

# SAN GABRIEL/POMONA REGIONAL CENTER

May 30, 2017

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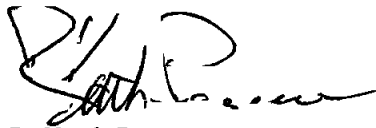
RE: FY 2015-2016 Disparity Data Report

Dear Mr. Anderson

The San Gabriel Pomona Regional Center (SG PRC) report to the Department of Developmental Services (DDS) regarding the disparity data for Fiscal Year 2015-2016 is enclosed for your review. The report has been prepared in compliance with Welfare and Institutions Code (WIC) 4519.5 (f)(1). In addition, the ABX2-1 Equity Project Activities Surveys are included in this report

If you have any questions regarding this report, please feel free to contact Carol Lomblin at [ctomblin@sgprc.org](mailto:ctomblin@sgprc.org) or (909) 868-7521.

Best regards,



R. Keith Penman  
Executive Director  
San Gabriel Pomona Regional Center

RKP ct  
SG PRC  
5/30/17

Enclosures

# SAN GABRIEL/POMONA REGIONAL CENTER

Fiscal Year 2015-2016

Purchase of Services (POS) Disparity Data

Community Meetings Report

Draft Report sent to Department of Developmental Services by May 31, 2017

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## **Background**

As of June 27, 2012, the Lanterman Developmental Disabilities Services Act (commonly called the Lanterman Act) was amended requiring the Department of Developmental Services (DDS) and Regional Centers to annually collaborate to compile data in a uniform manner relating to purchase of service (POS) authorization, utilization and expenditure by each regional center. These data have become known as the POS disparity data.

Based on later amendment, the Lanterman Act, as incorporated into Section 4519.5 of the Welfare and Institutions Code (WIC), now requires the data to address all of the following:

- (1) Age of consumer – categorized by birth through age two, three through 21 years, and 22 years and older;
- (2) Race or ethnicity of the consumer;
- (3) Primary language of the consumer;
- (4) Disability detail, based on the diagnosis (or diagnoses) for which the consumer is made eligible to receive regional center services;
- (5) Residence type, categorized by age, race or ethnicity and primary language; and
- (6) The number and percentage of individuals who are eligible for regional center services but did not receive purchased services, categorized by age, race or ethnicity, disability and by residence type.

These reports shall be posted by each regional center on its own website by December 31<sup>st</sup> of each year.

Within three months of posting the data, each regional center shall hold public meetings to receive community input regarding the disparity data based on authorizations and expenditures from the previous fiscal year (meaning from July 1 through June 30<sup>th</sup> of the previous year).

Following these meetings, the regional center shall submit a draft report to DDS by May 31<sup>st</sup> which meets the requirements of WIC 4519.5 (f)(1), including the following. the regional center's efforts to improve public attendance and participation at the stakeholder meetings, copies of minutes from the meetings and attendee comments; a determination if there is a need to reduce disparities in the purchase of services among the consumers in the regional center's area; and if there is disparity, the regional center's recommendations and plan to promote equity, and reduce disparities, in the purchase of services.

The next step in the process is that the regional center shall post a report by August 31<sup>st</sup> addressing the requirements specified in WIC 4519. Then the process begins again with the compiling and posting of the disparity data for the subsequent fiscal year by December 31<sup>st</sup>

## **SG/PRC Demographics**

Below is the Census Data for 2010 for the SG/PRC's service area (which DDS uses for Board Composition Survey comparison). These numbers have not been adjusted for anticipated growth or decline in each of these ethnic/racial groups since 2010. These census data are compared with the numbers and percentages of eligible SG/PRC clients in Fiscal Year 15-16. These numbers and percentages are the same as those used in the disparity data contained in this report.

Please note that the 2010 census data did not separate out the Filipino group from the overall Asian group. In the disparity data posted on the SG/PRC website, some charts include Filipino clients with the Asian group and other charts show Filipino clients as being in a separate ethnic/racial group.

