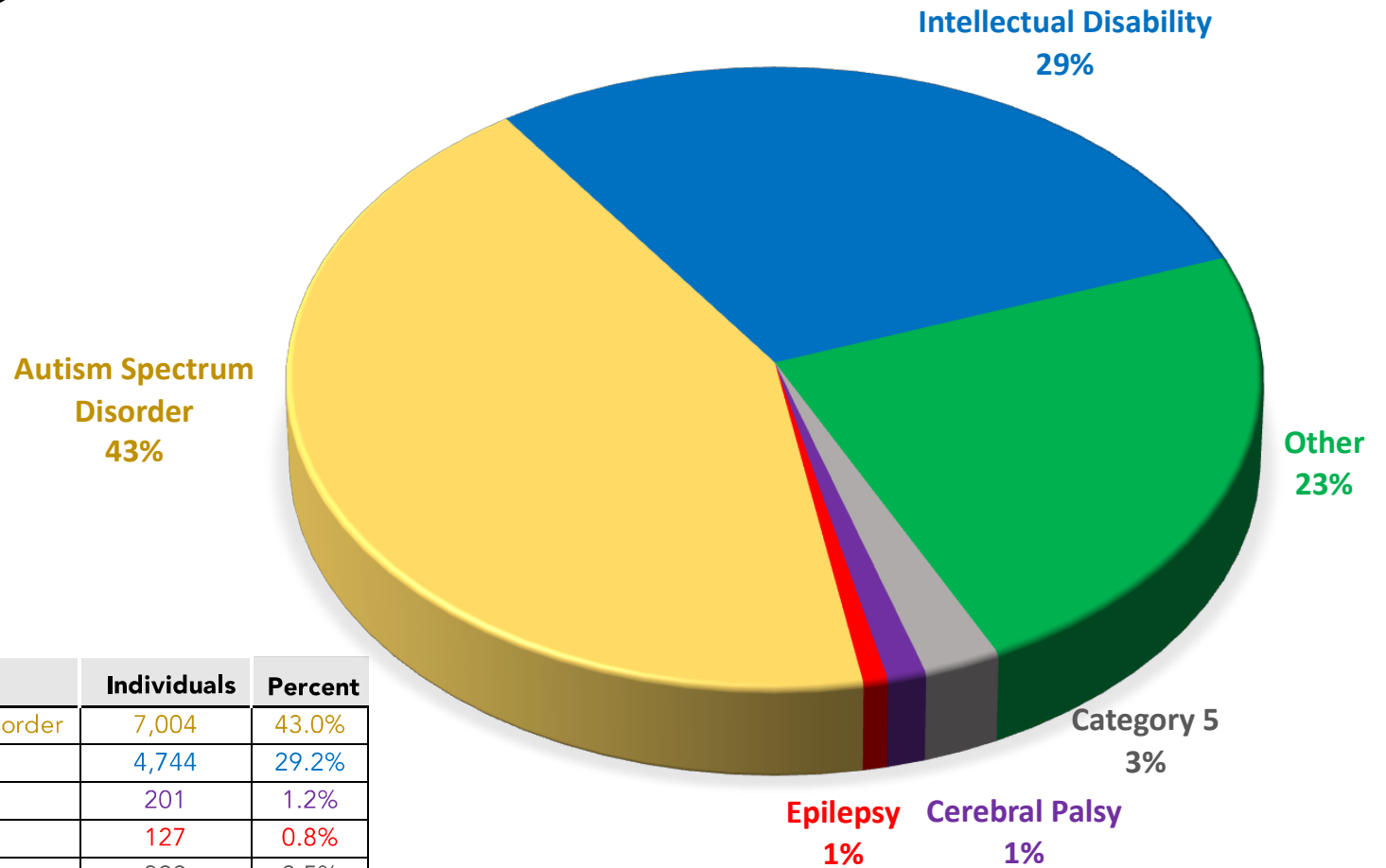
Ethnicity	Individuals	Percent
American Indian or Alaska Native	14	0.1%
Asian	2,068	12.7%
Black/African American	230	1.4%
Hispanic	11,359	69.8%
Native Hawaiian or Other Pacific Islander	12	0.1%
Other Ethnicity or Race/Multi-Cultural	1,232	7.6%
White	1,359	8.4%
<b>Total</b>	<b>16,274</b>	<b>100%</b>

