



**EASTERN LOS ANGELES**  
REGIONAL CENTER

# BIENVENIDA

## REUNIÓN PÚBLICA SOBRE LOS DATOS DE LA COMPRA DE SERVICIOS (*POS*)

### AÑO FISCAL 2022-23

Gloria Wong, directora ejecutiva

Edith Hernández-Daniels, jefa de Servicios al Cliente (*Consumer Services*)

Carmen Luna, supervisora de Servicios Enfocados y Participación Comunitaria (*Enhanced Services & Community Engagement*)

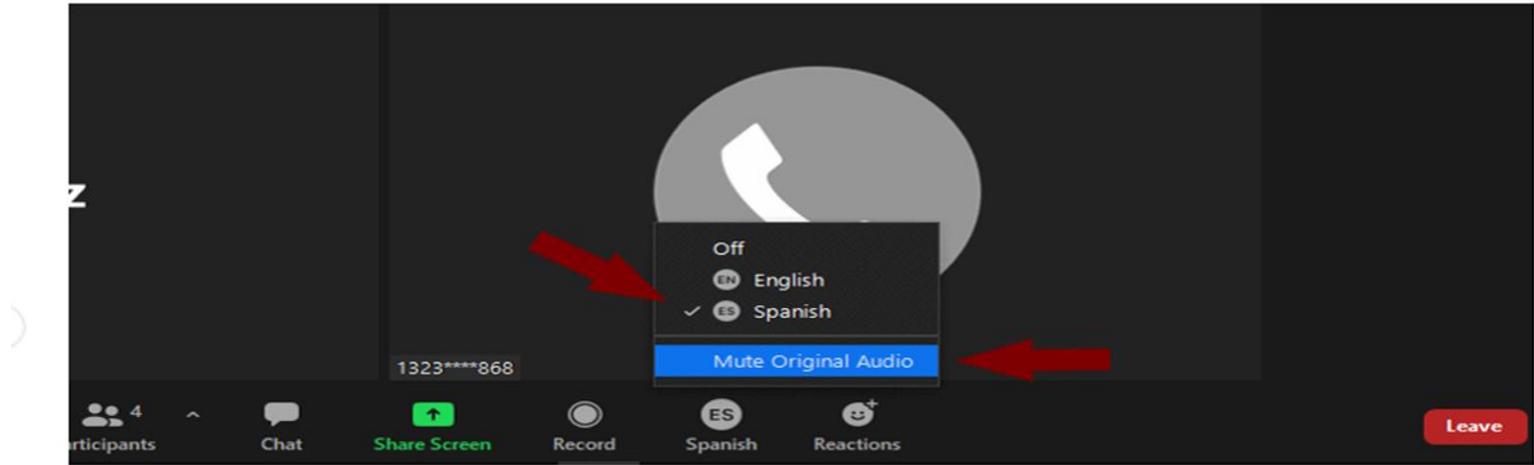
Verónica Valenzuela, supervisora de capacitación

Guadalupe Hernández, especialista cultural

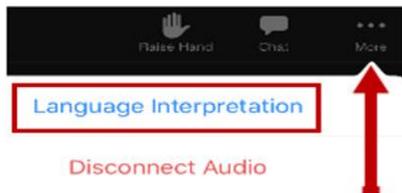
**13/MAR/2024**



Desktop computer, laptop, or tablet



Smartphone:



# Propósito de la reunión

*(por qué estamos aquí)*

- Revisión del informe de los datos sobre *POS* para el año fiscal 2022-2023.
  - Edad
  - Diagnóstico
  - Etnia
  - Idioma
  - Tipo de residencia
  
- Compartir los esfuerzos en curso del *ELARC* en favor del acceso y la equidad en las *POS*.
  
- ¡Estamos aquí para escuchar y oír sus opiniones!

# Puede encontrar los datos de POS en:

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

**EASTERN LOS ANGELES REGIONAL CENTER**

E-NOTIFICATION | CALENDAR | NOTICES | FAQ | CONTACT US | TRANSLATE |  
FONT SIZE: [icon] [icon]

Search... [icon]

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

**NEED TO KNOW**

- TRANSPARENCY
  - 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 & Regulations | ELARC Staff Phone List | Board of Directors | Gallagher Verify Advising | Consumer Advisory Committee | E-Billing

NOTICES ----- see all news | EVENTS ----- full calendar



home



about us



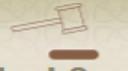
consumers & families



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 2022/2023](#)
- [View the 2023 report to DDS on the 2021/2022 POS Data](#) (You may also view it in [Spanish](#), [Chinese](#), [Vietnamese](#), or [Korean](#))
- [POS Data 2021/2022](#)
- [View the 2022 report to DDS on the 2020/2021 POS Data](#)
- [POS Data 2020/2021-](#)

# Programa

*(de qué hablamos hoy)*

- I. Declaración de misión
- II. Resumen de datos
- III. Proyectos relativos a servicios no adquiridos
- IV. Coordinador de servicios y proyectos futuros del *ELARC*
- V. Debate/opinión del público
- VI. Observaciones finales

# Declaración de misión

*(qué hacemos y para quién)*

El *Eastern Los Ángeles Regional Center (ELARC)* se compromete a servir a las personas con discapacidades del desarrollo y a sus familias mediante el fomento de asociaciones que promuevan experimentar vidas con propósito y significado en la comunidad que elijan.