### Comparison of SG/PRC Clients to General Population

Ethnic/ Racial Group	2010 Census Data		FY 2014-15 POS Expenditure Data		FY 2015-16 POS Expenditure Data	
	Number	%	Number	%	Number	%
White	266,985	21.12%	2,742	19.91%	2679	19.01%
Hispanic	661,973	52.36%	7,552	54.84%	7916	56.17%
Black/African American	48,310	3.82%	836	6.07%	798	5.66%
American Indian/ Alaskan Native	4,286	0.34%	19	0.14%	19	0.13%
Asian	272,183	21.53%	1,208	8.77%	1,274	9.04%
Filipino			318	2.31%	326	2.31%
Polynesian/Pacific Islander	1,903	0.15%	20	0.15%	21	0.15%
Other	8,708	0.69%	1,076	7.81%	1,059	7.51%
<b>TOTAL</b>	<b>1,264,348</b>		<b>13,771</b>		<b>14,092</b>	

The Hispanic clients represent the majority of the clients served by SG/PRC, with the number of Hispanic clients growing at the most rapid rate in comparison to all other ethnic/racial groups. Over the past year, Asian clients are also growing in numbers, relative to other groups (except Hispanic). The number of those considered African-American, "Other" and white clients declined in actual number of clients and in percentage of total SG/PRC clients.

#### Outreach Efforts

SG/PRC serves a diverse population of people with disabilities. With the exception of under-representing the Asian community, the percentages of SG/PRC clients in each ethnic/racial group is fairly representative of the overall diversity of the community at large

In an effort to reach out to the community, SG/PRC arranged to meet with the members of a number of several local parent support groups at one of their regularly scheduled meetings at their regular meeting location. The groups included the Korean Parent Support Group, the Filipino Parent Support Group, the Chinese Parent Association for the Disabled (CPAD), UniLove Care for Special Needs (Chinese parent

support group), and Foundation for Disabled Youth (FFDY – Chinese parent support group). In addition, SG/PRC requested to meet with groups supported by The Parents' Place FRC. The Parents' Place arranged for three meetings at their location: One for Chinese families (Cantonese and Mandarin speaking), one for Spanish-speaking families, and one for English-speaking families.

Meetings were also scheduled at the regional center during regularly scheduled meetings of the Client Services Committee and the Vendor Advisory Committee. In addition, SG/PRC scheduled three meetings at different times during the day to accommodate English and Spanish-speaking community members and provided other language translations upon request, including American Sign Language (ASL).

To optimize attendance, a flyer listing all of the scheduled meetings was posted to the SG/PRC website in both English and Spanish. In addition, the flyer was handed out at Board meetings and Board committee meetings, the Vendor Advisory Committee meetings, the LICA meeting, made available in the lobby of the regional center, and was made available at The Parents' Place FRC. Service Coordinators were requested to encourage families to attend one of these meetings. There was an email blast advertising the meeting to all those signed up for the SG/PRC E-Link. The SG/PRC website featured the community meeting notice and provided a link to all of the meeting dates and times, including which languages would be utilized at the meetings.

Attachment 1 is the flyer that included the listing of the meetings. This flyer was prepared in English and Spanish and both languages were posted to the SG/PRC website.

For the meetings associated with the parent support groups, permission was obtained from the organizer or principle person in charge of each support group to allow SG/PRC to invite all who might benefit from the meeting, not just those who were previously known to the group or a member of the group.

In terms of making the presentations accessible to the audiences, a power point presentation was prepared in English and translated into Spanish, Korean and Chinese for audiences for whom English was not the primary language. The handout version of the power point presentation in English is included as Attachment 2 (The full power point presentation in English and the power point presentations in the other languages will be available on the SG/PRC website for public review. If they were added to this report, their length would make this report too cumbersome). Handouts of the power point were made available in English, Spanish, Korean and Chinese for the audience, as appropriate. Two of the meetings were conducted entirely in Spanish and one was conducted entirely in Korean. For the Chinese parent meetings, the presentation was presented in English, and then the verbal presentation was translated into Mandarin. At one meeting, the English presentation was translated in its entirety into both Mandarin and Cantonese, as noted in the minutes. During one of the meetings at The Parents' Place, both Mandarin and Cantonese translations were provided as needed.

