

ATTACHMENT 3 – COMMUNITY MEETINGS MINUTES
FEBRUARY AND MARCH 2017

Chinese Parent Support Group Meeting on February 11, 2017

Minutes

Number of Participants: Twenty-four (24) participants, including 23 parents and Aimee Delgado, representative from the Office of Client Rights Advocacy/Disability Rights-California

Location of Meeting: Grace Lutheran Church, 433 N. Atlantic Blvd , Alhambra, CA 91803

- This community meeting was held at the same date, time and location as the regular UniLove Care for Special Needs, Chinese Parent Support Group meeting

Translation Provided: Presentation in English, with all verbal communication translated into Mandarin and Cantonese, including all questions and responses. Approximately half of the audience spoke Mandarin and the other half spoke Cantonese. A few people understood English but it was not their primary language. English was used to present a portion of each slide information at a time, followed by translation into Mandarin and then translated into Cantonese.

SG/PRC Staff: Carol Tomblin, Director of Compliance and Outreach; Amos Byun, Community Outreach Specialist, Beth Lin, Service Coordinator who provided translation in Mandarin; Helen Thong Martin, Service Coordinator who provided translation in Cantonese.

Meeting Summary: Meeting was scheduled to start at 1:00 p.m., but the meeting started approximately 1:15 p.m.

A power point presentation was used to guide the audience through the data and related charts, updated from prior year meetings and to engage the audience in discussion and encourage input. The presentation included background information about the reason that these community meetings are being held, general information about the demographics specific to SG/PRC, comparison of data from previous fiscal years with Fiscal Year 2015-2016 data, and highlights of the difference found between groups of clients. The audience was asked to help SG/PRC determine what they could do better to reach out to the Asian community, as the number of Asian clients served by SG/PRC is dramatically under-represented in comparison to the general population.

Due to the location of the meeting, the audience was asked how many people were associated with SG/PRC and how many from ELARC. It was determined that the vast majority of the audience members were parents with Eastern Los Angeles Regional Center (ELARC). There were three (3) parents who were living in cities definitely served by the San Gabriel/Pomona Regional Center (SG/PRC). Four (4) parents lived in Arcadia, which used to be in the SG/PRC service area but is currently in the ELARC service area (due to change in census track assignments to health districts following the 2010 census). Also, about half of the audience members were parents of school-aged clients and the other half were parents of adult clients. There was no parent with a child in the Early Start Program present in the audience.

Ms. Tomblin reviewed the information on each of the slides and encouraged questions and comments from the audience. Some basic information was shared, including emphasizing that the FY 2015-2016

expenditure data represented utilization of funds from SG/PRC Purchase of Services (POS), only, and did not reveal all expenditures or services provided to clients and families. Examples of generic and community resources were provided and “contract” line client expenditures not included in the POS data was also explained.

As part of the presentation, the SG/PRC website was accessed to demonstrate a number of positive changes that had taken place since last year, which were also described in the power point slides. The purpose of including the website was to show family members how to navigate to the website and navigate to the complete POS policy, POS summaries by age groups posted in various languages, the listing of local parent support groups, as well as generic and community resources.

One of the slides showed the 2010 census data for the geographic area covered by SG/PRC compared to the number of clients served by SG/PRC by ethnic/racial groups in 2015 and 2016. This slide demonstrated that the Asian community is significantly underrepresented in terms of clients associated with SG/PRC in comparison to the general public. Families in the audience initially assumed that meant that Chinese clients were underrepresented; but it was clarified that the census data included all Asian people so we do not know if potential clients who are Chinese are underrepresented or if other Asian groups are more underrepresented, instead.

Although effort was made to try to have the audience provide feedback on the data being presented, including the most effective way for SG/PRC to outreach to the Asian community, almost all of the questions were client-specific and related to problems with current services.

Questions posed by members of the audience included the following:

Are all regional centers doing the same thing? Do these expenditures represent other regional centers? It was explained that all regional centers are required to hold community meetings within 90 days of the posting of the POS expenditure data. It was also explained that the data presented today only represented the information about SG/PRC clients.

Why do different regional centers provide services in different ways? Why do some regional centers not provide some types of services at all? It was explained that each regional center has its own Purchase of Services (POS) policy that is approved by their Board of Directors and the Department of Developmental Services (DDS), but generally regional centers provide services included in the Lanterman Act. Plus, the services offered depend on the individual program plan for each client. It was also explained that sometimes the services offered depends on the resources and vendors in the local service area. In addition, some regional centers, like ELARC, have been part of pilot programs like Self-Determination that are not available in surrounding regional centers.

Why do ABA services stop for clients over the age of 22 year? Why does Medi-Cal or insurance stop paying for these services? The parent was advised to talk this over with their Service Coordinator, as the regional center does not control when Medi-Cal or insurance stops paying for ABA. If the client is still in need of services, the family should discuss with the SC.

Family member stated that they questioned the quality of the ABA assessment. It was suggested to the family that if they were with SG/PRC, they should bring the assessment to the attention of the Autism Specialist for review and recommendations.

A family member stated: Thirty hours of respite for an adult with many behaviors is not enough support when the client stays at home. It was suggested that the parent should bring the service needs of the client and the family to the attention of the service coordinator. If the family is dissatisfied with the answer they receive from the SC, they should talk it over with the SC's manager. Family can ask for an IPP meeting to update the service needs. Plus if the family is denied the services they have requested, the parent was encouraged to utilize the appeal or fair hearing process.

Parent stated that the quality of services provided is not stable and they are having problems with receiving services. Parents said that vendor were not honest in the hours that they claimed they had provided. The parents were encouraged to call the regional center SC to tell them about the concerns that they had. They should not wait for the SC to come for the annual IPP meeting to discuss their dissatisfaction with services.

Another parent stated that there was not enough competition so that the quality of services was low. They said that the regional center needs to control how much money they pay the vendor. It was communicated that the rate of reimbursement is often not set by the regional center so that the regional center cannot change the rate. However, at SG/PRC, if there are concerns about quality, we can involve the Quality Assurance unit as well as the Fiscal Monitor to evaluate the services provided and provide technical assistance – in addition to asking the SC to intervene on behalf of the client and family.

There were several parents who complained that respite was to be used in the home and they wanted the respite worker to take the client out of the home into the community so that they could have a break. It was explained that at SG/PRC there is a service for community integration, but it is a different service from respite. By regulation, in-home respite needs to be provided in the home environment of the client and his/her family.