# Ages of the Individuals We Serve



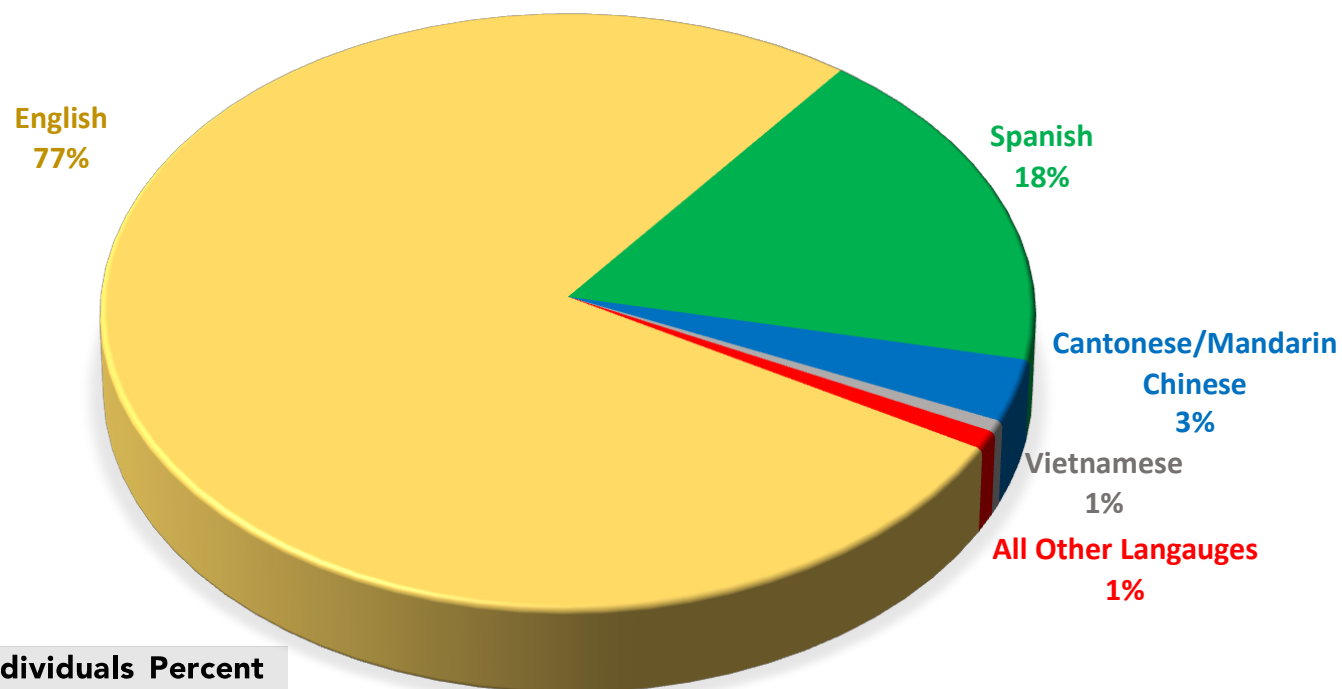
Total # of Individuals: 16,274

# Diagnosis of the Individuals We Serve



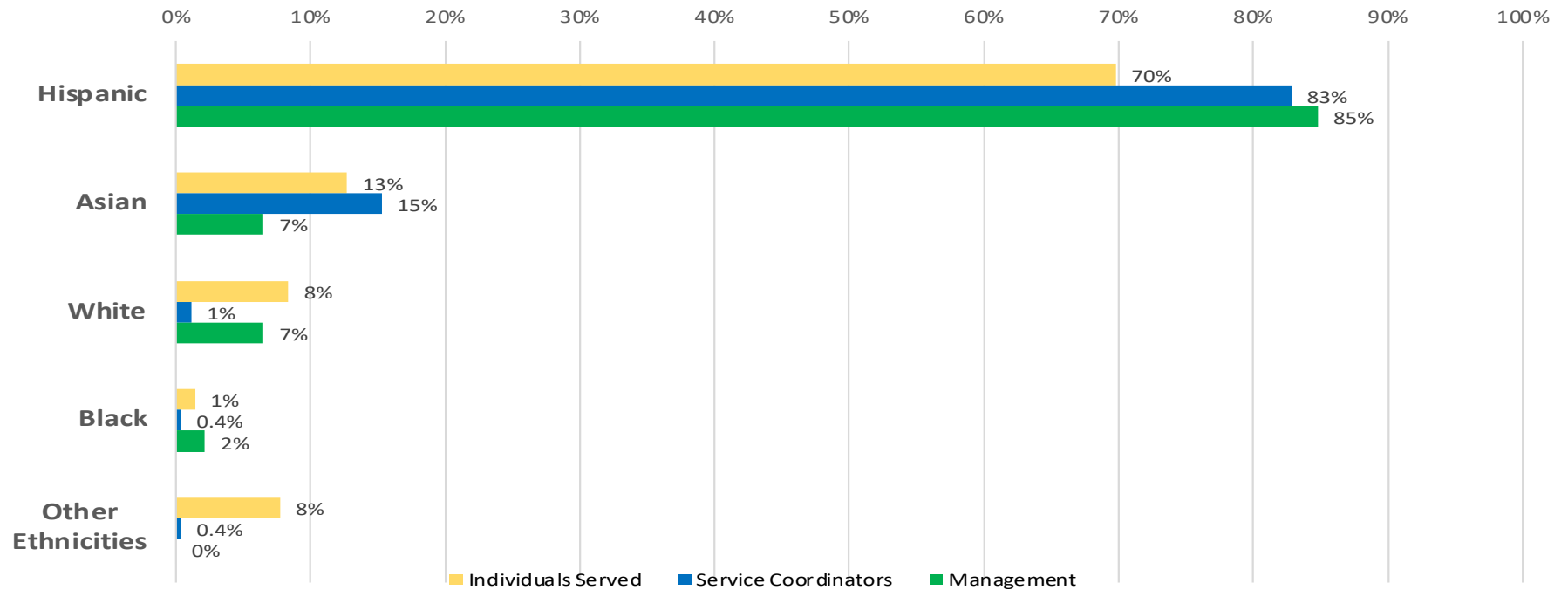
Diagnosis	Individuals	Percent
Autism Spectrum Disorder	7,004	43.0%
Intellectual Disability	4,744	29.2%
Cerebral Palsy	201	1.2%
Epilepsy	127	0.8%
Category 5	399	2.5%
Other	3,799	23.3%
<b>Total</b>	<b>16,274</b>	<b>100%</b>