### **Issues Identified in the Data**

The power point presentations of the Annual POS Expenditure Data are included as attachments (as indicated above). The graphs and charts helped to highlight the issues that were identified in the review of the data. The major factors that influenced POS authorizations and expenditures were identified as client age, living arrangement, and language.

## **Client Age, Ethnicity and POS**

There was almost a 3% increase each year from 2014 to 2015 and again in 2016 for Hispanic clients. There was a slight decrease of 1% of clients receiving POS expenditures for the Asian group in FY 2016, but it was higher than in 2014. However, the white group continued to have the highest percentage of clients receiving POS expenditures at 81.6%. The Filipino group had the lowest percentage of clients receiving POS expenditures of all SG/PRC client groups at 74.5%, which was an increase of 1.5% over the previous year.

In Early Start, there was much more equity across all groups this past fiscal year than in the previous fiscal year. The one exception is the African American group, that was at \$3,704 per person, in contrast to \$4,951 for the average across all groups in FY 15-16. The Asian Early Start group had the highest per capita expenditures at \$5,608.

Both Asian and Hispanic clients are predominantly of school-age, from three through 22 years of age. Forty-five percent (45%) of all Asian clients are school-aged, and 44% of all Hispanic clients are school-aged. The numbers of Asian and Hispanic clients receiving Early Start Services (22% and 24%) and services for adults (33% and 32%) were very similar. Funding for the majority of services provided to these clients is the responsibility of the public schools and other generic services, such as California Children Services (CCS).

The clients of both African-American and white groups were predominantly over the age of 22 years of age, with 61% of African American clients and 70% of white clients being older than 22 years. Especially for the white group, the regional center is the primary source of funding for work supports, day programs, transportation and residential living options.

Based on last year's review, it seemed most appropriate to present the data in the context of those living at home with families rather than include all expenditures associated with clients who resided in licensed facilities. During FY 15-16, 10,963 SG/PRC clients lived with their families. For clients living at home, clients 22 years and older had the highest per capita expenditure (\$8,374), which was over a \$500 increase from the previous fiscal year (\$7,720). For the birth to age two group, the per capita POS expenditure was \$4,951. For clients three years to 21 years of age, the per capita expenditure was \$4,571. Adults living at home also demonstrated the highest utilization rate of 88.8% in comparison to other age groups.

## **Living Arrangement and POS**

In addition to the influence of the client's age on POS expenditures and authorizations, living arrangement continues to have a significant impact on POS authorizations, expenditures and utilization. Of all SG/PRC clients residing in residential care facilities, 48% are white, while the next highest group is Hispanic clients at 30%. Fifty percent (50%) of all SG/PRC white clients live in licensed residential care facilities, while only 11% of all SG/PRC Hispanic clients live in residential care. Forty-one percent (41%) of all SG/PRC African-American clients live in residential care. Only 9% of all SG/PRC Asian clients reside in licensed residential care.

## **Factoring Out Age and Living Arrangement**

Due to the significant influences of age and living arrangement on the POS authorization, expenditures and utilization, SG/PRC determined that it was more effective to focus on potential differences between

ethnic/racial groups that might exist specifically for clients older than 22 years of age and living at home with their parents/family. When age and living arrangement are factored out of the overall data, there is clear evidence that there is a disparity in the per capita authorization, expenditure and percentage for Hispanic clients.

For FY 15-16, adult Hispanic clients living at home were a part of the only group with expenditures below the average across all groups: Hispanic (\$7,937); average (\$8,374) The next lowest group was the African American adults with \$8,098 per person. The Asian adults had the highest expenditures (\$9,321), except for "Other" which averaged \$11,745 per person – significantly higher than all other groups.