Several parents said that for respite services, regional center is paying too much to the respite agency and that the regional center should make the agency pay the worker more money. Others said that they wanted to have control over paying the respite worker directly rather than using an agency and to pay them whatever they felt should be paid to them – but meaning that the regional center should pay that amount directly to the worker or the regional center should pay the parent directly to pay the worker. Although the “parent choice” option that SG/PRC uses was explained so that they could have the worker of their choice, they said that the money was not good enough for their friend to work for the respite agency. In response to the “parent choice” option, some families responded by saying that it was hard to find anyone that they trusted to care for their disabled family member.

Other parent said that they should be able to use providers who are not vendored with the regional center. They also thought that they should be able to pay a better rate than regional centers currently pay to get better quality services.

Parents said that the system has too many hurdles for families to receive services and that they would rather just give up rather than go through the process.

Due to the extensive conversation about the families' concerns about certain services, especially respite, the meeting concluded about 4:40 p.m. A few parents remained to talk about specific issues with their son or daughter, including issues with supported living. Families were reluctant to provide specifics, so it was difficult to follow up.

Chinese Parent Support Group Meeting on February 18, 2017

Minutes

Number of Participants: Twenty-one (20) participants, including 19 parents, one adult client, and Aimee Delgado, representative from the Office of Client Rights Advocacy/Disability Rights-California

Location of Meeting: Christian Zion Church, 2628 Fullerton Road, Rowland Heights, CA 91748

- This community meeting was held at the same date, time and location as the regular Foundation for Disabled Youth (FFDY), Chinese Parent Support Group meeting.

Translation Provided: Presentation in English, with all verbal communication translated into Mandarin, including all questions and responses. Some people understood English but also appreciated hearing the information in Mandarin. English was used to present the power point slides, followed by translation into Mandarin

SG/PRC Staff: Carol Tomblin, Director of Compliance and Outreach; Amos Byun, Community Outreach Specialist; Beth Lin, Service Coordinator who provided translation in Mandarin; and Lucina Galarza, Associate Executive Director

Meeting Summary: Meeting was scheduled to start at 2:30 p.m., and the meeting started shortly thereafter. The president of the group welcomed everyone and introduced the regional center speaker.

Each person in the audience was provided a pen and a card on which they could write questions that occurred to them during the presentation. Hand-outs of informational flyers and brochures were available on the sign-in table.

A power point presentation was used to guide the audience through the data and related charts, updated from prior year meetings and to engage the audience in discussion and encourage input. The presentation included background information about the reason why these community meetings are being held, general information about the demographics specific to SG/PRC, comparison of data from previous fiscal years with Fiscal Year 2015-2016 data, and highlights of the differences found between groups of clients.

Almost everyone in the audience was associated with SG/PRC, although some parents had previously been affiliated with other regional centers, especially Eastern Los Angeles Regional Center (ELARC). Perhaps three (3) families were from neighboring communities and would have been associated with ELARC rather than SG/PRC. There was no parent with a child in the Early Start Program present in the audience.

Ms. Tomblin reviewed the information on each of the slides and encouraged questions and comments from the audience. Some basic information was shared, including emphasizing that the FY 2015-2016 expenditure data represented utilization of funds from SG/PRC Purchase of Services (POS) authorized for individual clients only, and did not reveal all expenditures or services provided to clients and families.

Examples of generic and community resources which might be accessed by families but not included in the POS Expenditures were provided. It was also explained that “contract” line expenditures, such as transportation or group supported employment, are not included in the POS Expenditure data.

As part of the presentation, the SG/PRC website was accessed to demonstrate a number of positive changes that had taken place since last year, which were also described in the power point slides. The purpose of including the website was to show family members how to navigate to the website and navigate to the complete POS policy, POS summaries by age groups posted in various languages, the listing of local parent support groups, as well as generic and community resources. Families were also shown how to access the SG/PRC Annual POS Expenditure Data posted for each fiscal year.

In addition, families were given information about the equity proposals that were submitted to DDS by SG/PRC. It was emphasized that the proposals were based on the information that was gathered from family input during the previous year’s community meetings.

One of the slides showed the 2010 census data for the geographic area covered by SG/PRC compared to the number of clients served by SG/PRC by ethnic/racial groups in 2015 and 2016. This slide demonstrated that the Asian community is significantly underrepresented in terms of clients associated with SG/PRC in comparison to the general public. It was clarified that the census data included all Asian people so we do not know if potential clients who are Chinese are underrepresented or if other Asian groups are more underrepresented, instead.

In addition, it was pointed out that as of FY 15-16, 96 Asian adults had no POS expenditures, which meant that they were no longer in school and did not receive any supports from SG/PRC. While this may be a family choice, it was emphasized that the regional center wanted to be sure that parents knew about their options and could make an informed choice.

Questions and comments posed by members of the audience included the following:

During the presentation, a mother asked the meaning of POS (Purchase of Services). She said that she did not understand the term. According to SG/PRC’s previously translated document, the term is translated as “Purchase of Services”. However, the mother explained that the term made no sense to her and that it should be the other way around, meaning “Services Purchase”. The new translation that SG/PRC is using has switched the order of the term. Apparently, the previous translation seemed to give the parents the impression that they needed to purchase the service. It was not understood that the regional center was purchasing the service on behalf of the client and family.

Some families indicated that from a cultural standpoint, it was difficult to ask an agency for assistance. There was also a great deal of confusion about the eligibility for regional center – that one only had to be a resident of California, not a citizen of the United States. Since the recent presidential election, many parents were concerned that their immigration status would affect their ability to access regional center services for their child. There were several questions along this line of inquiry and the regional center tried to assure families that they only have to have established residence in our area to receive regional center services.

There were questions on Annual Family Program Fee, FCPP and Institutional Deeming during the presentation. It was explained that specific information about these programs was not included in this presentation. Families were redirected to their Service Coordinator and/or the SC's manager for clarification on when families were charge a fee and how to access Medi-Cal through Institutional Deeming.

There was a new family to the area (and to California) who was directed to The Parents' Place Family Resource Center, as well as the Community Outreach Specialist, to have more individualized information about regional center and how to work with the Service Coordinator to obtain services for his child.

It was suggested that the regional center should consider using public service announcements on TV and/or radio within the SG/PRC service area to reach our Asian families. Families also expressed that they respect the advice of physicians and that the doctors need to have more education about disabilities and services for people with disabilities. It was suggested that SG/PRC should help place flyers and informational brochures in Asian doctors' offices.

Some families indicated that providers were not available when the family needed the service, like for respite.