# Primary Language of the Individuals We Serve



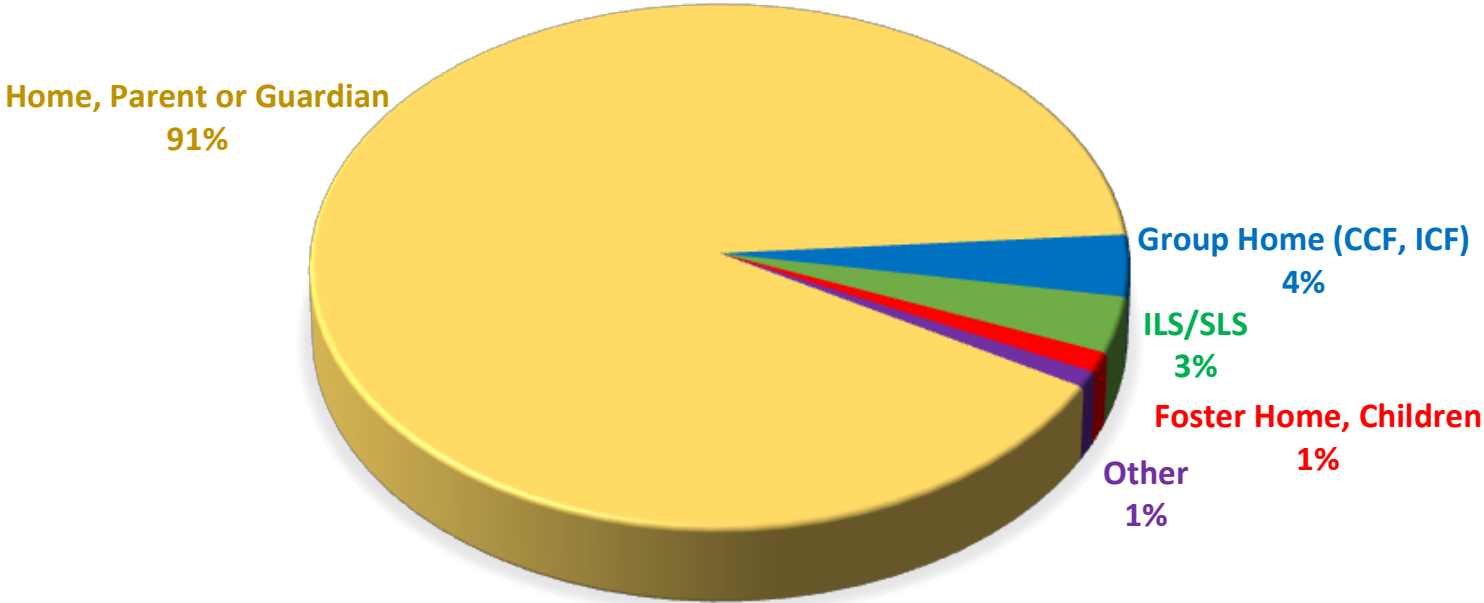
Lanauge	Individuals	Percent
English	12,546	77.1%
Spanish	2,921	17.9%
Cantonese/Mandarin Chinese	547	3.4%
Vietnamese	100	0.6%
All Other Langauges	160	1.0%
<b>Total</b>	<b>16,274</b>	<b>100%</b>

# Comparison of Ethnicities between Individuals Served, ELARC Employees



	Hispanic	Asian	White	Black	Other Ethnicities	Total People
<b>Individuals Served</b>	70%	13%	8%	1%	8%	16274
<b>Service Coordinators</b>	83%	15%	1%	0.4%	0.4%	262
<b>Management</b>	85%	7%	7%	2%	0%	46

# Where Individuals We Serve Live



Residential Type	Individuals	Percent
Home, Parent or Guardian	14730	90.5%
Group Home (CCF, ICF)	619	3.8%
Independent/Supported Living (ILS/SLS)	562	3.5%
Foster Home, Children	202	1.2%
Other	161	1.0%
<b>Total</b>	<b>16,274</b>	<b>100%</b>



# ELARC's Purchase of Services (POS) Report

*(what services are bought for the people we serve)*



**Total Annual Expenditures and Authorized Services  
by Ethnicity or Race**

*Fiscal Year 2022-2023*

*Eastern Los Angeles Regional Center  
All Ages*

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
	Consumers Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	14	\$504,577	\$596,213	\$36,041	\$42,587	84.6%
Asian	2,068	\$35,628,120	\$52,190,187	\$17,228	\$25,237	68.3%
Black/African American	230	\$8,382,317	\$10,894,023	\$36,445	\$47,365	76.9%
Hispanic	11,359	\$183,596,616	\$250,427,903	\$16,163	\$22,047	73.3%
Native Hawaiian or Other Pacific Islander	12	\$439,005	\$517,335	\$36,584	\$43,111	84.9%
Other Ethnicity or Race/Multi-Cultural	1,232	\$13,159,628	\$19,394,038	\$10,682	\$15,742	67.9%
White	1,359	\$64,442,745	\$81,396,091	\$47,419	\$59,894	79.2%
<b>Totals</b>	<b>16,274</b>	<b>\$306,153,006</b>	<b>\$415,415,789</b>	<b>\$18,812</b>	<b>\$25,526</b>	<b>73.7%</b>

