



EASTERN LOS ANGELES
REGIONAL CENTER

歡迎

服務購買 (POS) 資料公開會議

2022-2023財年

Gloria Wong, 行政總監

Edith Hernandez-Daniels, 客戶服務長

Carmen Luna, 強化服務和社區參與主管

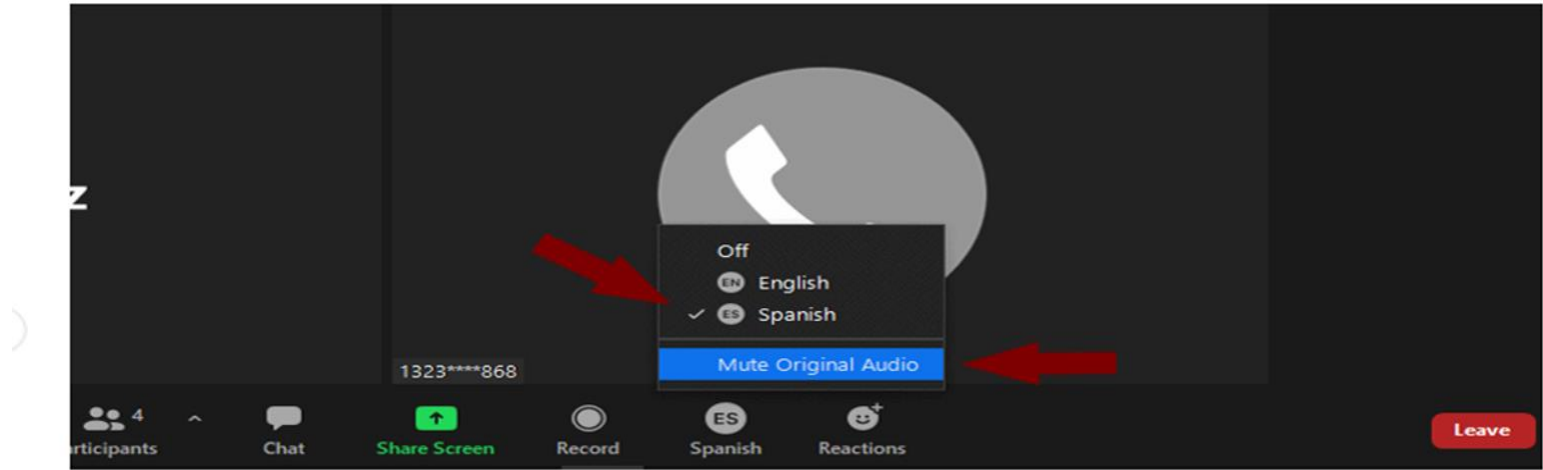
Veronica Valenzuela, 培訓主管

Guadalupe Hernández, 文化專員

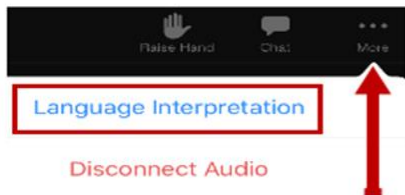
2024年3月13日



Desktop computer, laptop, or tablet



Smartphone:



會議目的

(我們在此開會的原因)

- 審閱2022-2023財年的POS資料報告
 - 年齡
 - 診斷
 - 族裔
 - 語言
 - 居住類型

- 介紹ELARC在提高POS利用和公平性方面所做的持續努力

- 我們誠意傾聽和聽取您的意見！

請訪問以下網址獲取POS資料:

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 navigation links for "E-NOTIFICATION | CALENDAR | NOTICES | FAQ | CONTACT US | TRANSLATE" and a "FONT SIZE" selector. Social media icons for Facebook, Twitter, and Instagram are also present. A search bar is located in the top right. Below the header is a horizontal menu with icons and labels for "home", "about us", "consumers & families", "service providers", "governance", "budget & legislation", and "resources & publications". The main content area features a large photo of a woman, a child, and a man at a table. To the right of the photo is a "NEED TO KNOW" section with a yellow header "TRANSPARENCY" and four items: "Purchase of Service (POS) Data", "Purchase of Service (POS) Guidelines", "Electronic Visit Verification (EVV)", and "Possible Data Security Breach". Below this are two buttons: "APPLY FOR SERVICES" and "WE ARE HIRING!". At the bottom, there is a row of seven buttons: "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". The footer contains "NOTICES" with a "see all news" link and "EVENTS" with a "full calendar" link.



home



about us



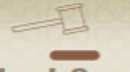
consumers & families



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.](#)

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-](#)



議程

(我們今天將要談論的話題)

- I. 使命宣言
- II. 資料概述
- III. 面向無購買服務人士的專案
- IV. ELARC的服務協調員和未來專案
- V. 聽眾討論/意見
- VI. 結束致辭

使命宣言

(我們的工作和服務對象)

Eastern Los Angeles Regional Center (ELARC)