There was also a question about regional center paying to help a high-school client finish homework. It was explained that the client had behaviors that interfered with completing homework, that the father was taking off work to assist the client after school. It was suggested that the family talk with the SC about the behavior that was interfering with getting the work done, rather than on the home work, per se, so that additional help might be offered through a behavior intervention service

Another question was about day care for a client older than 18 years of age. The need to access a generic resource, such as SSI or IHSS, was explained before accessing regional center paid service. The family was encouraged to talk with the service coordinator to get help with applying for SSI and/or IHSS.

Families also expressed that they wish that the service coordinators would not change. Sometimes there is a delay in the delivery of a service because the service coordinator changes or leaves after the family requests a service but before the service is put in place. It was explained that every service coordinator has a manager and every manager has a director (or associate director) that the families can talk to if they are not getting the services indicated in the IPP or if they are dissatisfied with the service coordinator. Families were encouraged to initiate communication with regional center rather than wait until the next annual meeting to tell us when things are not working out.

During the presentation and before the conclusion of the meeting, several brochures were brought to the attention of the families – the same as those available on the sign-in table. These included the POS Summaries by age groups in Chinese and English, Living Options and Employment Options brochures, Person-Centered Conversation flyers, Self-Directed Services information, how to become a member of the Board of Directors, explanation of the eligible conditions for regional center, and emergency preparedness material in Traditional Chinese and English.

The meeting concluded about 4:40 p m. A few parents remained to talk about specific issues with their son or daughter.

A mother with an adult client family member expressed her feeling that getting services are a little harder with SG/PRC than ELARC. Unfortunately, the mother did not provide further information as to what specific service to which she was referring or how it was "harder". It was explained that each regional center has its own Purchase of Services Policy and that while approved by DDS, they can differ in the types and amounts of services offered

This mother also shared that she would like her daughter to attend a program with an employment emphasis. The mother was told that the service she requested was denied due to her daughter's functioning level. The translator encouraged her to talk to her daughter's Service Coordinator (SC) about this denial. Mother shared that she had spoken with her SC along with SC's manager. However, it was the same result. Mother was informed of her rights to appeal this decision. Mother shared that she is tired and does not want to proceed with the fair hearing process.

A couple of parents specifically asked about the process of getting a service vendored. They were interested in providing after-school tutoring for high-functioning teens with autism. They were given the contact person at SG/PRC for vendor applications.

Chinese Parent Support Group Meeting on February 22, 2017

Minutes

Number of Participants: Three (3) parents and Aimee Delgado, Advocate for Disability Rights-California

Location of Meeting: The Parents' Place, 1500 S. Hyacinth Ave., Ste. B, West Covina, CA 91791

- The meeting was held at the same date, time and place as usual for the meeting of Chinese parents at The Parents' Place.

Translation Provided: Presentation in English. A parent present at the meeting, who is also the staff person at The Parents' Place, is fluent in Cantonese and Mandarin. She provided translation when the information was not understood in English.

SG/PRC Staff: Carol Tomblin, Director of Compliance and Outreach; Amos Byun, Community Outreach Specialist; Lucina Galarza, Associate Executive Director.

Meeting Summary: Meeting was scheduled to start at 10:00 a.m. and started shortly after that.

Although the gathering was small, the power point presentation was used to cover the data and related charts, to inform those present of the changes that had been made in response to last year's community meetings, and to describe the projects that were ready to begin to enhance equity..

Ms. Tomblin reviewed the information on each of the slides and encouraged questions and comments. Some basic information was shared, including emphasizing that the FY 2015-2016 expenditure data represented utilization of funds from SG/PRC Purchase of Services (POS), only, and did not reveal all expenditures or services provided to clients and families. Examples of generic and community resources were provided and "contract" line client expenditures not included in the POS data were also explained.

Changes made since the community meetings held in 2016 were discussed, including the Equity Proposal Projects that were funded with ABX2-1 funding. As part of the presentation, the SG/PRC website was accessed to demonstrate a number of positive changes that had taken place since last year, which were also described in the power point slides. The purpose of including the website was to show family members how to navigate to the website and navigate to the complete POS policy in various languages, the POS summaries by age groups posted in various languages, the listing of local parent support groups, generic and community resources – as well as the complete listing of the FY 15-16 POS Expenditure Reports.

One of the slides showed the 2010 census data for the geographic area covered by SG/PRC compared to the number of clients served by SG/PRC by ethnic/racial groups in 2015 and 2016. This slide demonstrated that the Asian community is significantly underrepresented in terms of clients associated with SG/PRC in comparison to the general public. Those present were encouraged to offer suggestions to help SG/PRC reach out to the Asian families not currently aware of the regional center service system.

Written materials made available and handed out to those present, including the following: POS Summary for Early Start, POS Summary for School-Age Clients, POS Summary for Adult – all in English and Simplified Chinese; general description of regional center services; information on how to become a regional center board member; listing of parent support groups by language and by disability type; brochure about living options; a brochure about employment options; information about Self-Determination Services; emergency preparedness material from Los Angeles County; an invitation to the Emergency Preparedness EXPO sponsored by SG/PRC.

One of the parents suggested that the Service Coordinators should provide the Support Group listing to parents when they have their IPP meetings with families.

When the Provider Incentive Proposal was discussed, the families wanted to know more about where the money goes – does it go to the vendor, to the staff that is hired, for advertising? At this point, the plan is to leave the actual use of the incentive funds to the discretion of the vendor. The important point is that the vendor has to show that the hiring of this bi-lingual staff had a positive impact on the number of SG/PRC clients served.

There was a question about the cost of people living out of home (in residential care) and why there was such a high proportion of white clients living in residential care. The contributing factors to those numbers were discussed.

There was a discussion with the parents about the difference between the authorization and utilization of services. It was noted that some vendors are billing late although the services have been provided. SG/PRC recently sent out a letter to vendors advising that they were to bill within 90 days of the delivery of services. Sometimes the discrepancy between authorization and utilization is that the vendor does not have enough staff or staff that speak the needed language to start (or continue) services in a timely manner. SG/PRC encouraged the parents to let the regional center know when they are not getting the services as authorized. Parents stated that they may fear losing the service altogether if they complain or if they need to change to a different vendor.

The parents were asked to suggest how SG/PRC should try to help other families know about regional center services. The parents stated that Chinese families feel that it is very complicated to come and get services from the regional center. Parents said that within the Chinese culture, people do not like to get services outside of the family.

Another person stated that we should work through Arcadia Unified School District, as they have a good model with more than 20 families participating. One of the parents said that she would provide us the contact information.

Another parent suggested that we would work with the churches as a good way to reach Chinese families. There is a Walnut Baptist Church with a lot of Chinese families and the Chinese Christian Crusade Church in San Gabriel, that might have contact with some SG/PRC families.

It was suggested that SG/PRC should place the slide presentation on our website so other parents could see the information if they were not able to come to the meeting.