Source: FY 22-23 Data Report

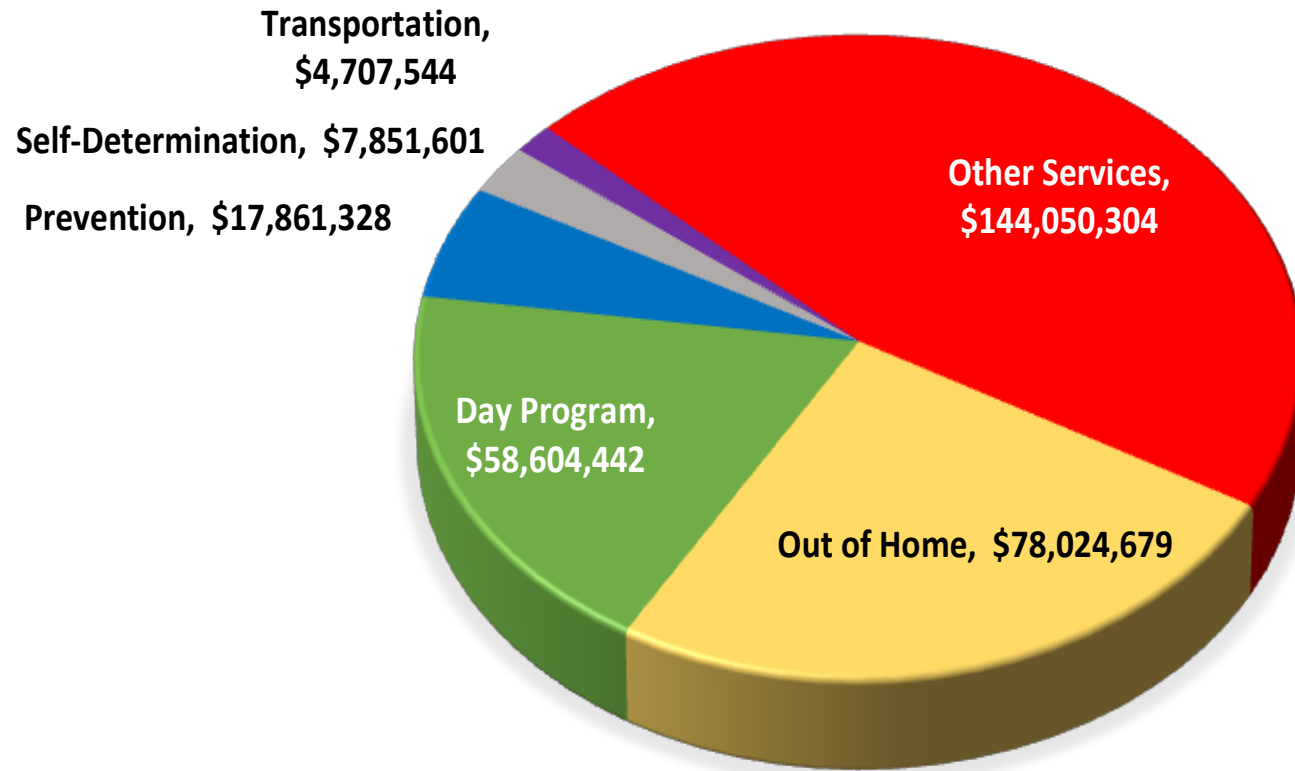




# Definitions:

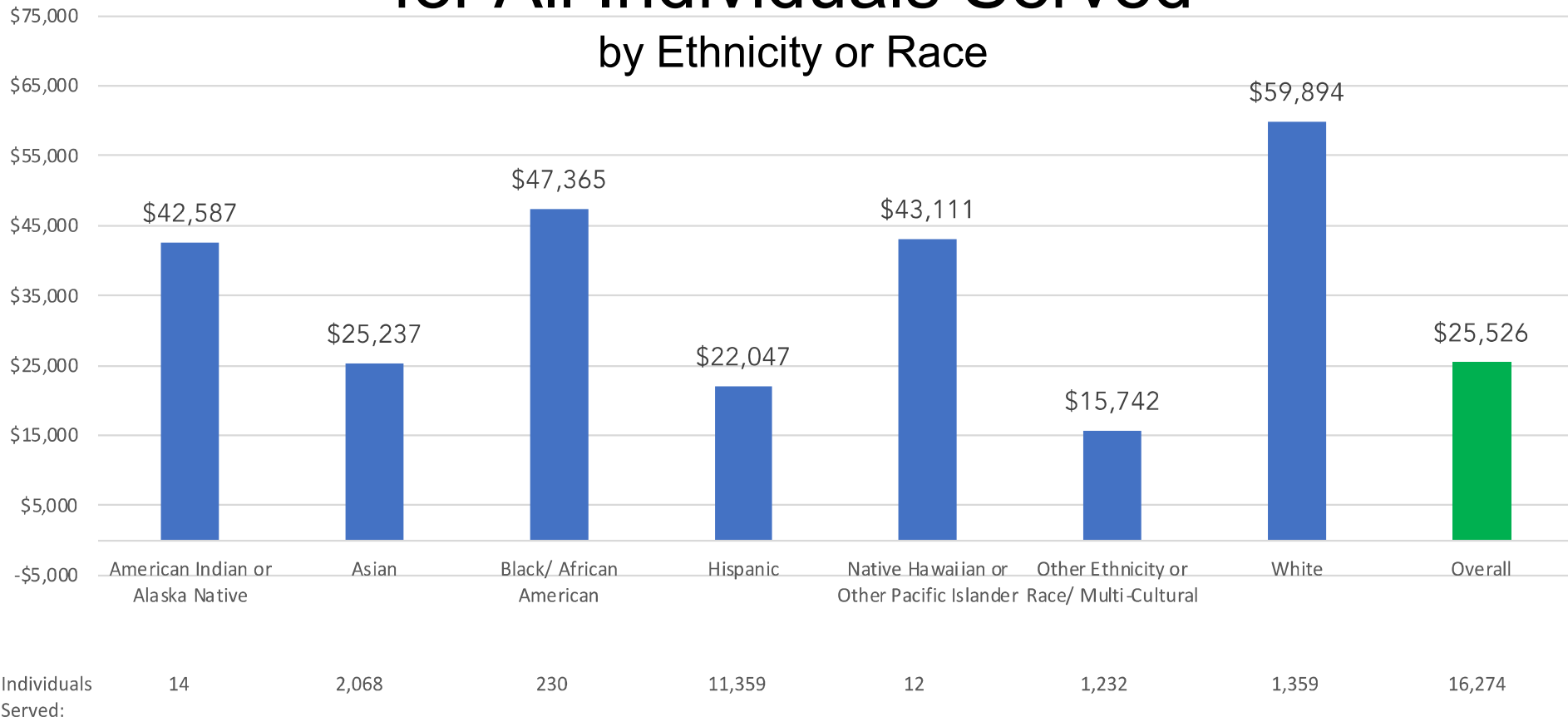
1. **Consumer Count**: Number of individuals who received services in Fiscal Year (FY) 2022-2023.
2. **Total Expenditures**: **Actual** Purchase of Services (POS) expenses for all individuals in FY 2022-2023
3. **Total Authorized Services**: POS services **approved** for all consumers in FY 2022-2023
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