致力於透過促進合作夥伴關係為發育殘障人士及其家人提供服務，
這些夥伴關可幫助他們在其所選擇的社區中體驗有目的和有意義的
生活。

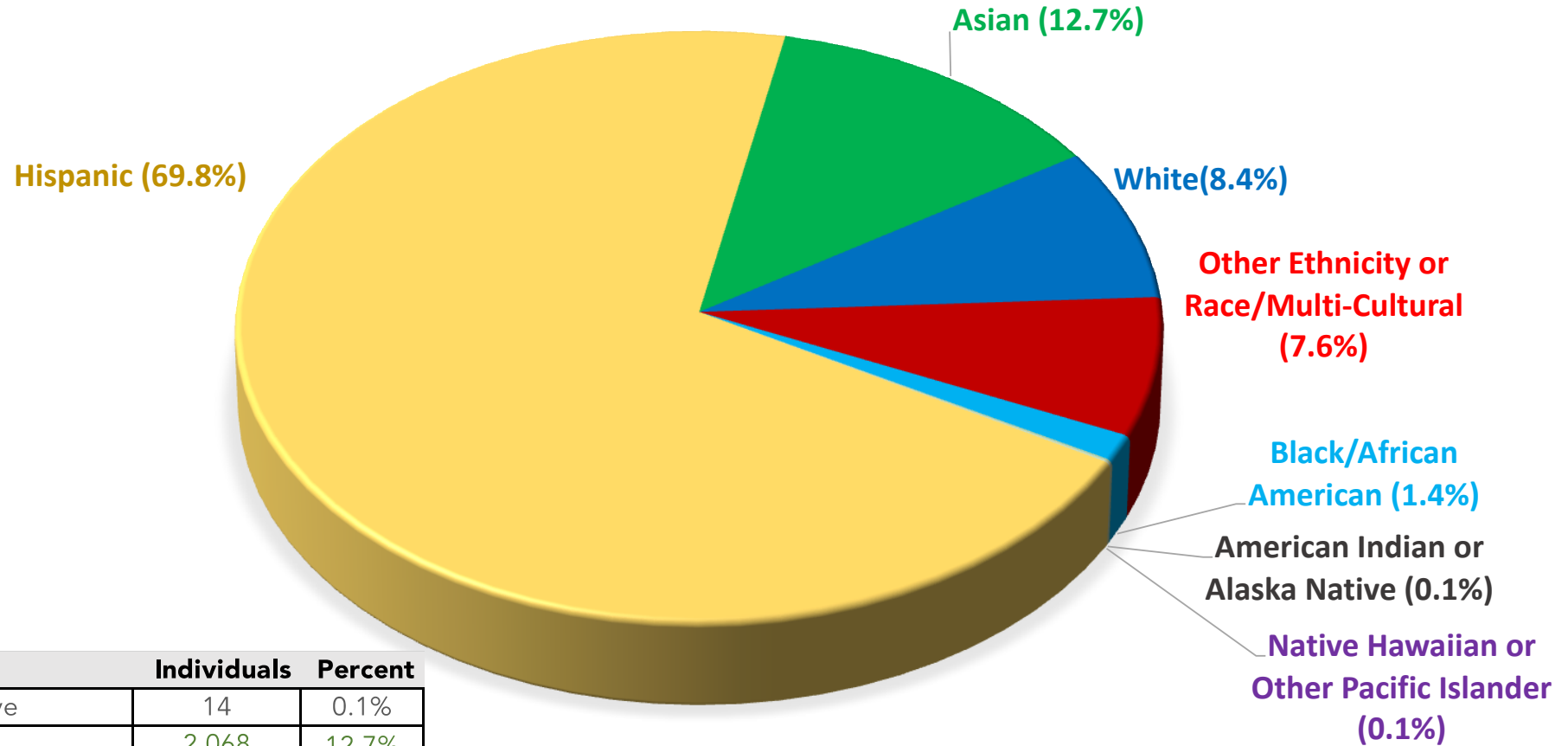


ELARC服務人口統計

(我們所支援的人士)