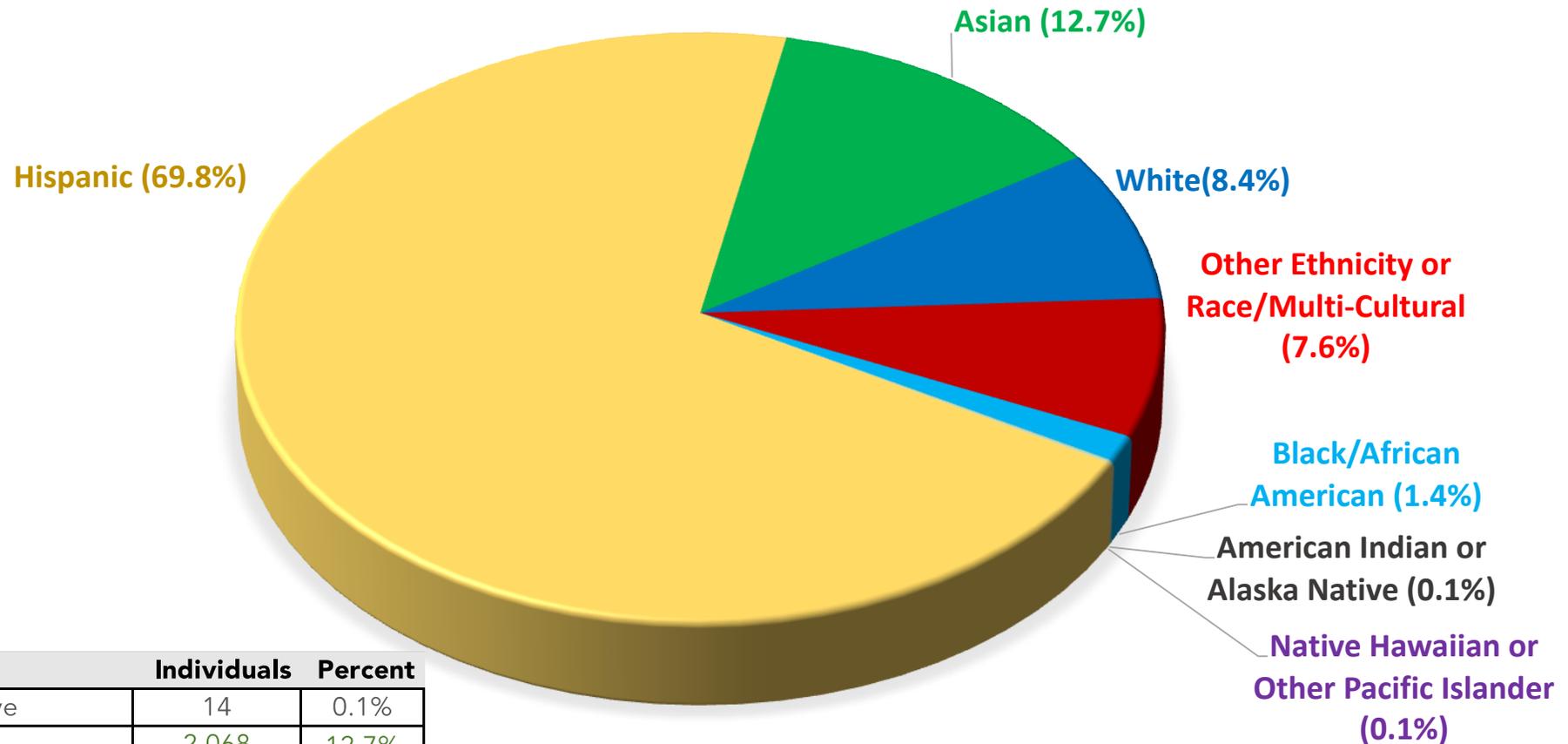


# Datos demográficos del *ELARC*

*(las personas a las que apoyamos)*

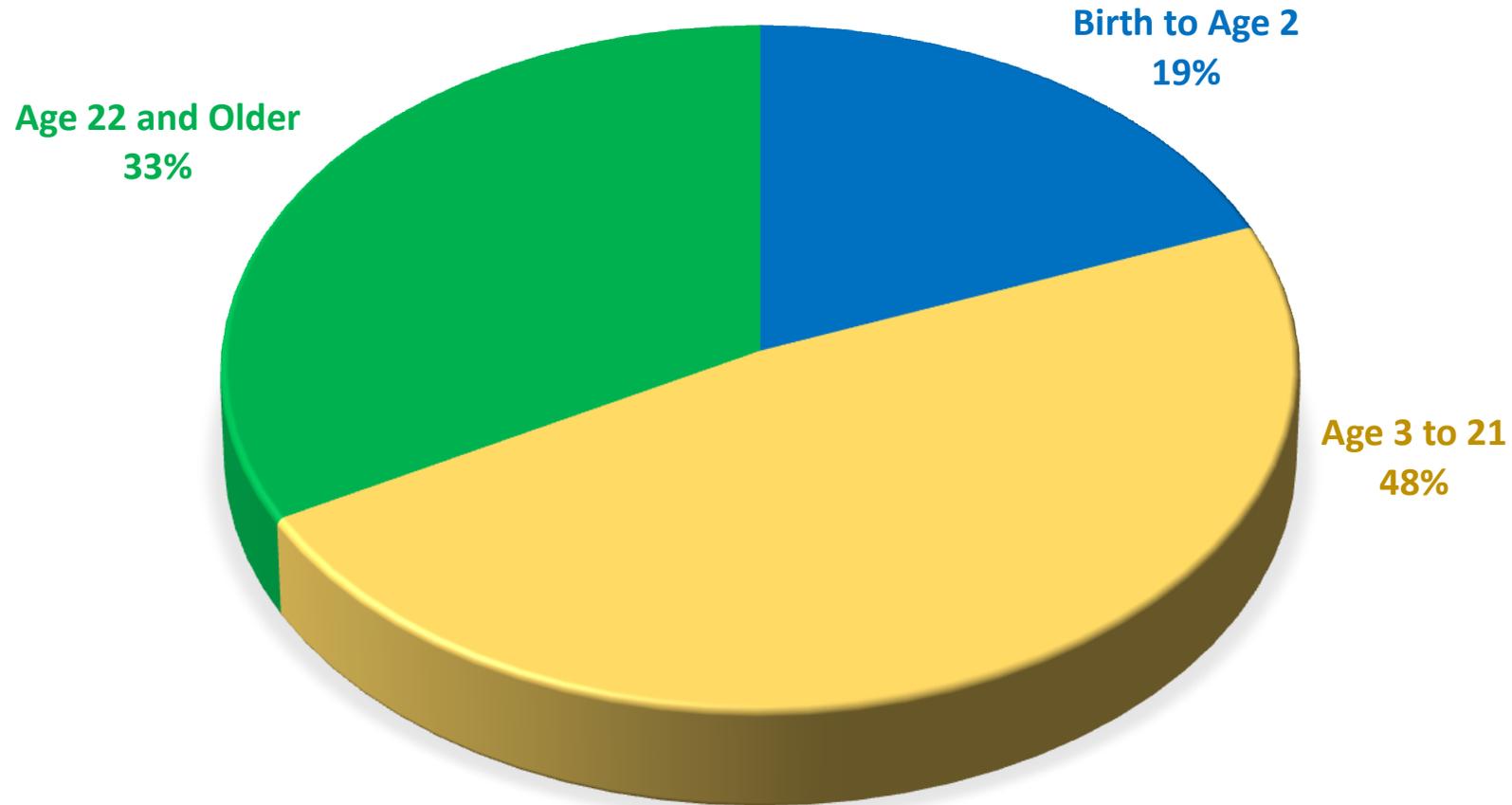


# Etnia principal de las personas a las que atendemos



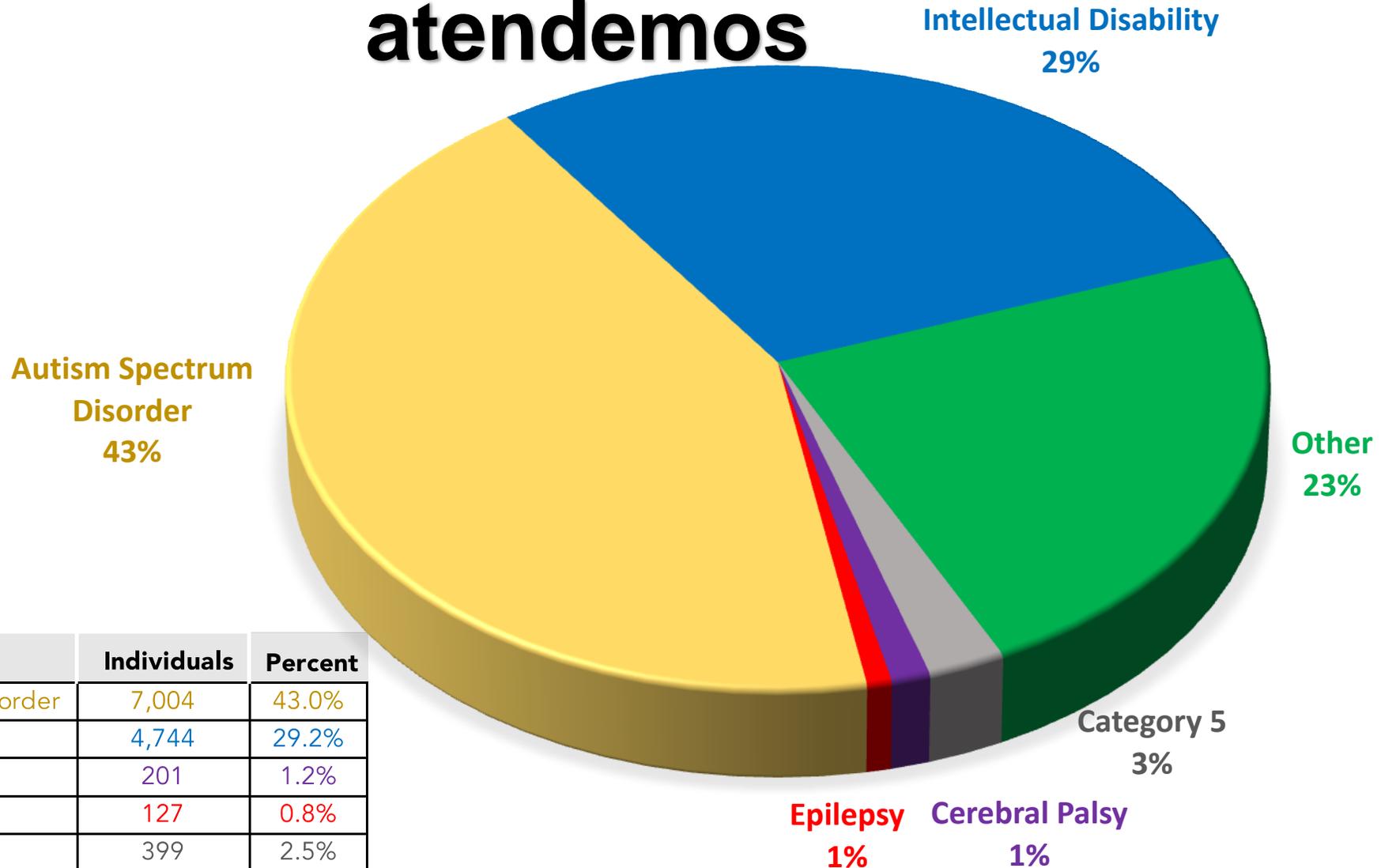
Ethnicity	Individuals	Percent
American Indian or Alaska Native	14	0.1%
Asian	2,068	12.7%
Black/African American	230	1.4%
Hispanic	11,359	69.8%
Native Hawaiian or Other Pacific Islander	12	0.1%
Other Ethnicity or Race/Multi-Cultural	1,232	7.6%
White	1,359	8.4%
<b>Total</b>	<b>16,274</b>	<b>100%</b>