# Per Capita Authorized Services for All Individuals Served

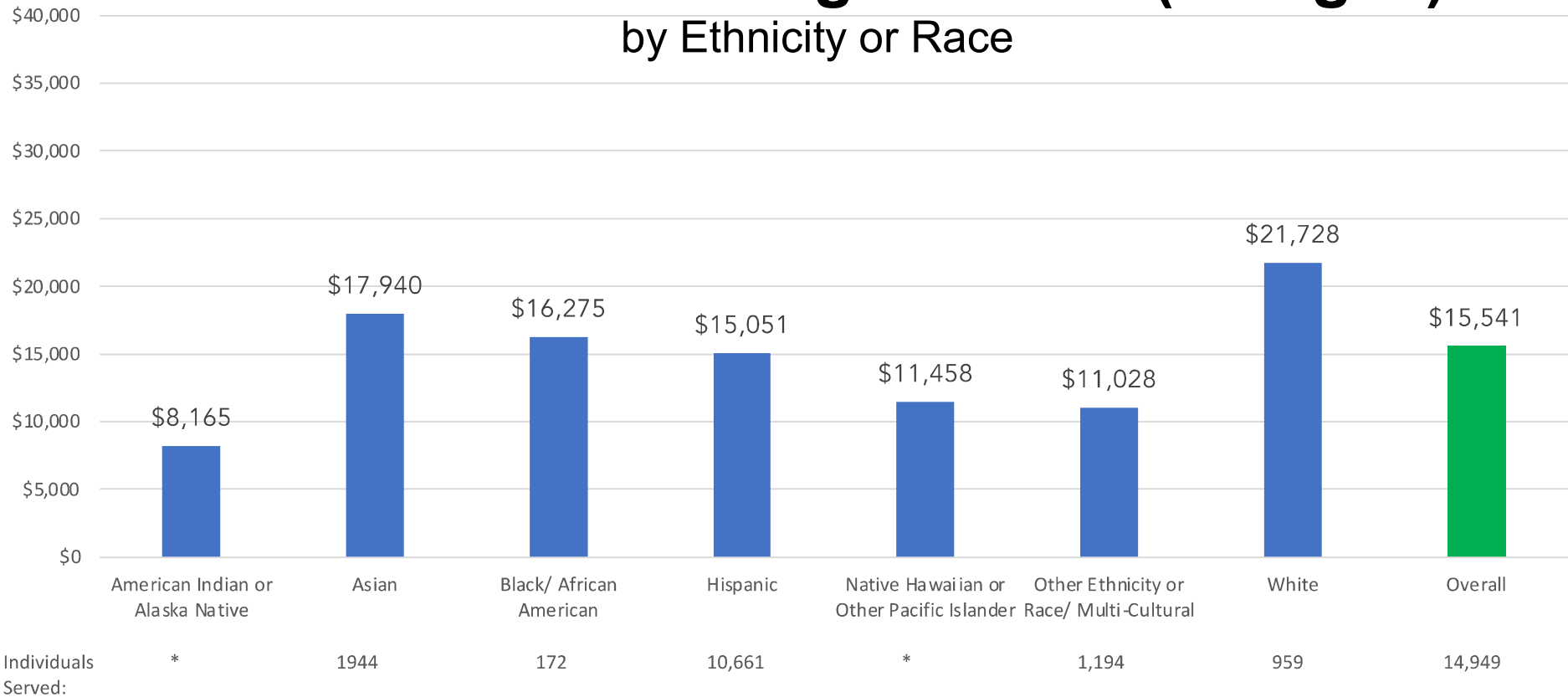
by Ethnicity or Race



Source: FY 22-23 Data Report

# Total Annual Per Capita Authorized Services for Individuals Living at Home (all Ages)

by Ethnicity or Race



\* In accordance with DDS Data De-Identification Guidelines, counts of one through ten have been suppressed.