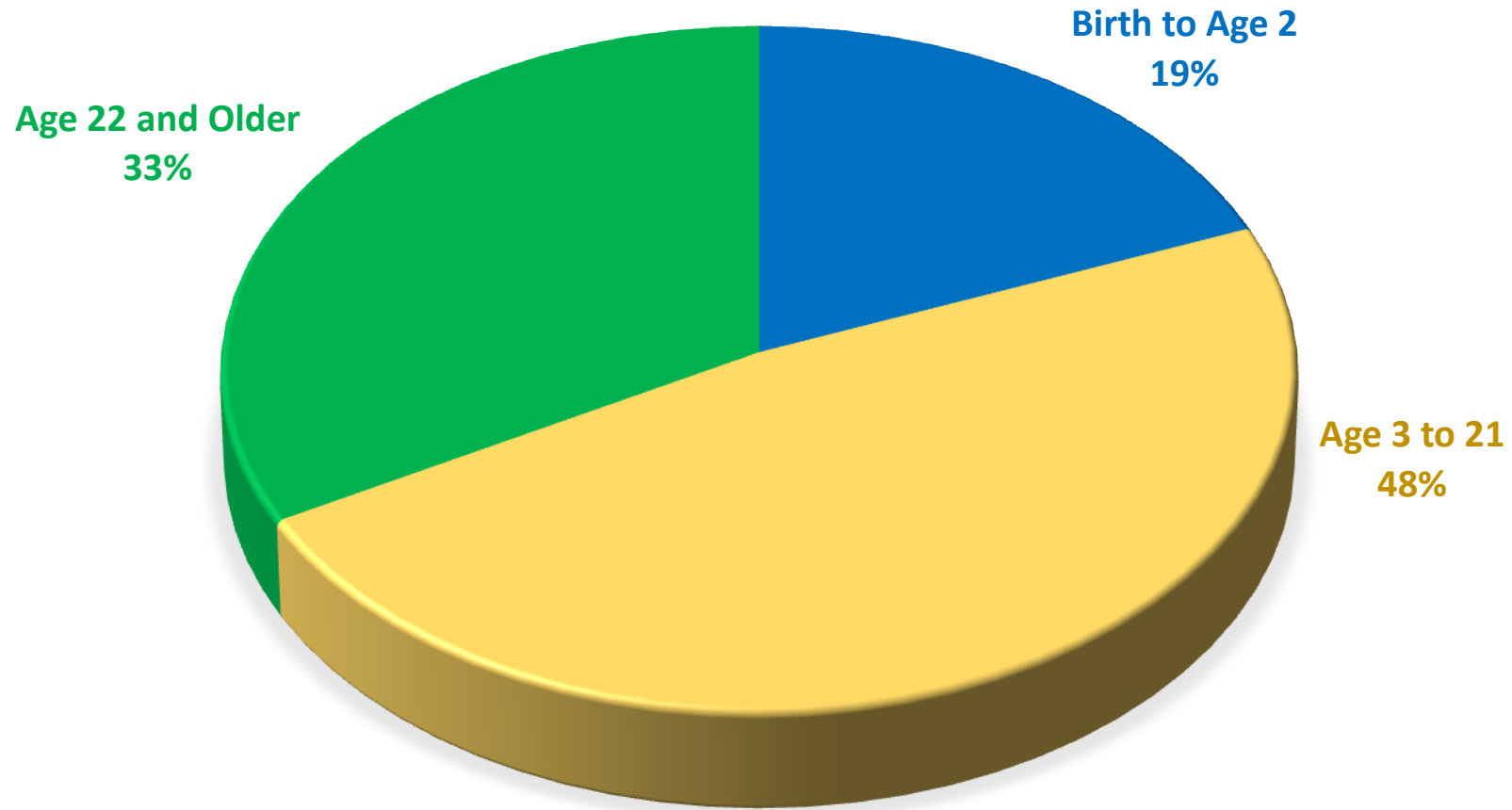


我們所服務人士的主要族裔



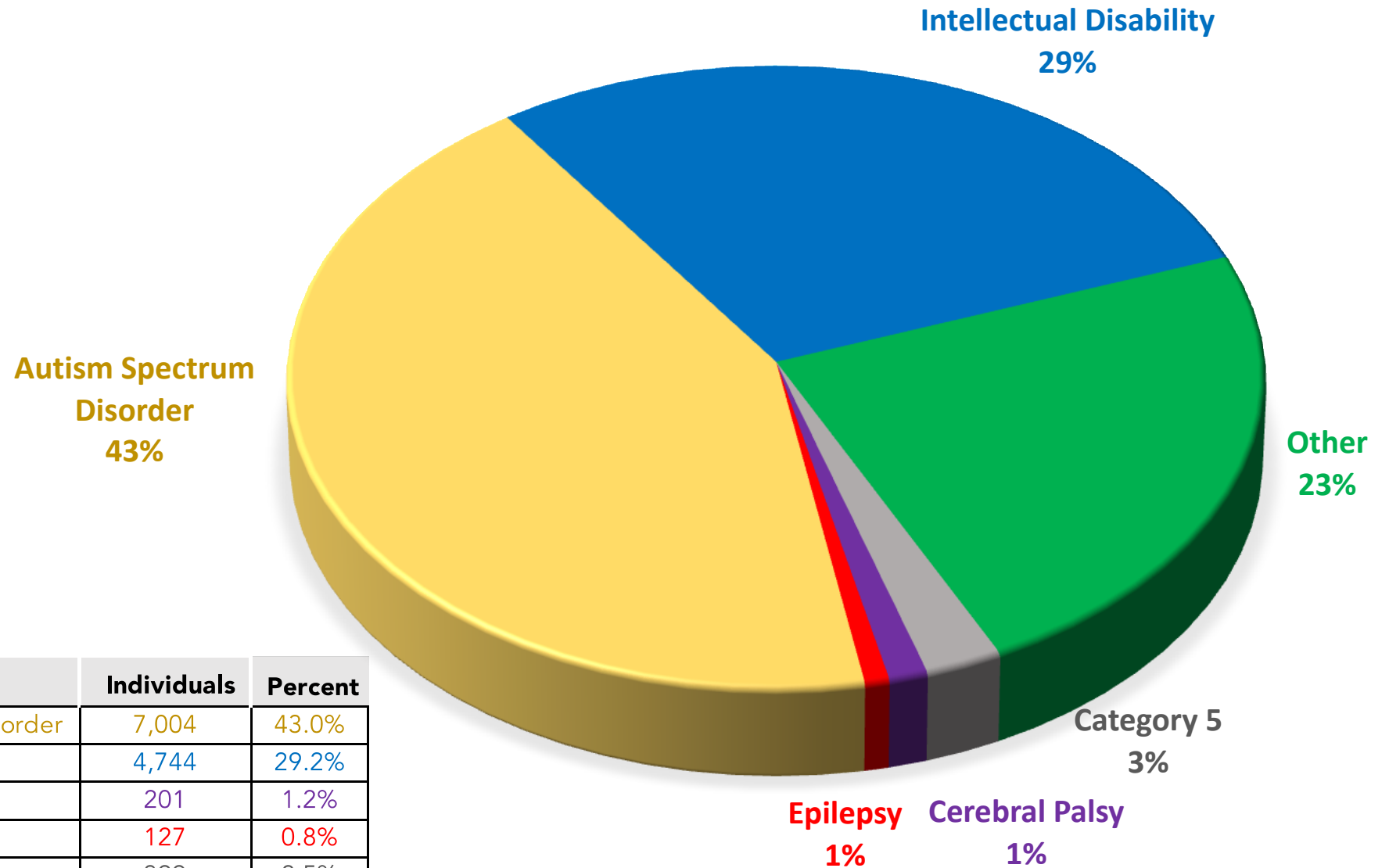
Ethnicity	Individuals	Percent
American Indian or Alaska Native	14	0.1%
Asian	2,068	12.7%
Black/African American	230	1.4%
Hispanic	11,359	69.8%
Native Hawaiian or Other Pacific Islander	12	0.1%
Other Ethnicity or Race/Multi-Cultural	1,232	7.6%
White	1,359	8.4%
Total	16,274	100%