# Edades de las personas a las que atendemos



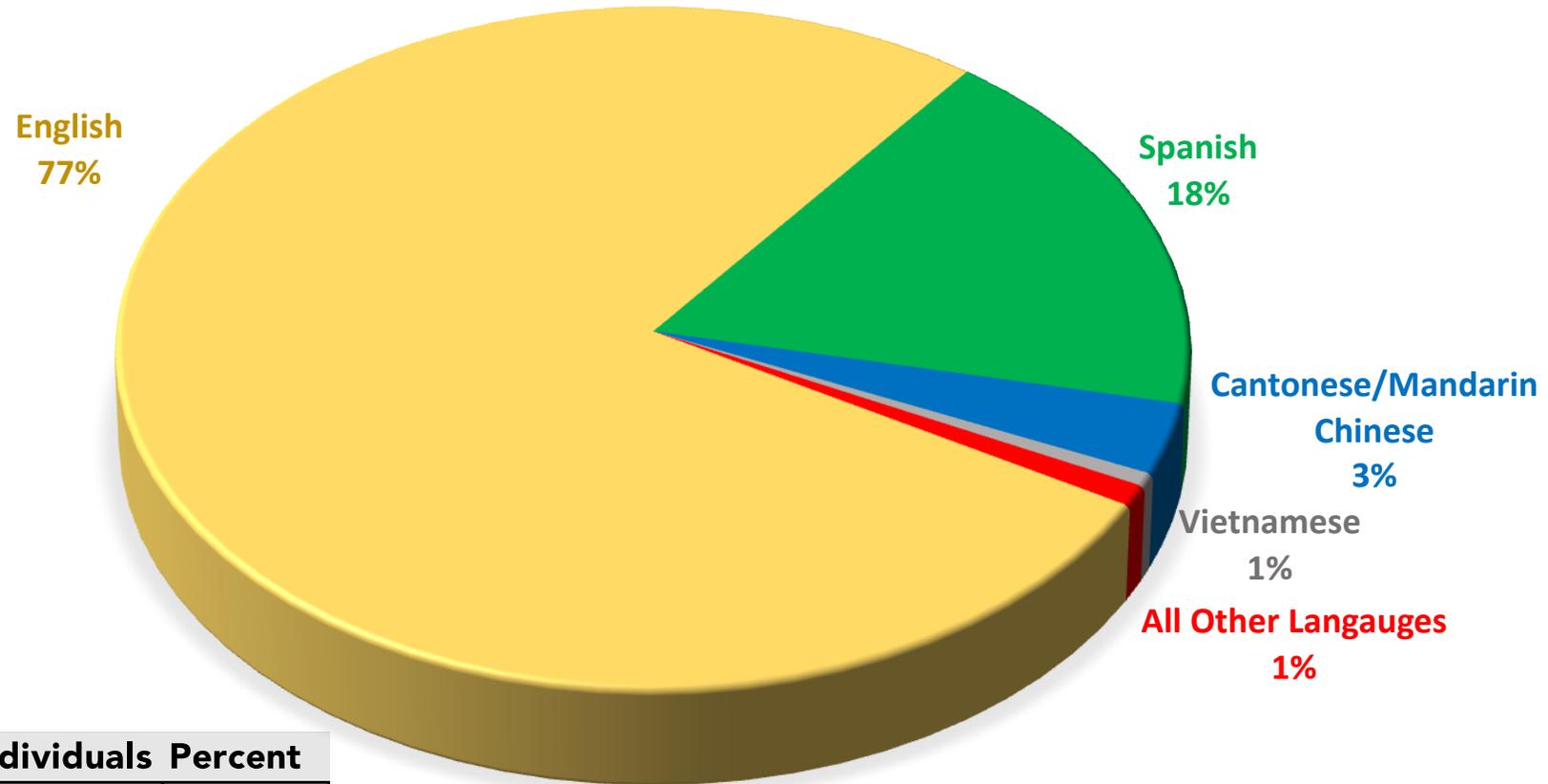
# total de personas: 16,274

# Diagnósticos de las personas a las que atendemos



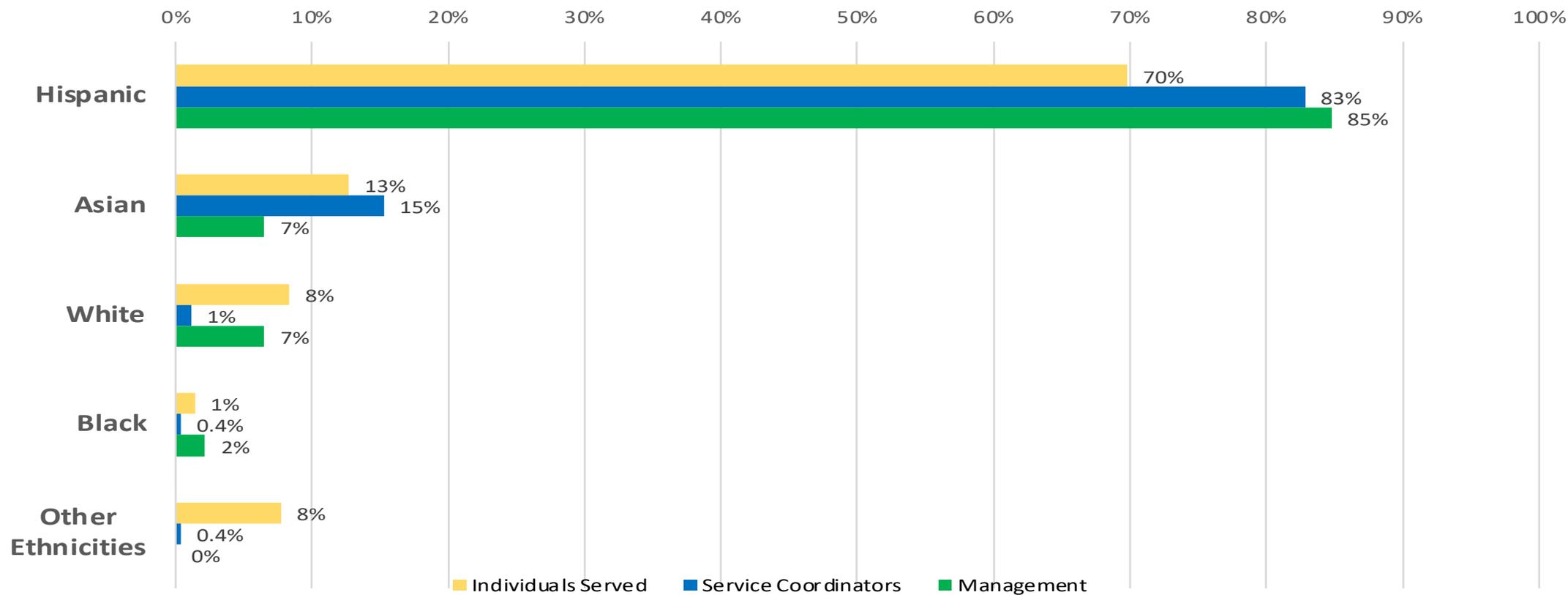
Diagnosis	Individuals	Percent
Autism Spectrum Disorder	7,004	43.0%
Intellectual Disability	4,744	29.2%
Cerebral Palsy	201	1.2%
Epilepsy	127	0.8%
Category 5	399	2.5%
Other	3,799	23.3%
<b>Total</b>	<b>16,274</b>	<b>100%</b>

# Idioma principal de las personas a las que atendemos



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>

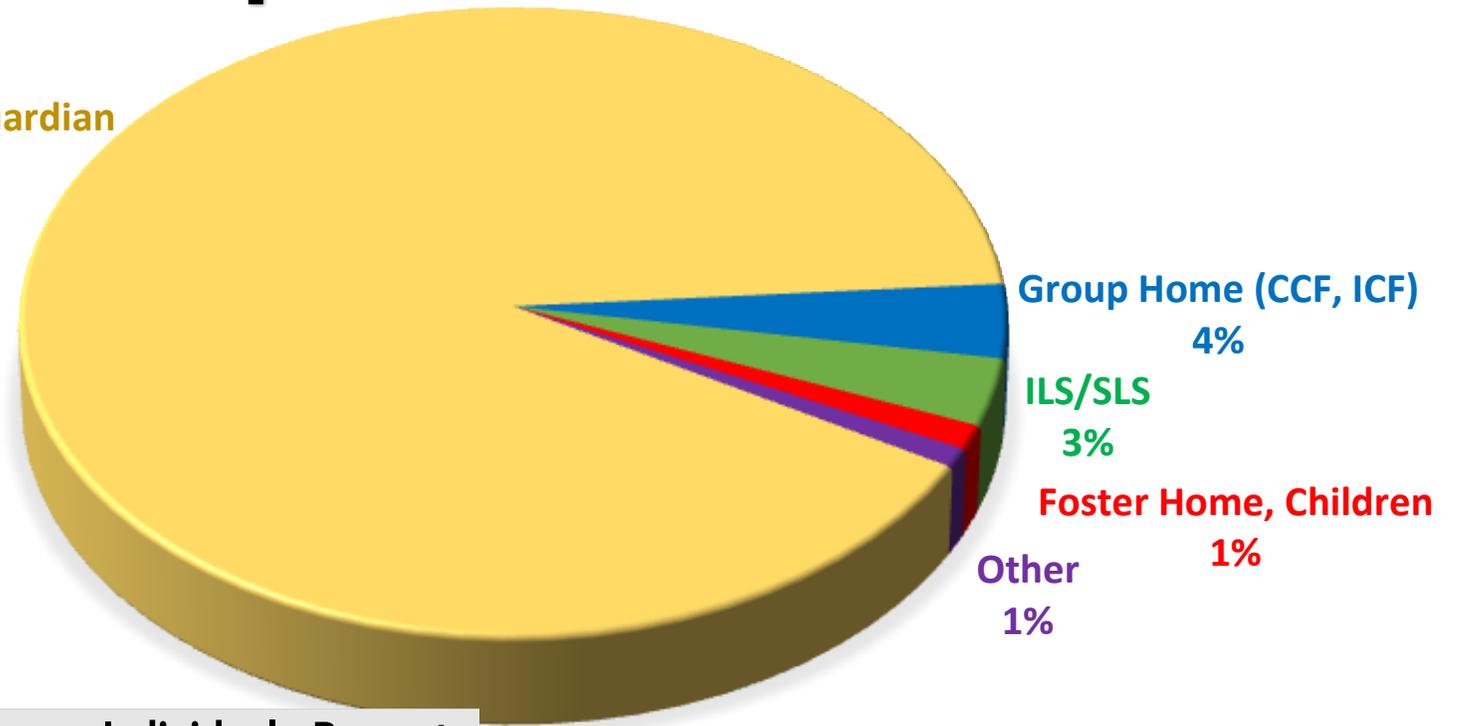
# Comparación de etnias entre personas atendidas y empleados del *ELARC*