Source: FY 22-23 Data Report

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

*Fiscal Year 2022-2023*

*Eastern Los Angeles Regional Center  
All Ages*

	<b>Consumers Count</b>	<b>Total Expenditures</b>	<b>Total Authorized Services</b>	<b>Per Capita Expenditures</b>	<b>Per Capita Authorized Services</b>	<b>Utilized</b>
All other languages	132	\$1,923,781	\$3,209,363	\$14,574	\$24,313	59.9%
Cantonese/Mandarin Chinese	503	\$4,134,133	\$6,966,537	\$8,219	\$13,850	59.3%
English	11,499	\$112,459,893	\$173,968,320	\$9,780	\$15,129	64.6%
Spanish	2,720	\$34,176,108	\$47,221,636	\$12,565	\$17,361	72.4%
Vietnamese	95	\$672,085	\$962,595	\$7,075	\$10,133	69.8%
<b>Totals</b>	<b>14,949</b>	<b>\$153,366,000</b>	<b>\$232,328,453</b>	<b>\$10,259</b>	<b>\$15,541</b>	<b>66.0%</b>

Source: FY 22-23 Data Report



# ELARC's Projects Addressing Individuals with No Purchased Services

*(what we are doing to ensure people receive the services they need)*





➤ **Consumer Services Department Chart Day**

- Yearly Practice to review and update information.
- Intended for Individuals receiving Low to No POS
- Review of Individual Program Plan to review service needs.

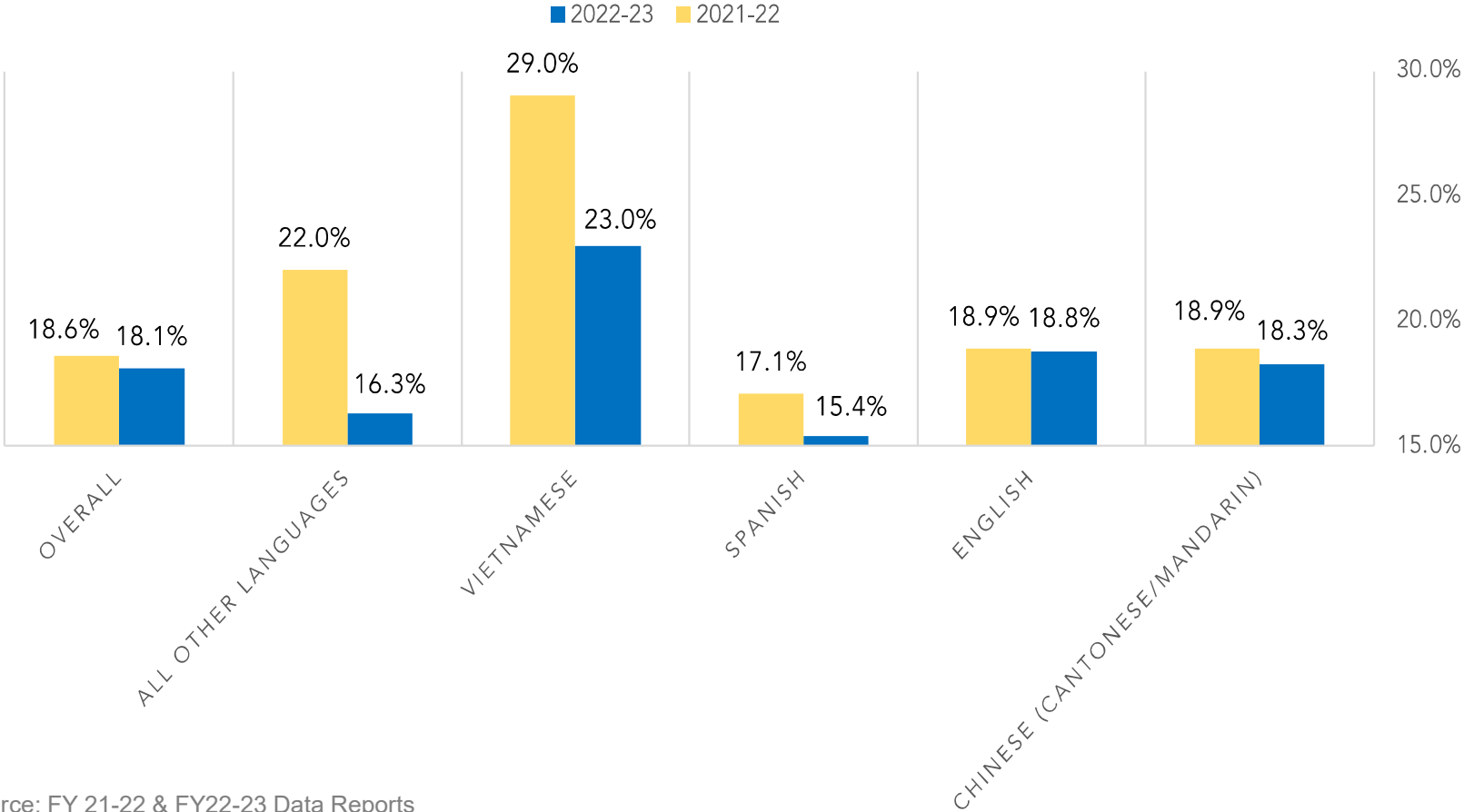
➤ **Enhanced Services Team Collaborative**

- Internal process to decrease the number of individuals receiving low to no POS
- Intended to capture individuals not served in Enhanced Service Coordination/Reduced Caseloads.
- Unmet needs are discussed and service recommendations are provided

➤ **“Enséname El Camino” Workshop Series**

- Increase confidence and competence in navigating Regional Center system
- Working with Individuals entering our system aged 6 and above
- Monolingual Spanish, Cantonese, Mandarin and Vietnamese speaking