One parent had a child in Early Start and was struggling with the idea of having to learn new “rules” for when her child needed to transition to school and Lanterman Act rules.

The meeting concluded at approximately noon.

Vendor Advisory Committee Meeting on March 2, 2017

Minutes

Number of Participants: Nine (9) members of the Vendor Advisory Committee were present. In addition, there were a number of vendors in the audience, but sign-ups were not taken. Audience was approximately 25 people.

Location of Meeting: San Gabriel/Pomona Regional Center (SG/PRC), 75 Rancho Camino Drive, Pomona, CA 91766. The Vendor Advisory Committee of the Board of Directors regularly meets at SG/PRC on the first Thursday morning of each month.

Translation/Interpretation Provided: Presentation in English.

SG/PRC Staff: Carol Tomblin, Director of Compliance and Outreach, was the presenter. Additional SG/PRC staff members present were Lucina Galarza, Associate Executive Director, and Erika Gomez, Executive Assistant.

Meeting Summary: Meeting was scheduled to start at 9:30 and was called to order at 9:35 a.m. The first part of the meeting followed the standard meeting format. The presentation on the Annual POS Expenditure Data was scheduled as a special presentation for this committee and was next on the agenda.

Ms. Tomblin provided a quick overview of the FY 15-16 POS Expenditure data. This presentation covered the following:

- Comparison of ethnicity
- Clients by ethnicity and language
- Clients by age
- Ages by ethnicity
- Comparing receiving POS clients by ethnicity or race for all ages
- Comparison of no of POS clients by ethnicity by age groups
- Comparison of no of POS clients by ages and languages
- Comparison of no of POS clients for ages 22+ by Asian languages
- Comparison of living at home per person DDS expenditure data
- What are the trends
- What are the trends by language
- Trends by no POS
- Language diversity

The audience was encouraged to attend one (or more) of the scheduled meetings during which a full review of the data would be presented. The flyer with the full schedule of meetings was handed out to the audience.

It was noted that the Annual POS expenditure is posted to SG/PRC website by December 31 of each year and the public's input regarding annual POS expenditure data is collected by March 31 of each year. The community meetings are the opportunity for families and other interested parties to provide feedback on these data and suggestions for improvement. Based on this public feedback, proposals were submitted to DDS to develop projects to enhance equity. SG/PRC will be implementing the approved proposals and will carry these activities forward through December 2018.

In particular for this audience, the Provider Incentive Proposal was discussed at length. This project is to encourage and reward providers for hiring and retaining staff who are multilingual and can meet the language needs of SG/PRC's clients and families. Vendors were told that it appeared that the number of Mandarin-speaking staff seemed to be particularly important to improving access to services in Early Start programs. Vendors were told where on the SG/PRC website they could find the instructions and the application form for the Provider Incentive project.

The regular meeting agenda was followed, and the meeting was adjourned at 9:30 a.m.

**SAN GABRIEL/POMONA VALLEYS
DEVELOPMENTAL SERVICES, INC.
VENDOR ADVISORY COMMITTEE MINUTES**

March 2, 2017

The following committee members were in attendance at said meeting:

PRESENT:

Cindy Sendor, Chairperson
George Stransky
Jay Bhavsar
Vanessa Osborn
Chris Schlanser
Terry Kappe
Sharon Ehrig
Karen Jones
Gregory Mathes

STAFF:

Lucina Galarza, Assoc. Executive Director
Erika Gomez, Exec. Assistant - BOD

MEMBERS ABSENT:

Nicole Mirikitani
Victor Lira
Lisa Chen
Julie Martin

RECOMMENDED ACTIONS

THE VENDOR ADVISORY COMMITTEE RECOMMENDATION:

None

A. CALL TO ORDER

Cindy Sendor called the meeting to order at 9:35 a.m. A quorum was established. Introductions were made of everyone in the room.

The minutes from the February 2, 2017 meeting were reviewed and approved.

M/S/C (Kappe & Mathes) The committee approved minutes.

Abstain: Sendor & Jones

B. FUTURE TRAINING TOPICS

The committee would like to receive training on Alternative and Augmentative Communication.

C. PRESENTATION BY CAROL TOMBLIN- ANNUAL PURCHASE OF SERVICE EXPENDITURES FOR FISCAL YEAR 2015-2016

This presentation covered the following information:

- Comparison of ethnicity
- Clients by ethnicity and language
- Clients by age
- Ages by ethnicity
- Comparing receiving POS clients by ethnicity or race for all ages
- Comparison of no of POS clients by ethnicity by age groups
- Comparison of no of POS clients by ages and languages
- Comparison of no of POS clients for ages 22+ by Asian languages
- Comparison of living at home per person DDS expenditure data
- What are the trends
- What are the trends by language
- Trends by no POS
- Language diversity

D. VENDOR CATEGORY REPORTS

Adult Programs

Vocational –George Stransky and Karen Jones reminded that the Subminimum Wage Limitations and Responsibilities. Any individual hired into subminimum wage employment after July 22, 2016, must receive CC&IR services twice the first year of employment and annually thereafter. All individuals employed at subminimum wage prior to July 22, 2016, require CC&IR services once by July 22, 2017, and annually thereafter. Employers should review any documents provided by the employee indicating that such counseling has been provided. The employer is required to verify the employee's completion of these services, and review and obtain any relevant documentation from the employee.

Adult Day – Gregory Mathes shared that the sub-committee met before the VAC meeting. Vanessa Osborn, representative of Transportation, was present to discuss the communication challenges between transportation companies and Day Programs. Mr. Mathes requested information on the possibility of having the next Craft Fair with the VAC Breakfast in June.

Infant & Children Services

Infant Development Program – Cindy Sendor reported that there will be a meeting with DDS to discuss the use of Assistant Rates.

Transportation

Vanessa Osborn reported that she met with the Day Program representatives to

discuss the communication challenges between transportation companies and Day Programs.

Independent Living Services

ILS Services – Nicole Mirikitani was not present.

SLS Services – Sharon Ehrig spoke about the following:

- California Supported Living Network is holding a conference in San Diego on April 13-14, 2017.
- The Richard D. Davis Foundation is granting clients who (selected) receiving SLS with emergency preparedness backpacks.

Residential Services

ICF – Vacant

CCF – Jay Bhavsar shared the following concerns:

- Some hospitals are asking for advance directives.
- Some day programs do not want to disclose SIRs to residential facilities due to HIPPA Law.
- Some day programs call with little notice to inform residential facilities that they are short-staffed and cannot receive the clients.