	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

# Dónde viven las personas a las que atendemos

Home, Parent or Guardian  
91%



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>



# Informe de compra de servicios (*POS*) del *ELARC*

*(qué servicios se compran para las personas a las que atendemos)*



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

*Fiscal Year 2022-2023*

*Eastern Los Angeles Regional Center*

**All Ages**

**1**

**2**

**3**

**4**

**5**

**6**

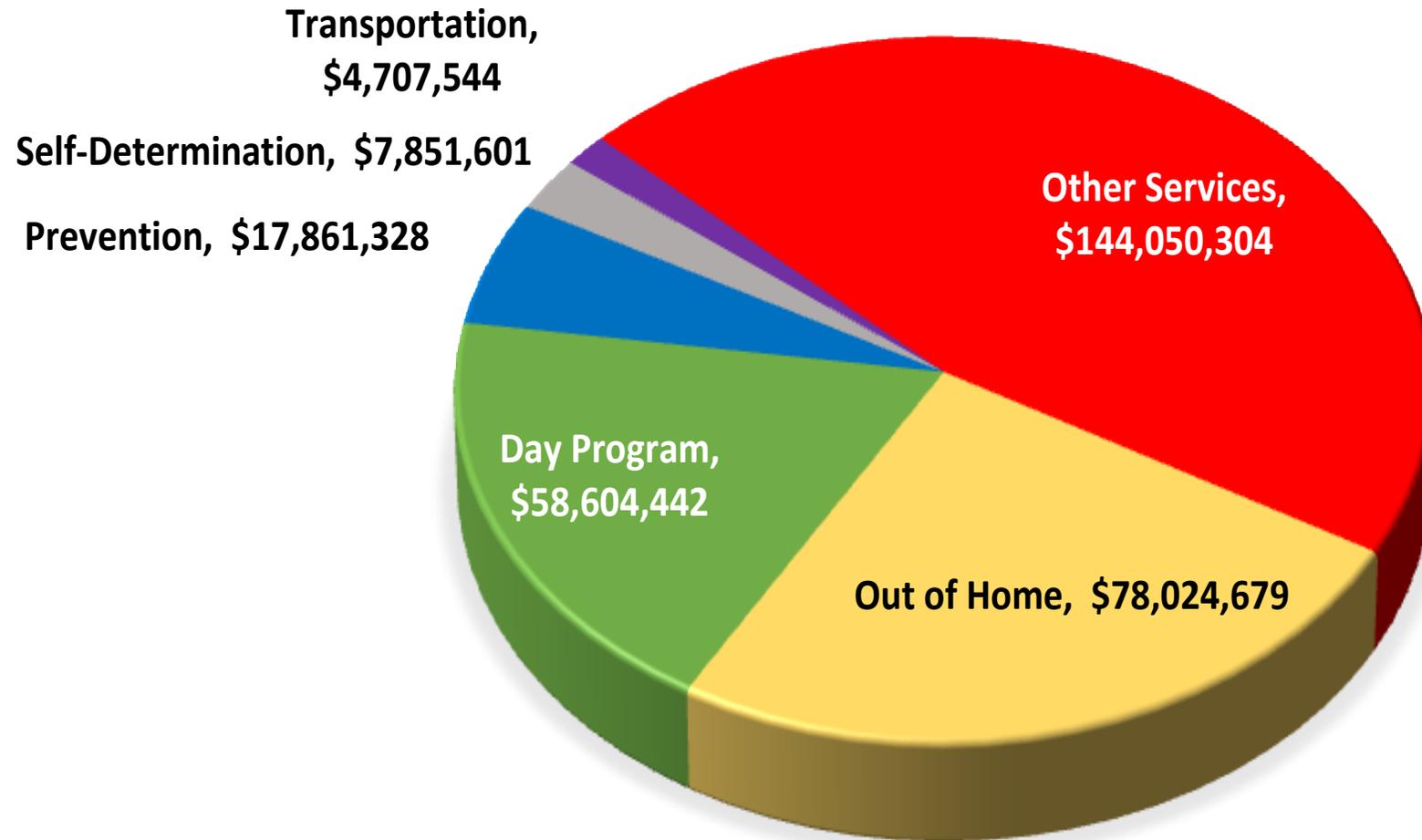
	<b>Consumers Count</b>	<b>Total Expenditures</b>	<b>Total Authorized Services</b>	<b>Per Capita Expenditures</b>	<b>Per Capita Authorized Services</b>	<b>Utilized</b>
American Indian or Alaska Native	14	\$504,577	\$596,213	\$36,041	\$42,587	84.6%
Asian	2,068	\$35,628,120	\$52,190,187	\$17,228	\$25,237	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>

Fuente: Informe de los datos del FY 22-23

# Definiciones:

1. **Cantidad de clientes:** número de personas que recibieron servicios en el año fiscal (*FY*) 2022-2023.
2. **Gastos totales:** gastos **reales** de compra de servicios (*POS*) para todas las personas en el *FY* 2022-2023
3. **Total de servicios autorizados:** servicios *POS* **aprobados** para todos los clientes en el *FY* 2022-2023
4. **Gastos per cápita:**  
Gastos totales ÷ cantidad de clientes = costo promedio de los servicios **reales** pagados para cada grupo
5. **Servicios autorizados per cápita:**  
Total de servicios autorizados ÷ cantidad de clientes = cantidad promedio **aprobada** para cada grupo
6. **Utilizado:** gastos totales ÷ total de servicios autorizados = tasa de utilización.