# Individuals with No POS By Language – FY2021/22 vs FY2022/23



Source: FY 21-22 & FY22-23 Data Reports





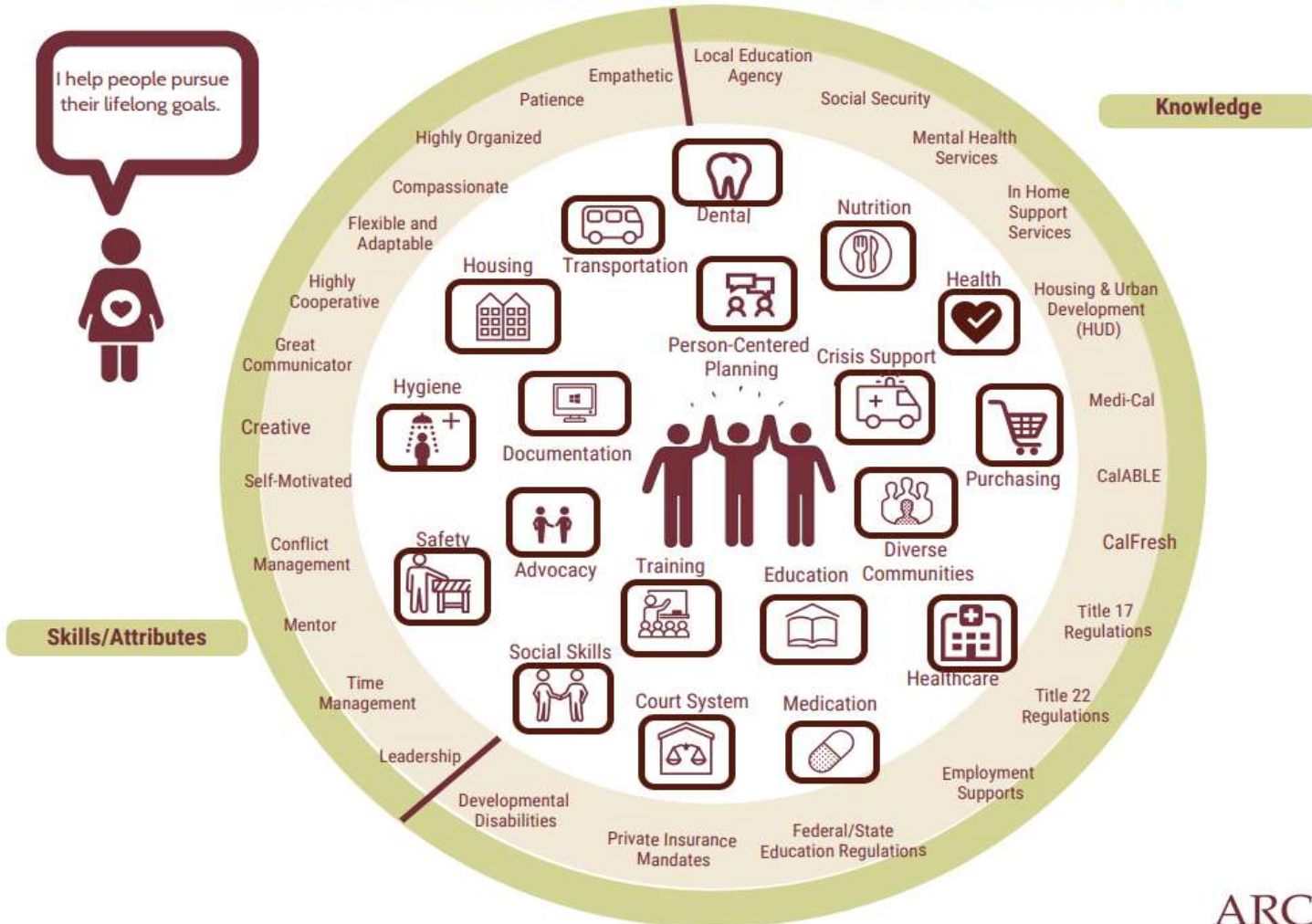
# ELARC's Service Coordinators

*(identifying needs, planning supports, and coordinating services with individuals and families)*



# What Does A Service Coordinator Do?

I help people pursue their lifelong goals.



## ELARC's Specialized 3 to 6 yrs. Units

- Caseload consists of 40 individuals
- Assists Families with understanding their child's diagnosis
- Conducts Quarterly Check-Ins
- Connects families with parent trainings, and provide education on navigating generic resources



# Upcoming...



**Specialized Units for Individuals 55 + Population**



**Veronica Valenzuela , Training Supervisor  
Eastern Los Angeles Regional Center**

# Support and Training

- Meet with all new Service Coordinators
- Ongoing support to Service Coordinators in all areas
- Quick contact to assist with various questions related to services, supports, and resources
- Review the importance of a service coordinator and their role
- Focus on listening to the individual and family



One of the most **sincere**  
forms of **respect** is  
*actually listening* to  
what **another** has to say.  
Bryant H. McGill

# Looking Back at 2023!

- Focus on Early Start service coordinator and new staff training
- Streamlining the Individual Program Plan packet
- Revising and translating documents
- Trainings and presentations based on feedback from Service Coordinators
- Supportive Employment and Mental Health Services & Supports



**EASTERN LOS ANGELES REGIONAL CENTER**  
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 13215 Penn • Suite 410 • Whittier CA 90602-1718 • (562) 698-0146 • FAX (562) 693-0158

## ELARC Services and Supports



Regional Centers provide a variety of services for individuals with developmental disabilities. The following services and supports may be provided, however, this is not a complete list. Services are provided based on the needs of the individual. In making decisions about services needed, the planning team, which includes the individual using the service, family members, regional center staff, and others who may be asked to attend the planning meeting by the individual, will join together to discuss the supports needed that are related to the developmental disability. Your ELARC Service Coordinator and all ELARC staff are here to help you. Please discuss how you may access these services or other services with your service coordinator.