我們所服務人士的年齡



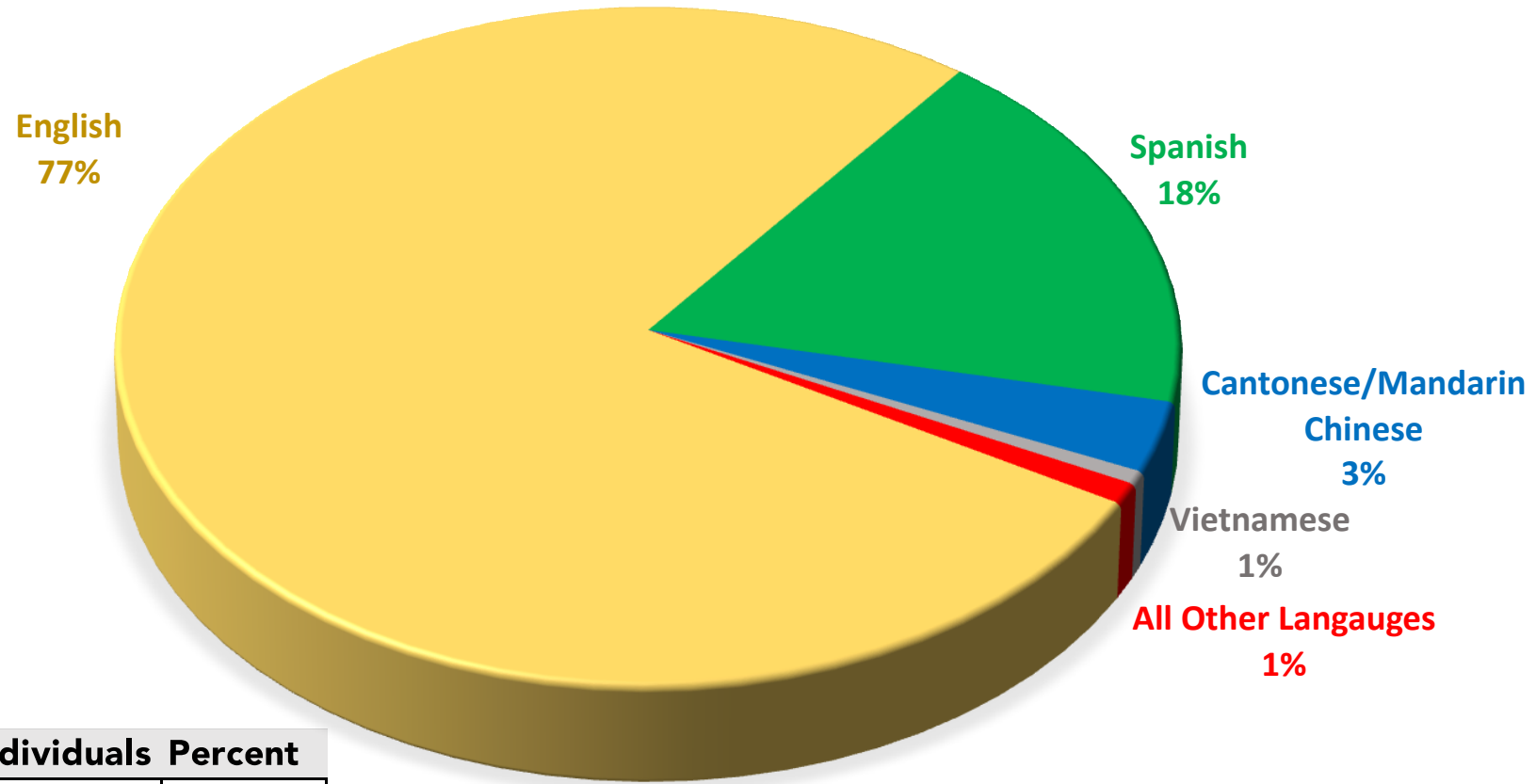
總人數： 16,274

我們所服務人士的殘障診斷類型



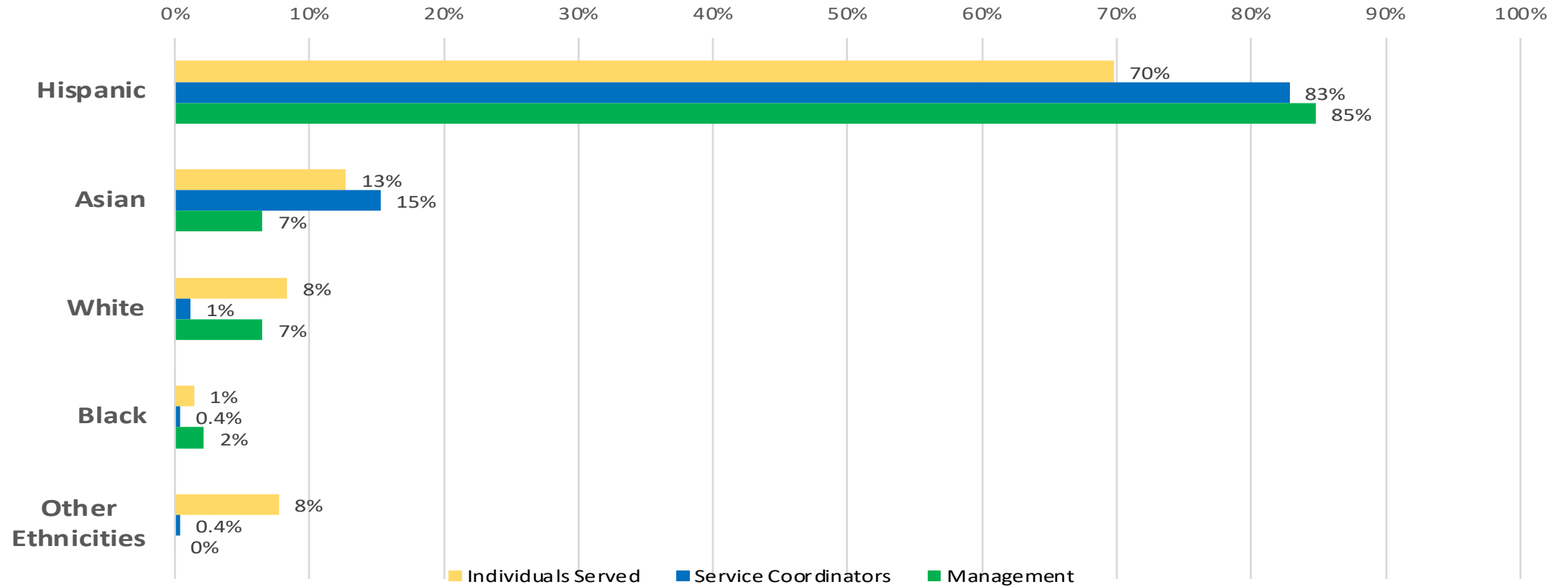
Diagnosis	Individuals	Percent
Autism Spectrum Disorder	7,004	43.0%
Intellectual Disability	4,744	29.2%
Cerebral Palsy	201	1.2%
Epilepsy	127	0.8%
Category 5	399	2.5%
Other	3,799	23.3%
Total	16,274	100%

我們所服務人士使用的主要語言



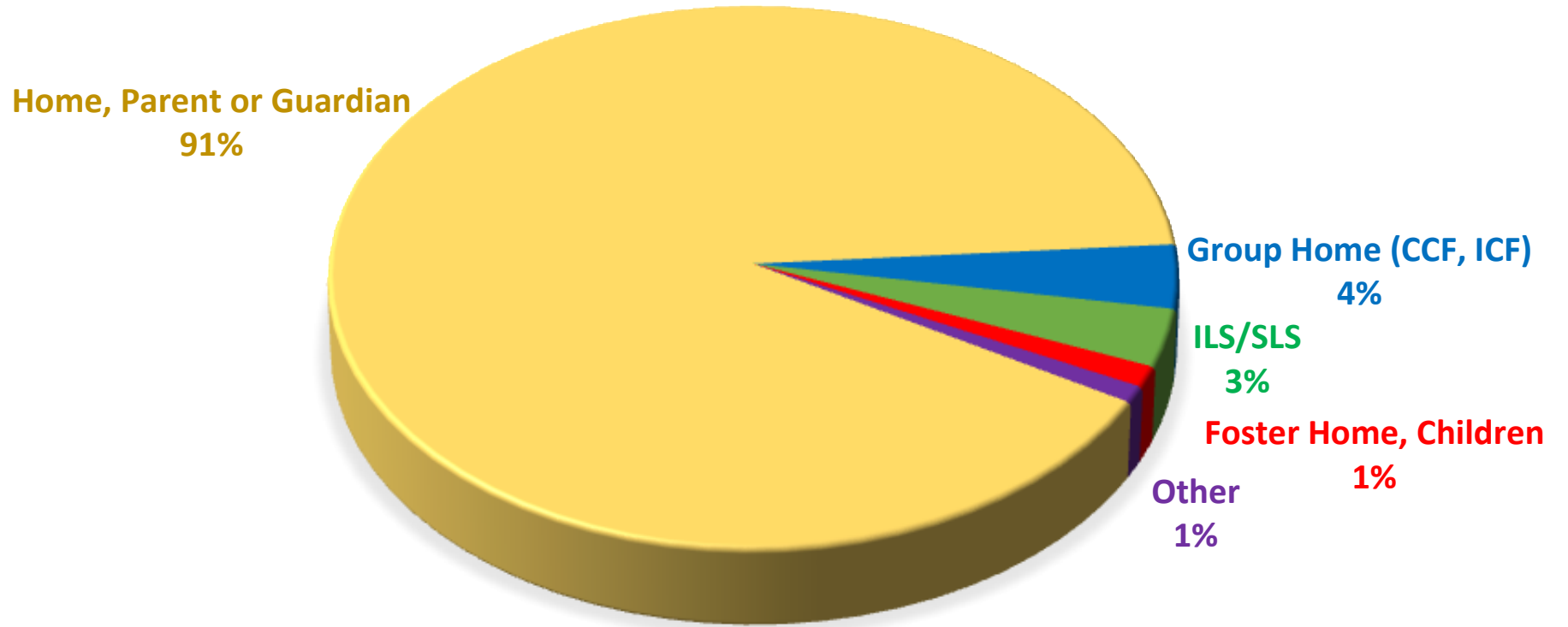
Lanauge	Individuals	Percent
English	12,546	77.1%
Spanish	2,921	17.9%
Cantonese/Mandarin Chinese	547	3.4%
Vietnamese	100	0.6%
All Other Languages	160	1.0%
Total	16,274	100%