# Total de gastos *POS* del *ELARC*



# Servicios autorizados per cápita para todas las personas atendidas

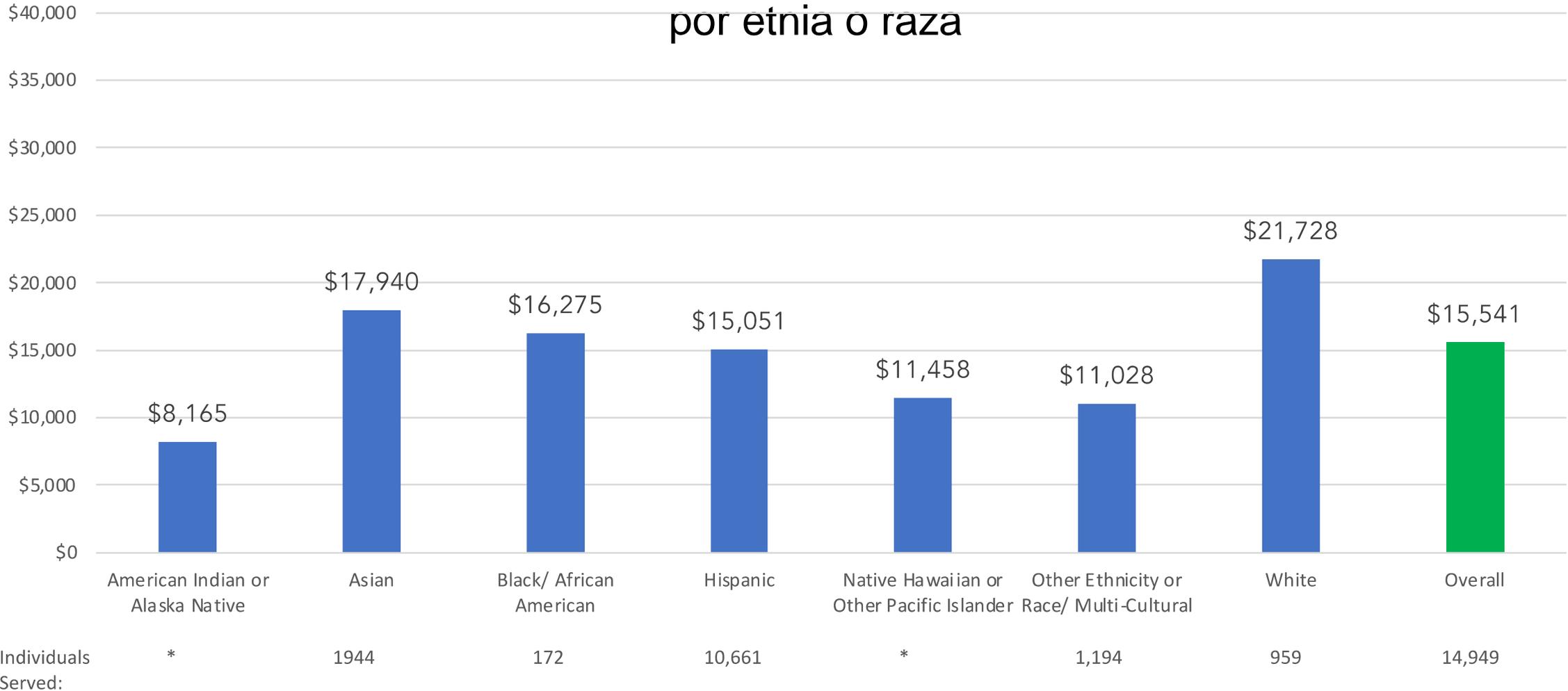
por etnia o raza



Fuente: informe de los datos del FY 22-23

# Total anual de servicios per cápita autorizados para personas que viven en casa (todas las edades)

por etnia o raza



\* De acuerdo con las pautas de desidentificación de datos del DDS, se han suprimido los recuentos del uno al diez.

Fuente: informe de los datos del FY 22-23

**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>



# Proyectos del *ELARC* dirigidos a personas sin servicios adquiridos

*(qué estamos haciendo para garantizar que las personas reciban los servicios que necesitan)*



➤ Día de gráficos del Departamento de Servicios al Cliente  
(*Consumer Services Department*)

- Práctica anual para revisar y actualizar la información.
- Destinado a personas que reciben un *POS* bajo o nulo.
- Revisión del Plan de Programa Individualizado para revisar las necesidades de servicio.

➤ Colaboración del equipo de servicios enfocado.