Specialized- Chris Schlanser reported that there is an issue regarding medical insurance for 853 homes. Finding primary physicians to visit the homes has become a problem. These are medically intensive programs and doctors are not making profit.

Other Vendored Services- Victor Lira was not present.

At Large- Terry Kappe shared that OPARC and Casa Colina received a grant to conduct Alternative and Augmentative Communication trainings. All trainings are free of charge. There was a reference to a flyer.

E. EXECUTIVE DIRECTOR REPORT

Lucina Galarza, Associate Executive Director, on behalf of Keith Penman, Executive Director, reported on the following:

A reference was made to the monthly Executive Director Report.

Budget: In operations expenditures SG/PRC is within the allocation provided from DDS through the C-1 amendment. Purchase of Service (POS) does show a projected deficit of \$2.1 million. This is not a concern this early in the year as

more resources are expected in future amendments.

CMS Presentations: SG/PRC had a number of CMS training sessions on February 22, 2017 for families and for Board members. DDS informed that the self-assessment tool would be done in February but it has not been received. SG/PRC staff intends to work with DDS to have the assessments on “Survey Monkey” and train the community on how to utilize this method. The CMS Advisory Committee will meet on March 30, 2017.

Closure of Fairview: There are only four clients from SG/PRC that are still living at Fairview and it is anticipated that they will all be moved by the end of the calendar year.

Self Determination: The next Advisory Committee meeting will be on March 14, 2017.

Cultural Diversity Training: SG/PRC is holding training sessions for staff and Board members on March 14-16, 2017. The Board and VAC members were asked to sign up for the session of their choice, if they are able to attend.

Developmental Services Task Force: There was reference to a copy of an email that was on the table.

Trailer Bill Language: There was reference to a copy of an email that was on the table.

Cal Able: SG/PRC had a training on February 14, 2017 for clients and families. The handouts and presentation from this training is on www.sgprc.org

Legislation: SG/PRC staff arranged for two residential facility tours and one meet and greet with the new local legislators.

F. SUB-COMMITTEE REPORTS

Membership and Recruitment – Cindy Sendor asked that the committee be informed of who will term off in June, 2017.

Socials and Special Functions – Erika Gomez, Executive Assistant to the Board of Directors, shared that Victor Lira and Nikki Mirikitani asked that the Industry Hills Expo Center be booked for the next VAC Breakfast.

Legislation- Karen Jones brought attention to the following bills:

- AB1607
- AB279
- SB499

Vendor Training – Victor Lira was not present.

PUBLIC COMMENTS

Michelle Mainez, from California Mentor, shared that the CDSA group had a great breakfast and Senator Josh Newman attended. She also shared that the California Mentor Autism Awareness Fair will be held on April 8, 2017.

MEETING ADJOURNED

The next meeting will be held on April 6, 2017 at 9:30 a.m.

Client Services/Advisory Committee Meeting on February 22, 2017

Minutes

Number of Participants: Eight (8) parents and clients of the Client Services/Advisory Committee were present. In addition, there was a member of the San Diego Office of Client Rights Advocacy (OCRA) present, plus an ASL interpreter for this OCRA member.

Location of Meeting: San Gabriel/Pomona Regional Center (SG/PRC), 75 Rancho Camino Drive, Pomona, CA 91766. The Client Services/Advisory Committee of the Board of Directors regularly meets at SG/PRC on the fourth Wednesday of each month, immediately preceding the Board Meeting.

Translation/Interpretation Provided: Presentation in English. The member of OCRA had requested and was provided an American Sign Language (ASL) translator for this meeting.

SG/PRC Staff: Carol Tomblin, Director of Compliance and Outreach; Amos Byun, Community Outreach Specialist. Additional SG/PRC staff members present were Lucina Galarza, Associate Executive Director, Laura Palma, Executive Assistant, and Elisa Herzog, Client Advocate.

Meeting Summary: Meeting was scheduled to start at 6:00 p.m. and was called to order at 6:10 p.m. For the first part of the meeting, there was a report from the SG/PRC Client Advocate regarding the Client Training Group meetings. This was followed by a discussion of training topics that the committee members wanted to suggest for future meetings. The presentation on the Annual POS Expenditure Data was scheduled as a special presentation for this committee and was next on the agenda.

Ms. Tomblin provided a quick overview of the FY 15-16 POS Expenditure data. The audience was encouraged to attend one (or more) of the scheduled meetings during which a full review of the data would be presented. The flyer with the full schedule of meetings was handed out to the audience.

It was noted that the Annual POS expenditure is posted to SG/PRC website by December 31 of each year and the public's input regarding annual POS expenditure data is collected by March 31 of each year. The community meetings are the opportunity for families and other interested parties to provide feedback on these data and suggestions for improvement. Based on this public feedback, proposals were submitted to DDS to develop projects to enhance equity. SG/PRC will be implementing the approved proposals and will carry these activities forward through December 2018.

The meeting was adjourned at 7:00 p.m.

English-Speaking Parent Support Group Meeting on February 23, 2017

Minutes

Number of Participants: One (1) parent and Aimee Delgado, Advocate for Disability Rights-California.

Location of Meeting: The Parents' Place, 1500 S Hyacinth Ave., Ste B, West Covina, CA 91791

Translation Provided: Presentation in English. The parent present at the meeting is also the staff person at The Parents' Place who supports the English-Speaking Parent Support Group..

SG/PRC Staff: Carol Tomblin, Director of Compliance and Outreach; Amos Byun, Community Outreach Specialist; Xochitl Gonzalez, Community Outreach Specialist

Meeting Summary: Meeting was scheduled to start at 6:00 p.m. and started shortly after that.

Although there was only one person in attendance, this person is The Parents' Place staff person who provides the support for parent groups and for other families coming to The Parents' Place for information and support. Therefore, it was thought it was important to provide the full presentation, including all of the data slides and the navigation to the various SG/PRC websites that are of interest to families. It was also emphasized that there were a number of changes that had been made in response to last year's community meetings, and that the equity projects that would be described were the result of the input that families had provided at those community meetings..

Ms. Tomblin reviewed the information on each of the slides and encouraged questions and comments. Some basic information was shared, including emphasizing that the FY 2015-2016 expenditure data represented utilization of funds from SG/PRC Purchase of Services (POS), only, and did not reveal all expenditures or services provided to clients and families. Examples of generic and community resources were provided and "contract" line client expenditures not included in the POS data were also explained.

Changes made since the community meetings held in 2016 were discussed, including the Equity Proposal Projects that were funded with ABX2-1 funding. As part of the presentation, the SG/PRC website was accessed to demonstrate a number of positive changes that had taken place since last year, which were also described in the power point slides. The purpose of including the website was to show family members how to navigate to the website and navigate to the complete POS policy in various languages, the POS summaries by age groups posted in various languages, the listing of local parent support groups, generic and community resources – as well as the complete listing of the FY 15-16 POS Expenditure Reports.