### **Language and POS data**

In reviewing NO POS expenditures in terms of language for all ages, there was a significant improvement over last year in terms of those whose primary language was Spanish. In FY 14-15, there were 854 (25.5%) clients whose primary language was Spanish with no POS expenditures; while in FY 15-16, this was reduced to 628 Spanish-speaking clients (18.1%) without POS. The group with the highest no POS was the Vietnamese group, which actually increased in no POS, both in number of clients (from 26 to 31) and in percentage (23.9% to 25.4%) The next highest group was Cantonese (24.6%) and then Korean (23.9%). If you focus on the age of the client along with the language, those adults whose primary language is Vietnamese have the highest no POS percentage at 34.2% and those adults who are Cantonese-speaking have 27.9% with no POS.

In terms of utilization of POS, the average for English speaking clients (regardless of ethnicity or race) is 84.5%. In comparison, those with the primary language of Spanish average 81%. However, this is in contrast to the few clients we serve whose primary language is Thai, with a 67.5% utilization rate Those who speak Cantonese utilize services at 75.7% and Vietnamese at 76.9%.

### **No POS Authorization/Expenditure**

For FY 14-15, 27% of clients in the Filipino group received no POS expenditures, which was the highest of the major ethnic/racial groups. This trend continued in FY 15-16, with 25.5% of Filipino clients with no POS across all ages and living arrangements. African American clients had 21.9% of clients with no POS expenditures; 21.5% of Hispanic clients had no POS expenditures; and 21.3% of Asian clients had no POS expenditures.

### **Analysis of Data Separate from the DDS Data**

In an attempt to better understand the apparent discrepancies, a separate analysis of the data was conducted, especially in comparing Asian clients with Hispanic clients, as the ages and demographics are so similar between these two groups. As including clients with NO POS depresses the overall average of expenditures, it was decided to remove all of the NO POS clients from the data and then compare the authorizations and expenditures. That means that groups of Asian clients were compared with groups of Hispanic clients in which every client was receiving a paid service from the regional center. While doing that process increased the average authorizations and average expenditures for both groups, it still revealed a discrepancy between the Asian and the Hispanic groups in terms of both authorizations and

expenditures. The authorizations for Hispanic clients averaged \$13,304 compared with Asian clients at \$14,629; and the expenditures for Hispanic clients averaged \$10,745 and for Asian at \$11,697. This is a difference of about \$110 per month in authorizations and \$80 in expenditures. But it shows that even when removing the large number of Hispanic clients not receiving any services purchased by the regional center (NO POS) from the calculations, which would depress the average, the discrepancy or disparity remains.

In part, this analysis was done in part because so many families during the community meetings indicated that they were afraid to ask for assistance due to their immigration status. By only considering those in this analysis who accepted POS, it was hoped to control for this possible reason (fear) for the disparity in POS.

### **Comments and Recommendations by Community Members**

The date, location, attendance, and feedback for each of the meetings are indicated on the Meeting Minutes, all of which are attached to this report. The comments from family members are incorporated in each of the Meeting Minutes. The general themes of the comments and concerns are grouped into the following broad categories:

- Vendor/Provider practices, lack of bilingual staff, and inflexible hours ;
- Families feel that vendor do not hire or provide(enough) qualified or trustworthy staff;
- Cultural Preferences – family is committed to keeping the child/adult at home and the care to only be provided by trusted family members;
- Individual Differences, such as work schedules and family pressures/demands;
- Families don't know enough about how to appeal or don't feel comfortable in appealing regional center decisions denying requested services;
- Families are uncertain about the impact of their immigration status on their ability to receive regional center services Some have indicated that they are afraid to ask for services and supports;
- Families expressed that there needs to be more outreach and education to the general public, the schools and physicians about developmental disabilities and services offered by the regional center.