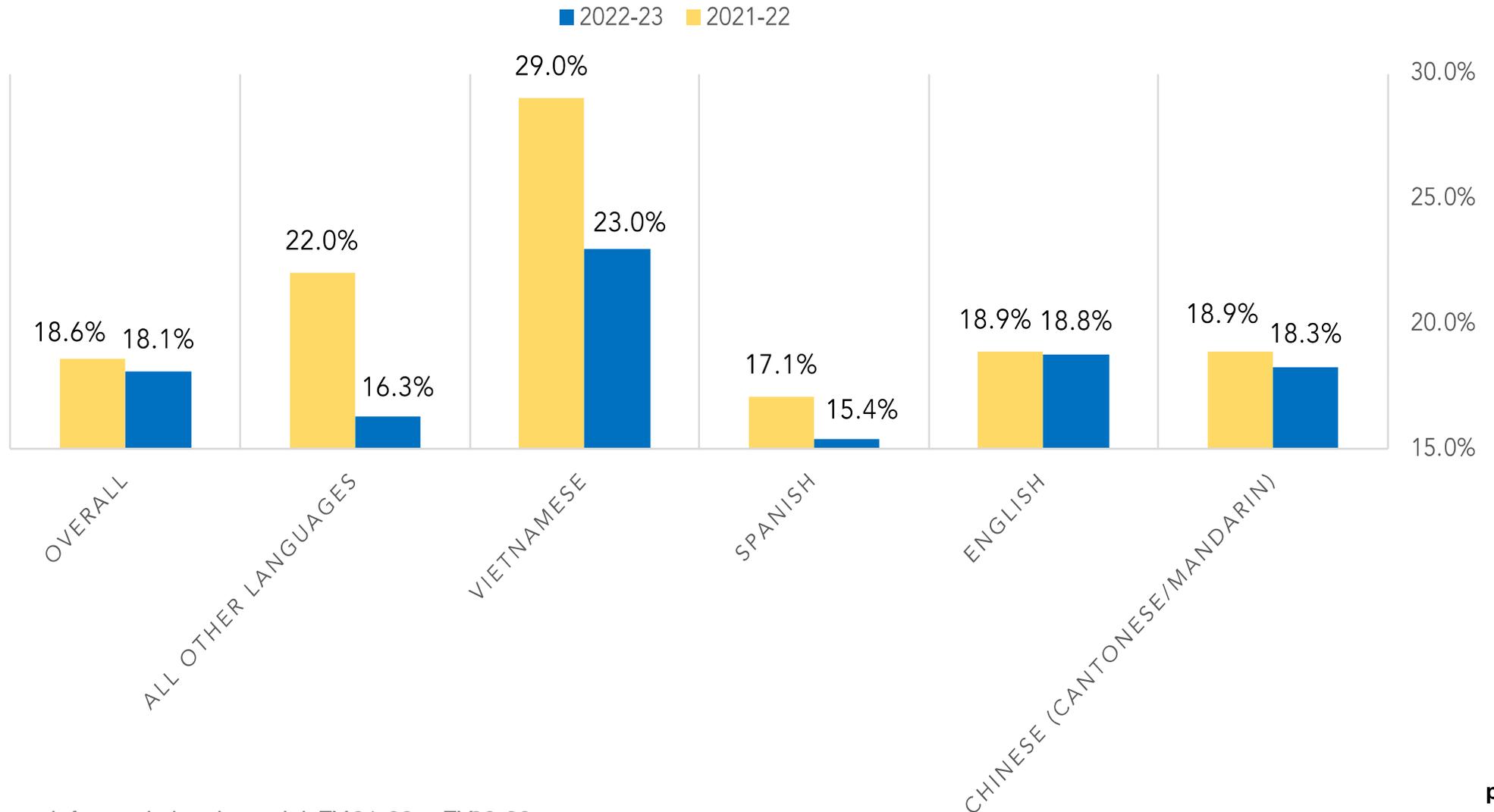
- Proceso interno para disminuir el número de personas que reciben un *POS* bajo o nulo.
- Destinado a captar a las personas no atendidas en la coordinación de servicios enfocada / casos reducidos.
- Se analizan las necesidades insatisfechas y se ofrecen recomendaciones de servicios.

➤ Serie de talleres “Enseñame El Camino”

- Aumentar la confianza y la competencia para desenvolverse en el sistema del Centro Regional.
- Trabajar con personas que entran en nuestro sistema a partir de los 6 años de edad.
- Hablantes monolingües de español, cantonés, mandarín y vietnamita.

# Personas sin POS

## Por idioma: *FY2021/22* vs *FY2022/23*



Fuente: informe de los datos del *FY21-22* y *FY22-23*



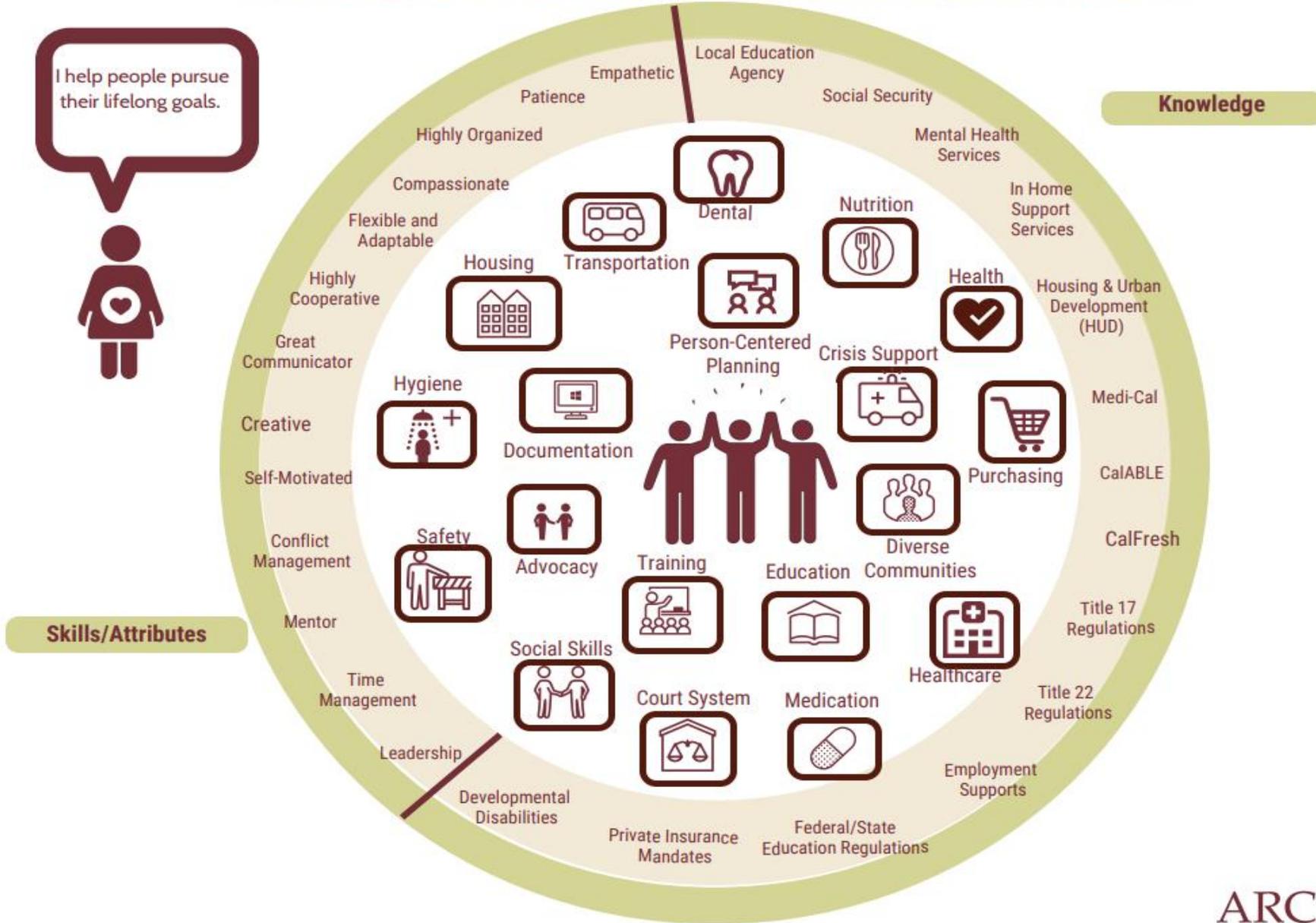
# Coordinadores de servicios del *ELARC*

*(identificar las necesidades, planear los apoyos y coordinar los servicios con las personas y las familias)*



# What Does A Service Coordinator Do?

I help people pursue their lifelong goals.