Written materials were handed out, including the following: POS Summary for Early Start, POS Summary for School-Age Clients, POS Summary for Adult – all in English and Simplified Chinese; general description of regional center services; information on how to become a regional center board member; listing of parent support groups by language and by disability type; brochure about living options; a brochure about employment options; information about Self-Determination Services; emergency

preparedness material from Los Angeles County; an invitation to the Emergency Preparedness EXPO sponsored by SG/PRC.

It was pointed out that there is an important distinction between the authorization and utilization of services. It was noted that some vendors are billing late although the services have been provided. SG/PRC recently sent out a letter to vendors advising that they were to bill within 90 days of the delivery of services. Sometimes the discrepancy between authorization and utilization is that the vendor does not have enough staff or staff that speak the needed language to start (or continue) services in a timely manner. SG/PRC stated that we want to encourage parents to let the regional center know when they are not getting the services as authorized.

Questions posed by the parent present included the following

Where are all of the data coming from? It was explained that the data is based on the information that SG/PRC reports to DDS. There is an agreement among all the regional center to display the data in a uniform way so there can be comparisons across regional centers in the state.

This parent (who is a staff member of The Parents' Place) mentioned that she had met with a parent a week ago, who told her that she did not find the regional center until her child was about 22 year old. She said that more outreach is needed to the general public

She also said that Latino families don't like to approach the regional center because they have fear about what will happen to them due to their legal status. There is a lack of understanding that receiving services is not contingent upon being a citizen, nor is it considered welfare that could block their ability to become a legal resident in the future. More outreach is needed to the Latino community so that they better understand the regional center service system.

The parent present said that it was unfortunate that others had not come, as the information was different from last year and was important for families to hear. The meeting concluded about 8:20 p m.

Korean Parent Support Group Meeting on February 25, 2017

Minutes

Number of Participants: Eight (8) total participants, including seven (7) parents and Raymond Kwong, representative from the San Diego Office of Disability Rights - California

Where: San Gabriel/Pomona Regional Center (SG/PRC), 75 Rancho Camino Drive, Pomona, CA 91766

- This meeting took place during a regularly scheduled meeting of the Korean Parents Support Group (which is sponsored by SG/PRC), which regularly meets at SG/PRC on Saturdays.

SG/PRC Staff: Carol Tomblin, Director of Compliance and Outreach; Rosa Chavez, Associate Director of Clients Services – Family and Transition Services, Amos Byun, Community Outreach Specialist, who was the presenter; and Sarah Lee, Service Coordinator, who is fluent in Korean and took notes of the meeting.

Translation: The entire meeting was conducted in Korean. The slides for the presentation were translated into Korean. When there was a question asked that needed the regional center response, the question was translated into English and then the answer was translated back to Korean for the audience.

Meeting Summary: Meeting started at approximately 10:30 a.m. Amos Byun, Community Outreach Specialist, presented the information

All parents in the audience were associated with SG/PRC and well known to Mr. Byun. Parents had family members who were assigned to service coordinator in Family Services, Transition Services or Adult Services.

A power point presentation was used to guide the audience through the data and related charts. The presentation included background information about the reason that these community meetings are being held, general information about the demographics specific to SG/PRC, comparison of data from previous fiscal years with Fiscal Year 2015-2016 data, and highlights of the differences found between groups of clients.

Some basic information about the data limitations was shared, including that the FY 2015-2016 expenditure data represented utilization of funds from SG/PRC Purchase of Services (POS), only and did not reveal all expenditures or services provided to clients and families. "Contract line" expenditures for group supported employment and contract transportation are examples of client expenditures that are not included in the POS expenditure reports. Also, generic and community resources that are a part of the overall support to clients and families are not included in the data.

The audience was asked to help SG/PRC determine what they could do better to reach out to the Asian community, as the number of Asian clients served by SG/PRC is dramatically under-represented in comparison to the general population. The audience was reminded that the specific breakdown of the

Asian group most under-represented was not known, as the census data just uses Asian as the group designation.

Changes made since the community meetings held in 2016 were discussed, including the Equity Proposal Projects that were funded with ABX2-1 funding. As part of the presentation, the SG/PRC website was accessed to demonstrate a number of positive changes that had taken place since last year, which were also described in the power point slides. The purpose of including the website was to show family members how to navigate to the website and navigate to the complete POS policy in various languages, the POS summaries by age group posted in various languages, the listing of local parent support groups, generic and community resources – as well as the complete listing of the FY 15-16 POS Expenditure Reports.

Written materials were made available and handed out to those present, including the following: POS Summary for Early Start, POS Summary for School-Age Clients, POS Summary for Adult – all in English and in Korean ; general description of regional center services; information on how to become a regional center board member; listing of parent support groups by language and by disability type; brochure about living options; a brochure about employment options; information about Self-Determination Services; emergency preparedness material from Los Angeles County,; an invitation to the Emergency Preparedness EXPO sponsored by SG/PRC.

Some of the comments and questions from the audience follow.

It was said that it is in the Korean culture that parents do not want to let anyone know about their child's disability. They do not know what to do when their child becomes an adults. They do not know where to seek help. They also asked how parents should prove that their child has a disability when it is "too late" (we assume that they mean after they are 18 years of age)

Another parent said that parents decide to keep their child in their home because it is part of the Korean culture. They feel a sense of guilt to send them to residential care.

A mother said that she went to see the residential homes available in the San Gabriel/Pomona Regional Center area. She saw that most homes had Hispanic residents. She wanted to find out if she could find out the ethnicity or race of the residents in the home before she looks at the facility. She also wanted to get recommendations for placement in areas outside of SG/PRC's area.

Another parent said that they are aware that clients living out of home receive "most" of the funding. They wanted to know why parents who have the child at home shouldn't also receive funds.

One mother said that she is in the process of getting certified as a Mentor Home (Adult Family Home Agency certified home). She said that it is important that Korean clients feel that they are at home by being able to eat Korean food, etc.

One parent said that her child was assessed when she was younger and at that time the regional center said that she had "borderline" autism and therefore not eligible for regional center services. Mother wanted to know if she could get the child assessed again. She was told that sometimes a child does not

show a significant handicapping condition when they are younger, but that the disability becomes more evident over time. The parent was encouraged to call intake for a re-assessment.