While there were differences among the group meetings in terms of the concerns expressed, there were several pervasive themes:

- ▶ Families did not understand the written information that was provided to them – even if the material was translated. Language used by SG/PRC was considered too “technical”.
- ▶ Families did not know what services they could ask for.
- ▶ Families did not know how those services might change as their children grew older.
- ▶ Families did not know what services the regional center could not or would not fund and why.
- ▶ Families wanted to better understand what to do next when they were told “no” after they requested a service.
- ▶ Families wanted to receive more information about a number of topics, such as behavior management techniques for clients who had diagnoses other than autism. They wanted to better



understand generic services that they had to utilize before requesting regional center funded services.

- ▶ Most often families said that they wanted that information provided in person through group training or from better trained service coordinators – rather than just in writing.
- ▶ Families requested small group trainings offered in various local locations throughout the SG/PRC service area during school hours, when children were in school.
- ▶ Other families indicated that they worked and preferred that we offer training in the evening or on weekends.
- ▶ Many families expressed that they wanted to access more information, such as to better understand eligible conditions, from the SG/PRC website using their mobile devices.
- ▶ Asian families were concerned that many of the equity proposals benefitted Hispanic or Latino families and they wanted to have the same opportunities. They felt that if the equity projects were just focused on helping Latino families that would be unfair to them.

### **Proposed Implementation Plan**

Based on a review of the data and the community comments, it was determined that in FY 15-16 there was a very real discrepancy between the authorization and expenditure of POS for Hispanic clients in comparison to other ethnic/racial groups. The one exception noted was for infants and toddlers younger than three years of age. It was also clear that outreach to the Asian community, especially the Vietnamese community, was very much needed.

While there has been improvement over the past two year, it is evident that SG/PRC needs to continue to make a concerted effort to ameliorate the disparity in POS for Hispanic clients and their families, especially for those whose primary language is Spanish. It is also imperative that we make more material available to our various Asian communities in their primary languages.

Below are the general highlights of the recommendations that are being built into the SG/PRC implementation plan.

- ▶ SG/PRC to develop written material in a variety of languages:
  - Help families understand what to expect from regional center at each age group;
  - Help families understand the transition from Early Start to school-age services and from school-age services to adult services ,
  - Help families understand living options in addition to living in the family home, to better understand long-term options.
- ▶ SG/PRC to provide more training to Service Coordinators on the Person-Centered Planning process , beginning with training on Person-Centered Thinking;

- ▶ SG/PRC to post the disparity implementation plan to the SG/PRC website in Spanish and in English
- ▶ Strengthen collaboration with local parent support groups by the following:
  - SG/PRC requesting their assistance to review written materials to improve user-friendly terminology/language
  - Helping SG/PRC to identify topics for training, such as service options and how to appeal service denials.
  - Providing the venue for SG/PRC to offer group training sessions, as part of the parent support group meetings, in local and familiar community settings.
  - Developing a train-the-trainer approach to help make training more frequent and accessible
- ▶ Collaborate with the Vendor/Provider Community to do the following:
  - Encourage them to recruit and hire more office staff and direct service providers who speak languages other than English.
  - Encourage and/or provide incentives for providers to offer more flexible working hours, so that families can access needed services in the early morning (before school), evenings and weekends.
  - Identify ways to minimize intake paperwork required of families, provide intake forms in languages other than English, and assist families in completing intake forms for services.
  - Identify other ways to minimize disparity and gaps in utilization, such as notifying SG/PRC ASAP when a staff member with needed bilingual skills has left the agency and the vendor does not have other staff to meet the need of the family
  - Encourage vendors to bill in a timely manner so that utilization reports are as accurate as possible.
  - Develop and send to SG/PRC current periodic staff “profiles” that indicate language capabilities so that service coordinators can identify better matches between providers and families/clients
- ▶ Request DDS to obtain translations of the formal appeal request form into Simplified and Traditional Chinese, Korean and Vietnamese. Currently the Notice of Proposed Action is being translated by SG/PRC into the family language, but the official state form for submitting to the Office of Administrative Hearings is only available in English and Spanish.