服務對象與ELARC員工的族裔統計比較



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

我們所服務人士的居住類型



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%
Total	16,274	100%



ELARC

服務購買 (POS) 報告

(我們為服務對象購買了哪些服務)



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

Fiscal Year 2022-2023

Eastern Los Angeles Regional Center

All Ages

I

2

3

4

5

6

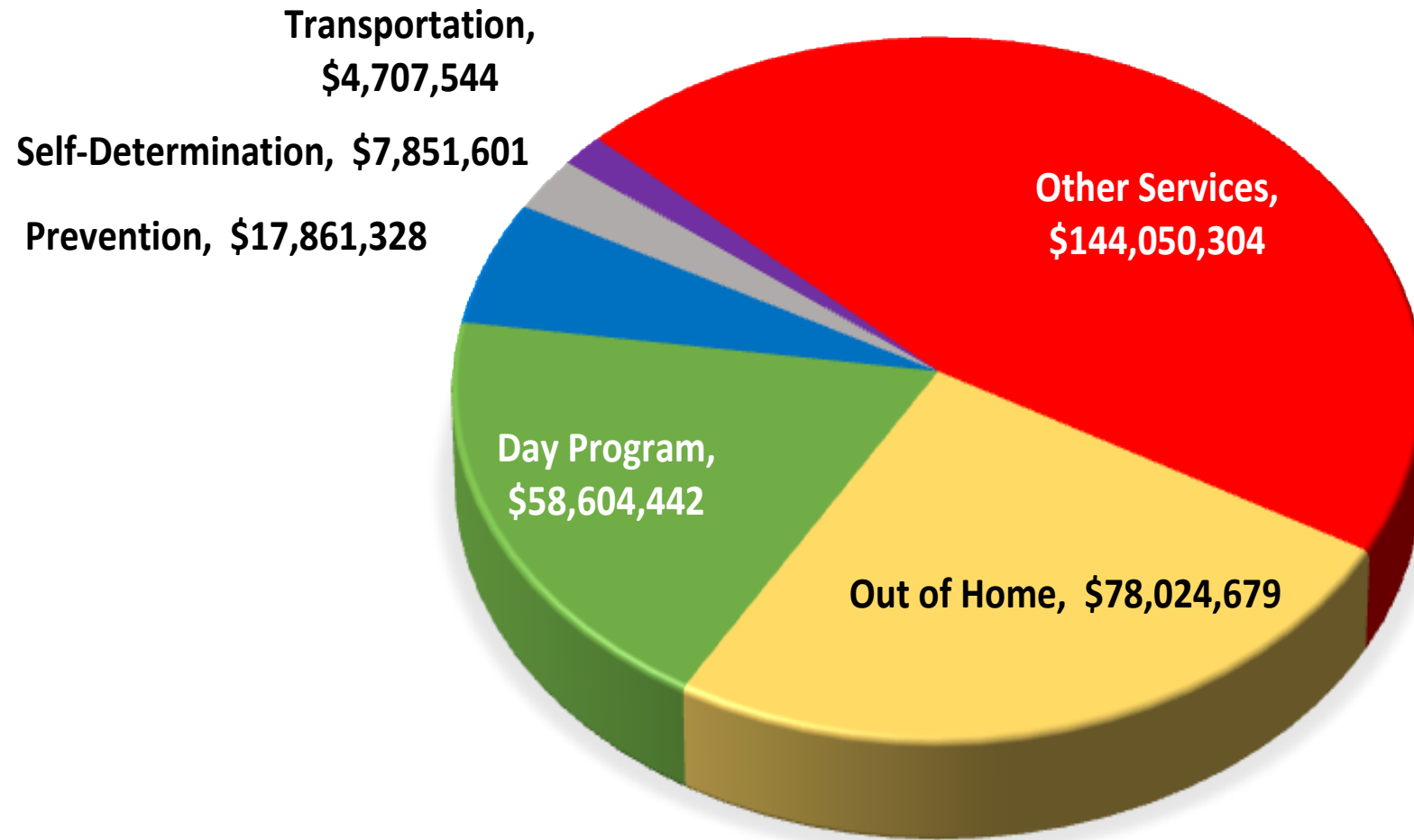
	Consumers Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	14	\$504,577	\$596,213	\$36,041	\$42,587	84.6%
Asian	2,068	\$35,628,120	\$52,190,187	\$17,228	\$25,237	68.3%
Black/African American	230	\$8,382,317	\$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%
Totals	16,274	\$306,153,006	\$415,415,789	\$18,812	\$25,526	73.7%