Another parent said that parents often “give up” because the primary care doctor will tell the parents to go to the school psychologist for an assessment but then the school psychologist tells them to take the child to the primary physician for an assessment and diagnosis. Parent asked what they should do in this situation. Parents were told that they should come to the regional center for eligibility determination for regional center services.

One parent stated that there is a problem with Korean families utilizing services because there are “no” Korean Service Provider options. So parents have no choice but to choose “English” as their recorded language on the client data, so there is not a true representation of their preferred language.

Another parent said that Korean parents cannot communicate with their service coordinator due to language barrier. There are times that there is no way to communicate a particular idea in English, that there are only Korean words that express what they want to say.

Parents also said that they feel frustrated when they are not notified when there is a change in service coordinator and that they don't know they have a new service coordinator.

In terms of analyzing the data, one mother asked that regional center find out how many requests were made and how many of those requests were denied – as well as how many that were appealed were approved. Instead of showing data on NO POS, the parent said that she wanted to know the data of the number of people in the NO POS category who had requested services and were denied.

Another family added that the appeal process is hard even though her family can speak fluent English and know the system – the process is still difficult. When she was informed that her appeal was denied, she looked around for other options (such as through insurance). It was shared that some families do not know the information on how to appeal. It was requested that families should be provided with a flow chart for the appeal process so that they know what to do when a request is denied. Families said that regional center should remind families that they have the right to appeal. A family also stated that it is good for the regional center when families appeal because then the regional center better understands the trend on what a judge may approve. If there are enough situations in which a regional center does not win the appeal, then a policy change may need to be made.

Filipino Parent Support Group Meeting on March 11, 2017

Minutes

Number of Participants: Seven (7) parents and Aimee Delgado, Office of Client Rights Advocacy/ Disability Rights-California.

Location of Meeting: San Gabriel/Pomona Regional Center (SG/PRC), 75 Rancho Camino Drive, Pomona, CA 91766 The Filipino Parent Support Group regularly meets at SG/PRC on Saturday morning, and this meeting was conducted during a regularly scheduled meeting of this group.

Translation Provided: Presentation in English. Everyone present used English as their primary language

SG/PRC Staff: Carol Tomblin, Director of Compliance and Outreach; Amos Byun, Community Outreach Specialist; Xochitl Gonzalez, Community Outreach Specialist.

Meeting Summary: Meeting was scheduled to start at 10:00 a.m and started shortly after that. For the first part of the meeting, there was a brief presentation on the CMS Final Rule and its impact on services for clients, followed by questions and answer session. The presentation on the Annual POS Expenditure Data followed that CMS Final Rule presentation.

Ms. Tomblin reviewed the information on each of the slides and encouraged questions and comments. Some basic information was shared, including emphasizing that the FY 2015-2016 expenditure data represented utilization of funds from SG/PRC Purchase of Services (POS), only, and did not reveal all expenditures or services provided to clients and families. Examples of generic and community resources were provided and “contract” line client expenditures not included in the POS data were also explained.

Changes made since the community meetings held in 2016 were discussed, including the Equity Proposal Projects that were funded with ABX2-1 funding As part of the presentation, the SG/PRC website was accessed to demonstrate a number of positive changes that had taken place since last year, which were also described in the power point slides. The purpose of including the website was to show family members how to navigate to the website and navigate to the complete POS policy in various languages, the POS summaries by age groups posted in various languages, the listing of local parent support groups, generic and community resources – as well as the complete listing of the FY 15-16 POS Expenditure Reports.

Written materials were handed out, including the following: POS Summary for Early Start, POS Summary for School-Age Clients, POS Summary for Adult – all in English and Simplified Chinese; general description of regional center services; information on how to become a regional center board member; listing of parent support groups by language and by disability type; brochure about living options, a brochure about employment options; information about Self-Determination Services; emergency preparedness material from Los Angeles County, an invitation to the Emergency Preparedness EXPO sponsored by SG/PRC.

It was pointed out that there is an important distinction between the authorization and utilization of services. It was noted that some vendors are billing late although the services have been provided. SG/PRC recently sent out a letter to vendors advising that they were to bill within 90 days of the delivery of services. Sometimes the discrepancy between authorization and utilization is that the vendor does not have enough staff or staff that speak the needed language to start (or continue) services in a timely manner. SG/PRC stated that we want to encourage parents to let the regional center know when they are not getting the services as authorized.

There was very little discussion as a result of the information presented. In terms of NO POS noted for some families, one parent suggested that Filipino families may have the resources to seek out their own services without turning to the regional center for purchase of services

Families were encouraged to share any additional thoughts that they might have about how SG/PRC could do better in terms of meeting the needs of clients and their families.

Meeting concluded about noon.

Spanish-Speaking Parent/Community Meeting on March 16, 2017

Minutes

Number of Participants: Twenty-two (22) parents and Aimee Delgado, Office of Client Rights Advocacy/Disability Rights-California.

Location of Meeting: The Parents' Place, 1500 S. Hyacinth Ave., Ste B, West Covina, CA 91791

Translation Provided: Presentation in Spanish, both in terms of the slides and the verbal presentation. If a question needed to be translated into English and was then answered in English, then the answer was also translated in Spanish for the group. One parent present at the meeting was also the staff person at The Parents' Place who facilitates Spanish-speaking Parent Support Groups sponsored by The Parents' Place.

SG/PRC Staff: Xochitl Gonzalez, Community Outreach Specialist, who presented and conducted the meeting; Lupe Magallanes, Associate Director of Client Services – Early Intervention and Intake, who is bilingual and assisted with taking minutes; and Carol Tomblin, Director of Compliance and Outreach.

Meeting Summary: Meeting was scheduled to start at 6:00 p.m. and started shortly after that.

Mrs. Gonzalez encouraged parents to ask questions as the information was being presented. Parents were engaged, asking questions and providing feedback. It was determined that most of the audience were parents of school-aged children (from 4 to 12 years of age).

Mrs. Gonzalez reviewed the information on each of the slides entirely in Spanish. Some basic information was shared, including emphasizing that the FY 2015-2016 expenditure data represented utilization of funds from SG/PRC Purchase of Services (POS), only, and did not reveal all expenditures or services provided to clients and families. Examples of generic and community resources were provided and "contract" line client expenditures not included in the POS data were also explained.

Changes made since the community meetings held in 2016 were discussed, including the Equity Proposal Projects that were funded with ABX2-1 funding. As part of the presentation, the SG/PRC website was accessed to demonstrate a number of positive changes that had taken place since last year, which were also described in the power point slides. The purpose of including the website was to show family members how to navigate to the website and navigate to the complete POS policy in English and Spanish, the POS summaries by age groups posted in English and Spanish, the listing of local parent support groups, generic and community resources – as well as the complete listing of the FY 15-16 POS Expenditure Reports.