SG/PRC has committed to implement the following actions during 2017 based on input provided during community meetings:

1. Prepare periodic reports comparing POS authorizations with actual expenditures, distributed to service coordinators (SCs) and reviewed by the SCs and their managers. Discrepancies in utilization

will prompt the SC to contact the families to discuss possible reasons for the discrepancies and to develop a plan to ameliorate the lack of utilization.

2. Continue to make available a double-sided summary of Purchase of Service (POS) options organized by age groups -- services for infants (0 through 2 years), services for children (3 through 17 years of age), and services for adults (18+ years of age). This information, prepared in English and translated into Spanish, Chinese, Korean, and Vietnamese, has been posted to the SG/PRC website, as well as distributed and discussed by the services coordinators during home visits. These summaries will also be provided and discussed at the time of Intake and distributed during support group meetings.
3. Meet with local parent support groups to review the Purchase of Services policy, which has been translated into Spanish, Chinese, Korean and Vietnamese, and to discuss the one page summaries of the POS policy that accompany the full POS policy document.
4. In partnership with one or more parent support group, SG/PRC to begin developing a glossary of terms, first in Spanish, to de-mystify some of the "technical" terminology used by SG/PRC. SG/PRC will begin using the newly identified and defined terms in written documents.
5. SG/PRC has been funded to accomplish a number of Equity projects, and each of those projects will be pursued to completion to benefit our community and to resolve many of the issues brought to our attention through the community meetings.

All of the updates on the various Equity Projects are included in this report and follow in this order:

- Community Outreach Specialist
- Childcare at Family Resource Center Meetings
- Introductory Curriculum for Families (with Project Expansion)
- Translate POS Policy in Traditional Chinese
- Provide Verbal and Written Translations of Learning Modules
- Cultural Sensitivity Training
- Develop Family Education Training System
- Parent Mentor Initiative (with Project Expansion)
- Online Training Modules for Parents
- Vietnamese Outreach Specialist
- Support Mandarin Outreach Specialist at Family Resource Center
- Incentives for Service Providers
- Person-Centered Thinking Training

## **List of Attachments – including Meeting Minutes**

Attachment 1 –Community Meeting Flyer

Attachment 2 – Power Point Presentation in English – hand out version

(All slides are present but reduced in size to minimize the number of pages)

Attachment 3 – Minutes for all of the Community Meetings

Attachment 3a – Minutes of Chinese Parent Support Group Meeting – UniLove 2/11/17

Attachment 3b – Minutes of Chinese Parent Support Group Meeting -- FFDY 2/18/17

Attachment 3c – Minutes of Chinese Parent Support Group Meeting – Parents’ Place 2/22/17

Attachment 3d— Minutes of the Client Services Committee Meeting – 2/22/17

Attachment 3e – Minutes of English-Speaking Parent Group Meeting – Parents’ Place 2/23/17

Attachment 3f – Minutes of the Korean Parents Support Group – 2/25/17

Attachment 3g – Minutes of the Vendor Advisory Committee meeting – 3/2/17

Attachment 3h – Minutes of the Filipino Parents Support Group – 3/11/17

Attachment 3i –Minutes of the Spanish-Speaking Parent Group Meeting – Parents’ Place 3/16/17

Attachment 3j – Minutes of Chinese Parents Association for the Disabled Meeting – 3/25/17

Attachment 3k -- Minutes of the General Public Open Meeting – 10:00 a.m. English 3/29/17

Attachment 3l -- Minutes of the General Public Open Meeting – 10:00 a.m. Spanish 3/29/17

Attachment 3m -- Minutes of the General Public Open Meeting – 4:00 p.m. English 3/29/17

Attachment 3n -- Minutes of the General Public Open Meeting – 7:00 p.m. Spanish 3/29/17

Attachment 4 – Equity Project Updates (see page 10 of report for listing of projects)