資料來源：2022-2023財年資料報告

定義：

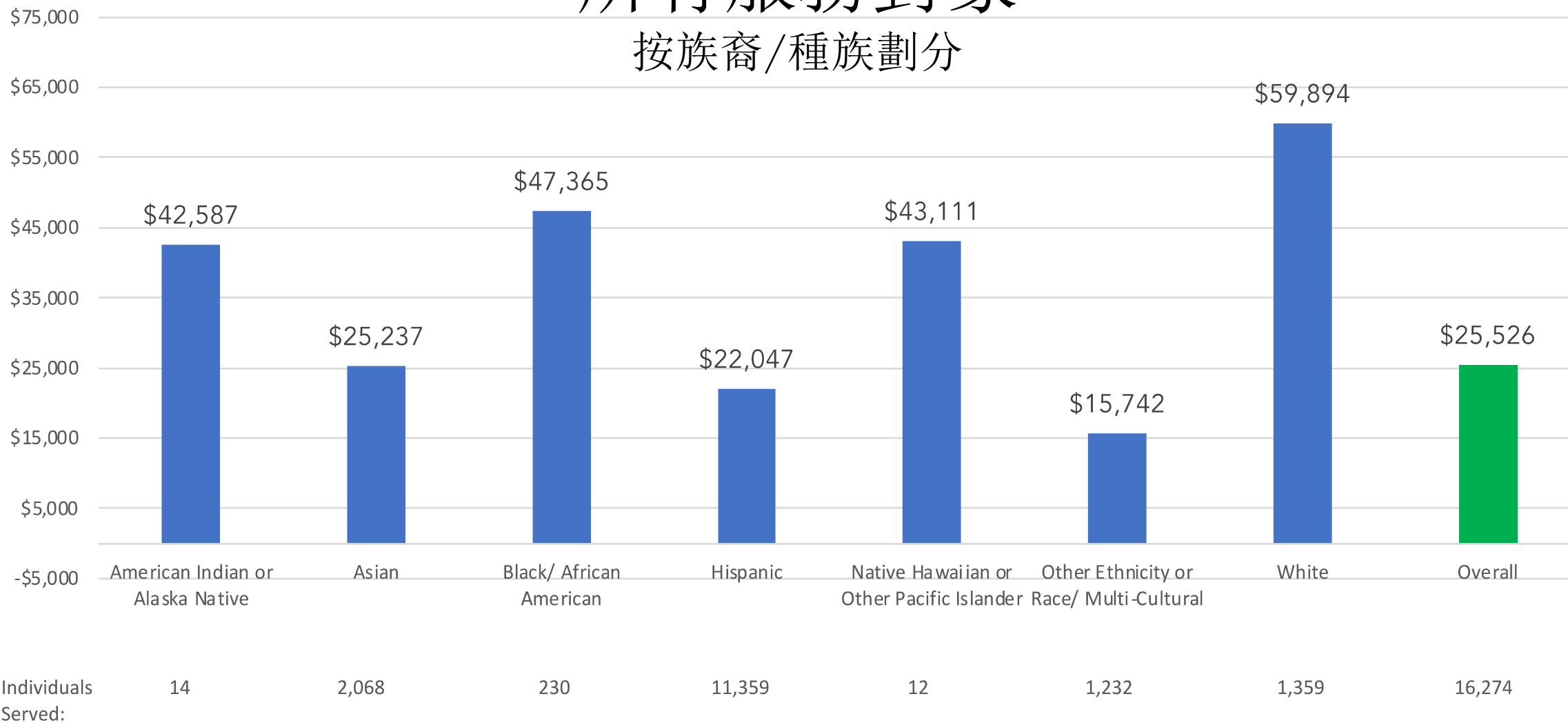
1. 客戶數量：2022-2023財年（FY）接受服務的客戶數量
2. 總支出：2022-2023財年所有客戶服務購買（POS）的**實際**支出
3. 授權服務總額：2022-2023財年所有客戶**獲得批准的**POS服務金額
4. 人均支出：
總支出 ÷ 客戶數量 = 為每個族群**實際**支付的服務平均花費
5. 人均授權服務金額：
授權服務總額 ÷ 客戶數量 = 每個族群**獲得批准的**平均金額
6. 利用率：總支出 ÷ 授權服務總額 = 利用率

ELARC的POS總支出



人均授權服務金額 所有服務對象

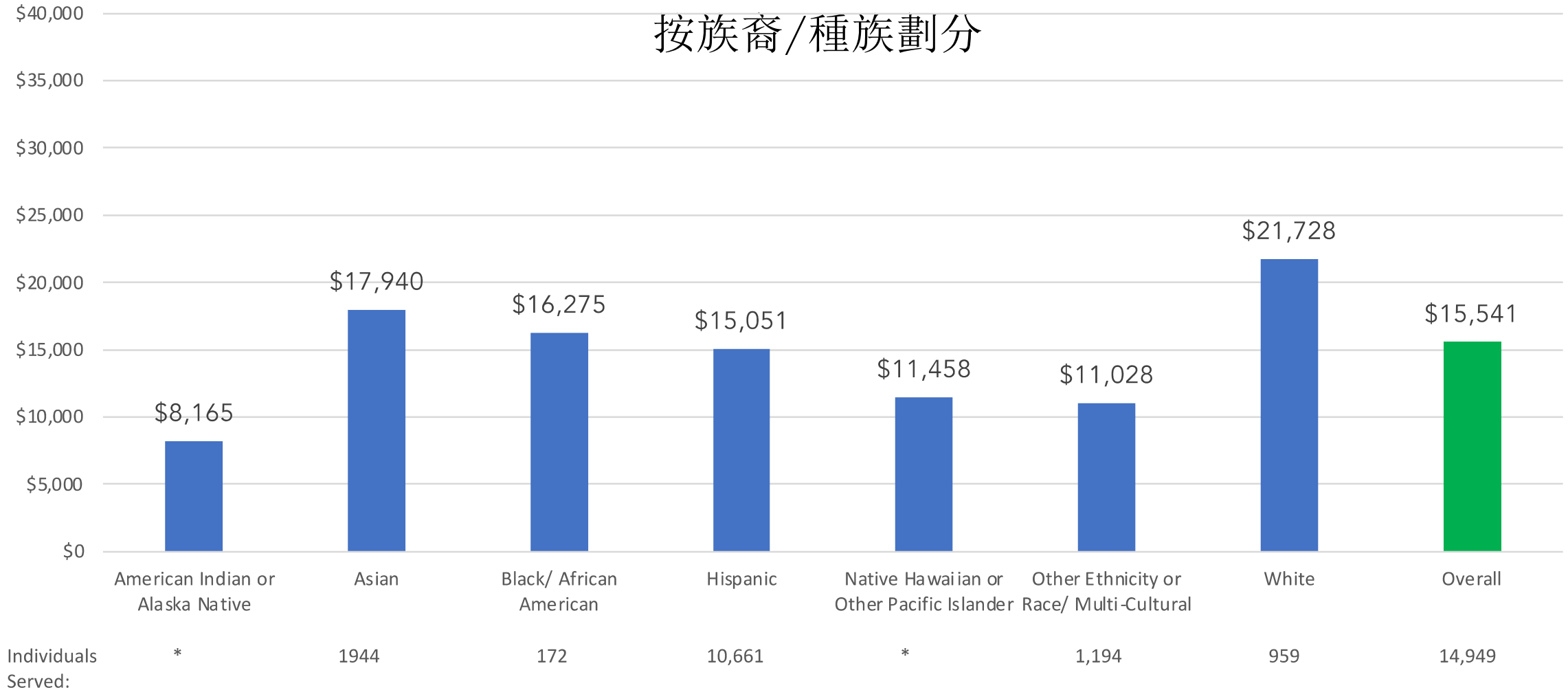
按族裔/種族劃分



資料來源：2022-2023財年資料報告

人均授權服務年度總額 居家生活的客戶（所有年齡）

按族裔/種族劃分



* 根據《DDS資料去除身份資訊指引》，已刪除I-10的統計項。
資料來源：2022-2023財年資料報告

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

Fiscal Year 2022-2023

Eastern Los Angeles Regional Center

All Ages

	Consumers Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
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%
Totals	14,949	\$153,366,000	\$232,328,453	\$10,259	\$15,541	66.0%