Adaptive Skills training  
 Assistive Technology/ Tool  
 Augmentative Communication  
 Client/ Parent Support/ Behavior  
 Intervention Training  
 Coordinated Life Services  
 Crisis Services  
 Durable Medical Equipment  
 Family Home Agency  
 Family Foster Agency  
 Health Care Facilities  
 Homemaker Services  
 Medical Specialists and Professionals  
 Non-Medical Therapies  
 Out-of-Home Respite Services  
 Personal Assistance Services  
 Residential Care Homes  
 Social/Recreational Services  
 Sex Education  
 Supported Living Services

Adult Day Centers/ Programs  
 Behavior Management Services  
 Community Integration Training  
 Crisis Intervention Facility/ Bed  
 Day Care Services  
 Employment Programs  
 Fiscal Management Service  
 Home Health Supports  
 Independent Living Services  
 Mobility training  
 Parenting Support Services  
 Pharmaceutical Services  
 Respite Services- In the home  
 Social Skills Services  
 Supplemental Program Supports  
 Therapies  
 Transportation  
 Translator/ Interpreter Services

To review ELARC Purchase of Services Policies please visit this site:  
<https://www.elarc.org/consumers-families/purchase-of-service-guidelines>

For descriptions of all of the services mentioned above, please follow QR Code:



ELARC Services and Descriptions			
Information and Supports offered by Regional Center	Description	Children Services (3+ years)	Adult Services
Advocacy	The Regional Center provides information and support on generic resources which include but are not limited to the following: ConsumerVillage: <a href="http://www.consumer.village.com">http://www.consumer.village.com</a> In Home Supportive Services (IHSS): <a href="http://www.elarc.ca.gov/ihss">http://www.elarc.ca.gov/ihss</a> California Children's Services: <a href="http://www.dhs.ca.gov/ccs">http://www.dhs.ca.gov/ccs</a> Medi-Cal: <a href="http://www.elarc.ca.gov/med-cal">http://www.elarc.ca.gov/med-cal</a> Social Security: <a href="http://www.ssa.gov">http://www.ssa.gov</a> Special Education: <a href="http://www.elarc.ca.gov">http://www.elarc.ca.gov</a>	✓	✓
Service Coordination	A Service Coordinator is your point of contact at the Regional Center and helps to develop a Person-Centered Individual Program Plan (IPP). Service Coordinators assist in locating and securing the services and supports needed to implement the IPP. A Service Coordinator (SC) is a professional in the area of developmental disabilities who works to stay updated and be knowledgeable about resources, supports, and services in your community. Your Service Coordinator is also a partner with whom you work.	✓	✓
Self-Determination	Self-Determination allows participants to choose the services and supports that they wish to have the kind of life they want. It is different from the traditional way of providing services because it offers more freedom and control over how services are provided. With Self-Determination, participants get to use funds to purchase services.	✓	✓

# Moving Forward!

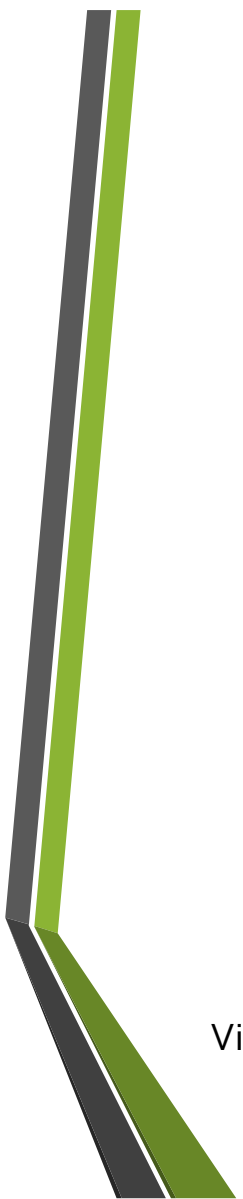
- Continue to support Service Coordinators
- Continued collaboration with the community
- Work with Service Provider Community on short Service Provider videos
- Working closely with the ELARC Consumer Advocate, Patrick Schattilly

*here to help*



Learning Knows No Bounds





Video-Melany's Story

# Discussion

- Comments?
- Inquiries?
- Suggestions?





## **Additional POS Data Meetings** **for ELARC's Community**

- 1. March 28<sup>th</sup> via Zoom at 10 a.m. (Cantonese/Mandarin Session)**
- 2. Centro Estrella In-Person on Thursday, March 28 at 9:00 a.m. (Spanish Session)**
- 3. YMCA San Gabriel Valley Community Room In-Person on Wednesday, April 3<sup>rd</sup> at 11 a.m. (Vietnamese Session)**
- 4. Fiesta Educativa In-Person on Friday, April 12<sup>th</sup> at 10 a.m. (Spanish Session)**

For inquiries, please contact:  
*Guadalupe Hernández, Cultural Specialist*  
Email: [ghernandez@elarc.org](mailto:ghernandez@elarc.org)  
Tel: (626) 248-4928

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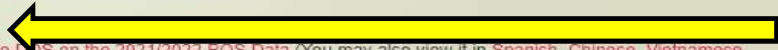
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**EASTERN LOS ANGELES**  
REGIONAL CENTER

# Thank you!

*Good Training, Strong Partnerships, Better Service*

**ELARC Main Office**

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Fax: (626) 281-1163

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Fax: (562) 693-0158

[www.elarc.org](http://www.elarc.org)