## Unidades especializadas de 3 a 6 años del *ELARC*



- El número de casos es de 40 personas.
- Ayuda a las familias a comprender el diagnóstico de su hijo.
- Realiza controles trimestrales.
- Pone en contacto a las familias con cursos de capacitación a padres y les enseña a desenvolverse en los recursos genéricos.

# Próximamente...



**Unidades especializadas para personas mayores de 55 años**



**Verónica Valenzuela, supervisora de  
capacitación**  
***Eastern Los Ángeles Regional Center***

# Apoyo y capacitación

- Reunión con todos los nuevos coordinadores de servicios
- Apoyo continuo a los coordinadores de servicios en todas las áreas
- Contacto rápido para ayudar con diversas preguntas relacionadas con los servicios, apoyos y recursos
- Revisión de la importancia de un coordinador de servicios y su papel
- Enfoque en escuchar a la persona y a la familia



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

# ¡Una retrospectiva al 2023!

- Enfoque en el coordinador de servicios de *Early Start* y capacitación del nuevo personal
- Optimización del paquete del Plan de Programa Individualizado
- Revisión y traducción de documentos
- Capacitaciones y presentaciones basadas en la retroalimentación de los coordinadores de servicios
- Empleo con apoyo y servicios y apoyos a la salud mental



**EASTERN LOS ANGELES REGIONAL CENTER**  
 1000 S. Fremont Ave • P.O. Box 7916 • Alhambra, CA 91802-7916 • (626) 299-4700 • FAX (626) 281-1163  
 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: Conservatorship: <a href="https://nsls.courts.ca.gov/conservatorship">https://nsls.courts.ca.gov/conservatorship</a> In Home Supportive Services (IHSS): <a href="https://www.cdhs.ca.gov/in-home-supportive-services">https://www.cdhs.ca.gov/in-home-supportive-services</a> California Children's Services: <a href="https://www.cdhs.ca.gov/ccs/">https://www.cdhs.ca.gov/ccs/</a> Medi-Cal: <a href="https://www.cdhs.ca.gov/medicaid/">https://www.cdhs.ca.gov/medicaid/</a> Social Security: <a href="https://www.ssa.gov">https://www.ssa.gov</a> Special Education: <a href="https://www.cde.ca.gov/bsi/">https://www.cde.ca.gov/bsi/</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 help 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.	✓	✓	

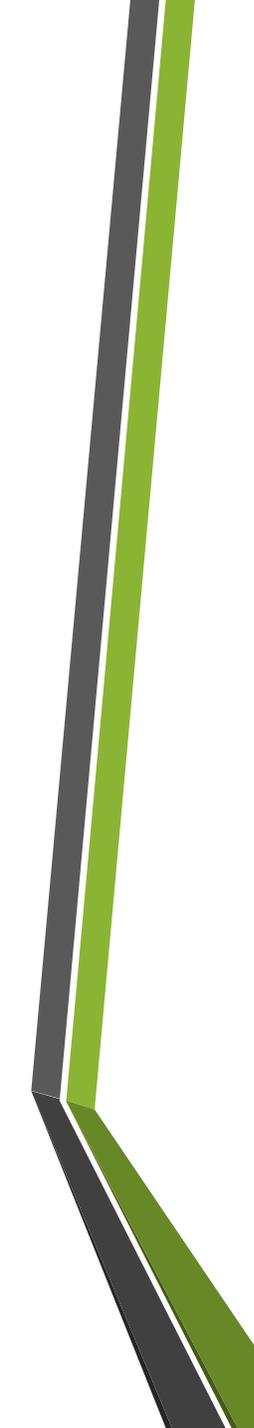
# ¡Hacia adelante!

- Seguir apoyando a los coordinadores de servicios.
- Seguir colaborando con la comunidad.
- Trabajar con la comunidad de proveedores de servicios en videos cortos de proveedores de servicios.
- Trabajo en estrecha colaboración con el defensor del cliente del *ELARC*, Patrick Schattilly

here  
to  
help



Learning Knows No Bounds



Video: la historia de Melany

# Debate

- ¿Comentarios?
- ¿Preguntas?
- ¿Sugerencias?





## **Reuniones adicionales sobre datos POS para la comunidad del ELARC**

1. Por *Zoom* el jueves 28/MAR a las 10:00 a.m. (sesión en cantonés/mandarín)
2. *Centro Estrella* en persona el jueves 28/MAR a las 9:00 a.m. (sesión en español)
3. Salón Comunitario del *YMCA of West San Gabriel Valley* en persona el miércoles 03/ABR a las 11:00 a.m. (sesión en vietnamita)
4. *Fiesta Educativa* en persona el viernes 12/ABR a las 10 a.m. (sesión en español)

Para cualquier consulta, póngase en contacto con:  
*Guadalupe Hernández, especialista cultural*  
Email: [ghernandez@elarc.org](mailto:ghernandez@elarc.org)  
Tel.: (626) 248-4928

# Puede encontrar los datos de POS en:

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

**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

**NEED TO KNOW**

- TRANSPARENCY
  - 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 & Regulations | ELARC Staff Phone List | Board of Directors | Gallagher Verify Advising | Consumer Advisory Committee | E-Billing

NOTICES ----- see all news | EVENTS ----- full calendar



  
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:  

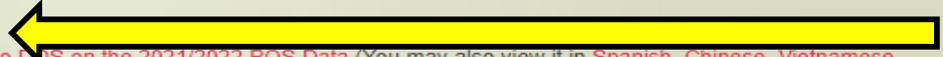
### Purchase of Service Data Relating to Age, Race, Language, Disability, Residence Type, and Insurance Related

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 2022/2023](#)
- [View the 2023 report to DDS on the 2021/2022 POS Data](#) (You may also view it in [Spanish](#), [Chinese](#), [Vietnamese](#), or [Korean](#))
- [POS Data 2021/2022](#)
- [View the 2022 report to DDS on the 2020/2021 POS Data](#)
- [POS Data 2020/2021-](#)





**EASTERN LOS ANGELES**  
REGIONAL CENTER

# ¡Gracias!

*Buena capacitación, asociaciones sólidas, mejor servicio*

**Oficina principal del ELARC**

1000 S. Fremont Ave.  
Alhambra, CA 91803  
Teléfono: (626) 299-4700  
Fax: (626) 281-1163

**Oficina del Distrito de Whittier**

13215 Penn St., Suite 410  
Whittier, CA 90602  
Teléfono: (562) 698-0146  
Fax: (562) 693-0158

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