ELARC

面向無購買服務人士的專案

(我們正在採取哪些措施來確保人們獲得所需的服務)



➤ 客戶服務部圖表日

- 年度慣常審閱和更新資訊
- 旨在面向接受低至無POS的服務對象
- 審閱個人專案計畫來考量服務需求

➤ 強化服務團隊協作

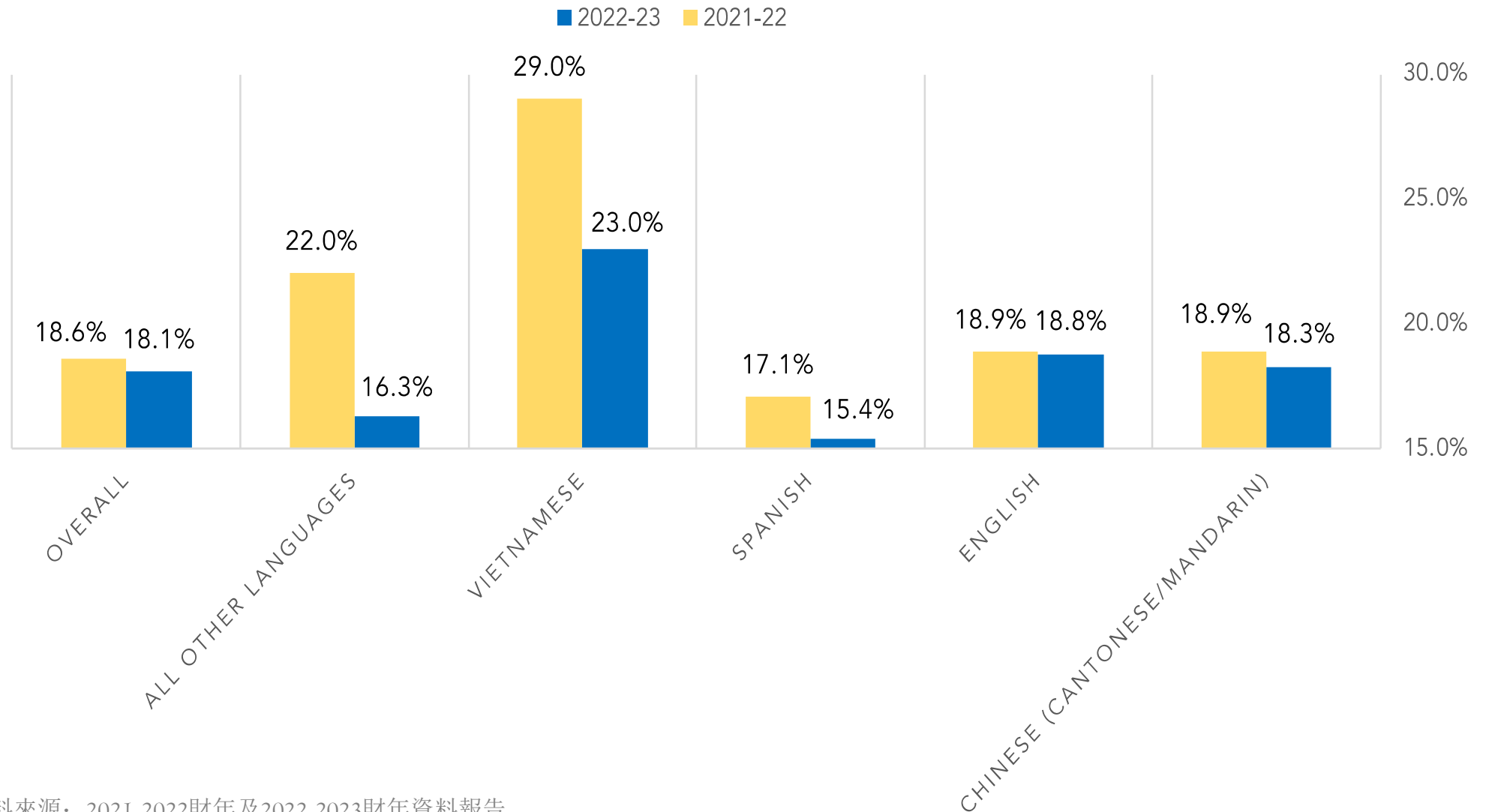
- 旨在降低低至無POS服務對象數量的內部程式
- 旨在面向未納入強化服務協調/降低工作負荷專案的服務對象
- 討論未獲滿足的需求並提供服務建議

➤ 「Enséname El Camino」系列講座

- 提高探索運用區域中心系統的信心和能力
- 與加入我們系統的六歲及以上人士合作
- 使用西班牙語、粵語、國語和越南語

無POS的服務對象

按語言劃分 – 2021/2022財年 對比 2022/2023財年



資料來源：2021-2022財年及2022-2023財年資料報告



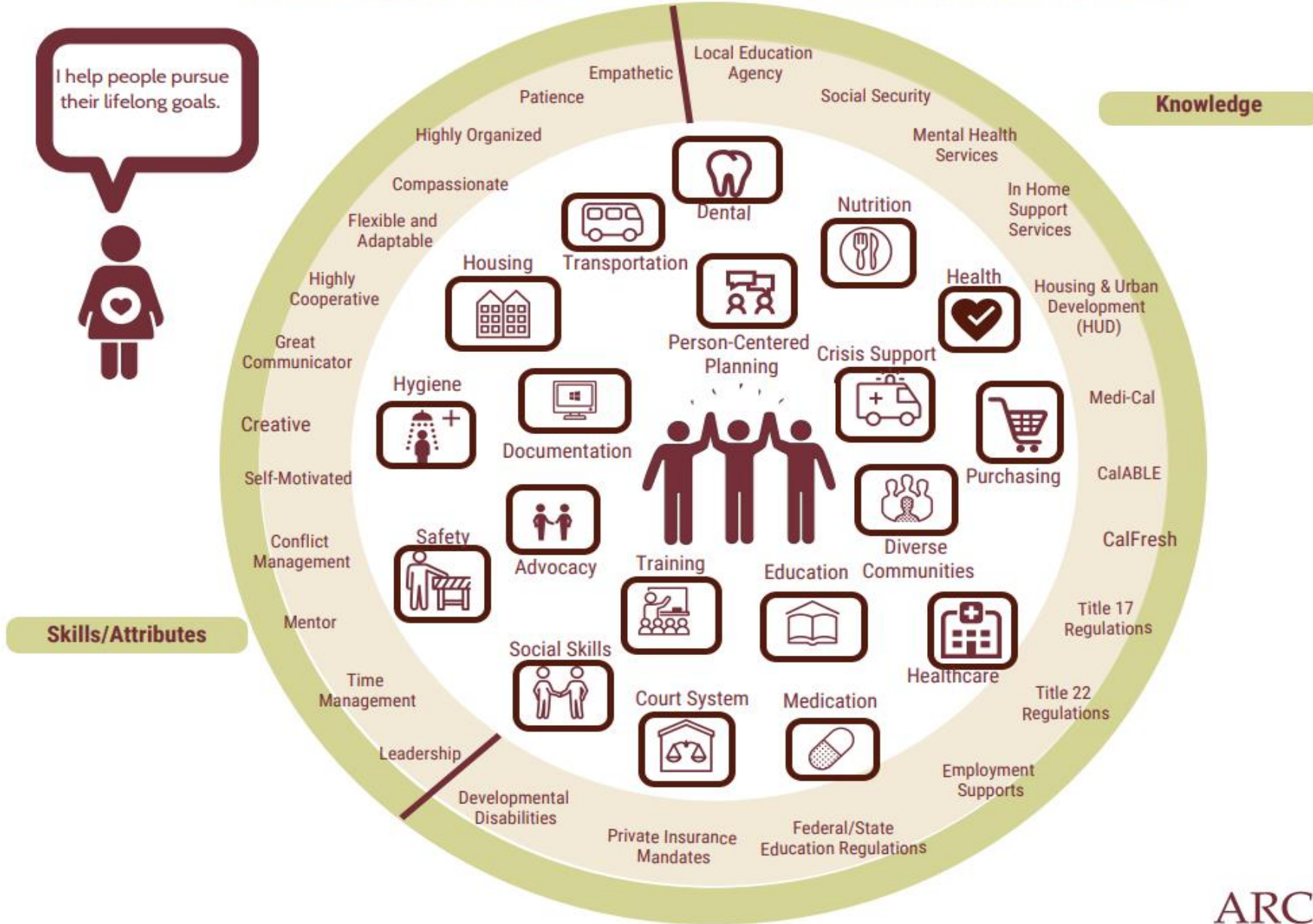
ELARC 服務協調員

(確定需求、規劃支援以及與服務對象和家庭協調服務)



What Does A Service Coordinator Do?

I help people pursue their lifelong goals.



ELARC的專門面向三至六歲兒童的部門

- 個案工作量为40個客戶
- 協助家庭理解其孩子的診斷情況
- 進行季度簽到
- 協助家庭參與家長培訓，並提供有關探索利用通用資源的教育



即將到來.....



專門面向五十五歲以上人士的部門



Veronica Valenzuela, 培訓主管
Eastern Los Angeles Regional Center

支援與培訓

- 與所有的新服務協調員會面
- 在所有領域為服務協調員提供持續支援
- 迅速聯絡，協助解決與服務、支援和資源相關的各種問題
- 審核服務協調員的重要性及其職責角色
- 專注於傾聽服務對象及家庭的聲音



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

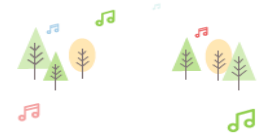
回顧2023年！

- 專注於早期開始服務協調員及新員工的培訓
- 簡化《個人專案計畫》資料包
- 文檔修訂和翻譯
- 基於服務協調員反饋的培訓和宣講
- 支援性就業和心理健康服務與支援



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: https://nfls.courts.ca.gov/conservatorship In Home Supportive Services (IHSS): https://www.cdss.ca.gov/in-home-supportive-services California Children's Services: https://www.dhs.ca.gov/childservices Medi-Cal: https://www.dhs.ca.gov/medicaid Social Security: https://www.ssa.gov Special Education: https://www.cde.ca.gov/ed	✓	✓
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.	✓	✓

繼續努力！

- 繼續支援服務協調員
- 持續與社區開展協作
- 與服務提供者社區合作製作服務提供者的簡短錄影
- 與ELARC客戶權益宣導者Patrick Schattilly密切合作

here
to
help



Learning Knows No Bounds

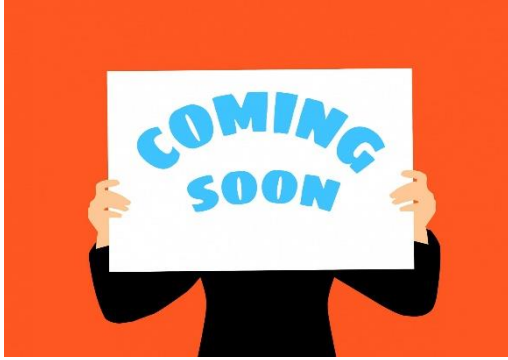


錄影 - Melany的故事

討論

- 意見?
- 諮詢?
- 建議?





ELARC社區關於POS資料的 更多會議

1. Zoom虛擬會議，3月28日星期四上午10:00（粵語/國語）
2. 現場會議，Centro Estrella，3月28日星期四上午9:00（西班牙語）
3. 現場會議，YMCA West San Gabriel Valley Community Room，4月3日星期三上午11:00（越南語）
4. 現場會議，Fiesta Educativa，4月12日星期五上午10:00（西班牙語）

如有疑問，請聯絡：

Guadalupe Hernández，文化專員

電子郵箱：ghernandez@elarc.org

電話：(626) 248-4928


請訪問以下網址獲取POS資料：

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 navigation links for "E-NOTIFICATION", "CALENDAR", "NOTICES", "FAQ", "CONTACT US", and "TRANSLATE", along with a "FONT SIZE" selector and social media icons for Facebook, Twitter, and Instagram. A search bar is located on the right side of the header. Below the header is a horizontal menu with icons and labels for "home", "about us", "consumers & families", "service providers", "governance", "budget & legislation", and "resources & publications". The main content area features a large photograph of a woman, a child, and a man sitting at a table. To the right of the photo is a "NEED TO KNOW" section with a vertical label, containing a "TRANSPARENCY" header and four items: "Purchase of Service (POS) Data", "Purchase of Service (POS) Guidelines", "Electronic Visit Verification (EVV)", and "Possible Data Security Breach". Below this are two buttons: "APPLY FOR SERVICES" and "WE ARE HIRING!". At the bottom, there is a row of seven utility buttons: "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". The footer contains "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:  

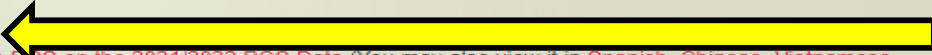
Purchase of Service Data Relating to Age, Race, Language, Disability, Residence Type, and Insurance Related

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.](#)

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-](#)





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