Written materials were handed out, including the following: POS Summary for Early Start, POS Summary for School-Age Clients, POS Summary for Adult – all available in Spanish as well as English; general description of regional center services; information on how to become a regional center board member; listing of parent support groups by language and by disability type; brochure about living options; a brochure about employment options; information about Self-Determination Services;

emergency preparedness material from Los Angeles County; an invitation to the Emergency Preparedness EXPO sponsored by SG/PRC

It was pointed out that there is an important distinction between the authorization and utilization of services. It was noted that some vendors are billing late although the services have been provided. SG/PRC recently sent out a letter to vendors advising that they were to bill within 90 days of the delivery of services. Sometimes the discrepancy between authorization and utilization is that the vendor does not have enough staff or staff that speak the needed language to start (or continue) services in a timely manner. SG/PRC stated that we want to encourage parents to let the regional center know when they are not getting the services as authorized.

Feedback received from parents was the following:

- Disparity may be due to the lack of service providers that speak Spanish. Parents shared that at times weeks or months can go by before the service authorized is utilized due to the lack of the appropriate provider of service.
- Parents also felt that the lack of service utilization could also be due to fear of deportation of immigrant families. Immigrant families may not want to open their doors to service providers because they fear that the person at the door may be a "government official" that will deport them.
- Disparity can also be occurring due to the service providers lacking the expertise and experience to work with persons with special needs. Parents shared stories of service providers not interacting with their children when services were provided (respite worker was on cell phone texting instead of interacting with the clients during respite services).
- Parents also shared that at times parents can opt out of using the service due to service provider's unprofessionalism or inappropriate use of service. One parent shared that a respite provider asked her for money to take the client to a movie during the time respite was going to be provided. When they returned, the respite worker neglected to provide the parent receipts, change, or explanation of how funds were used. In addition, she shared that another provider had asked her to borrow money. When the presenter asked parent if she had notified the regional center regarding these highly inappropriate situations, parent stated that she had only called the service provider.

When asked for ideas of how SG/PRC can decrease the disparity, parents overall felt that one of the best ways to decrease the disparity was to educate parents on their rights and rights to services. Parents were informed of the role of our Community Outreach Specialists as well as different outreach programs that have been initiated and will be initiated in the near future. Parents were also encouraged to attend the board meetings and get more involved.

Meeting concluded at approximately 8:20 p.m. Various parents stayed after the meeting to sign up to participate in outreach efforts and to receive information about the SG/PRC Board of Directors.

Chinese-Speaking Parent Support Group Meeting on March 25, 2017

Minutes

Number of Participants: Twelve (12) parents, plus Aimee Delgado, Office of Client Rights Advocacy/Disability Rights-California, and two people from USC-UCEDD, including Dr. Barbara Wheeler.

Location of Meeting: Asian Youth Center, 100 Clary Ave., San Gabriel, CA 91776. This meeting was conducted at the same time and place as the regularly scheduled meeting of the Chinese Parents Association for the Disabled (CPAD) At the same time that SG/PRC was meeting with families who live in the SG/PRC area, Eastern Los Angeles Regional Center (ELARC) representatives were meeting with the families of their clients in a separate room This dual meeting was pre-arranged by SG/PRC and ELARC with the president of CPAD.

Translation Provided: Presentation in English, with Mandarin translation provided. All questions and answers were provided in both Mandarin and English

SG/PRC Staff: Carol Tomblin, Director of Compliance and Outreach, Tiffany Loong, Service Coordinator, who provided the translation into Mandarin; Anna Huynh and Rosie Li, both Service Coordinators, who were present to take minutes and to help answer questions from families, especially after the formal meeting; Amos Byun, Community Outreach Specialist.

Meeting Summary: Meeting started at 10:00 a.m. at its scheduled time.

Ms. Tomblin reviewed the information on each of the slides. Some basic information was shared, including emphasizing that the FY 2015-2016 expenditure data represented utilization of funds from SG/PRC Purchase of Services (POS), only, and did not reveal all expenditures or services provided to clients and families. Examples of generic and community resources were provided and "contract" line client expenditures not included in the POS data were also explained.

Changes made since the community meetings held in 2016 were discussed, including the Equity Proposal Projects that were funded with ABX2-1 funding. As part of the presentation, the SG/PRC website was accessed to demonstrate a number of positive changes that had taken place since last year, which were also described in the power point slides. The purpose of including the website was to show family members how to navigate to the website and navigate to the complete POS policy in various languages, the POS summaries by age groups posted in various languages, the listing of local parent support groups, generic and community resources – as well as the complete listing of the FY 15-16 POS Expenditure Reports.

Written materials were handed out and/or made available, including the following. POS Summary for Early Start, POS Summary for School-Age Clients, POS Summary for Adult – all available in Chinese as well as English, general description of regional center services; information on how to become a regional center board member; listing of parent support groups by language and by disability type; brochure about living options; a brochure about employment options; information about Self-Determination Services; emergency preparedness material from Los Angeles County; an invitation to the Emergency

Preparedness EXPO sponsored by SG/PRC As a staff member of The Parents' Place was also present, a number of Parents' Place flyers were also made available to the audience

It was pointed out that there is an important distinction between the authorization and utilization of services. It was noted that some vendors are billing late although the services have been provided. SG/PRC recently sent out a letter to vendors advising that they were to bill within 90 days of the delivery of services. Sometimes the discrepancy between authorization and utilization is that the vendor does not have enough staff or staff that speak the needed language to start (or continue) services in a timely manner. SG/PRC stated that we want to encourage parents to let the regional center know when they are not getting the services as authorized

The following questions, comments and discussions were offered by the audience:

1. Regarding POS exception to policy, do we ask our SC's for services then?
2. Parents feel the need to talk to a 3rd person who also knows the regional center system to confirm information given by their own service coordinator is accurate Families were informed that SG/PRC has instituted a new support, called the Person-Centered Conversation These are available at The Parent's Place FRC the 1st Wednesday of every month. These can be arranged by calling The Parents' Place for an appointment. One of the Community Outreach Specialist (COS) indicated that it was best for families to bring their IPP to one of these Person-Centered Conversations and the COS will help families to learn how to discuss services with their SC. Also, families were encouraged to call and speak the SC's manager or with an Associate Director if they want verification
3. In regards to the time for Hot Topics meetings (which SG/PRC calls the "Critical Issues Forum" - held on the fourth Wednesday of the month once a quarter from 10:00 a.m. to 12:00pm), most Asian parents are working parents. They feel excluded from the opportunity to participate this segment. One person commented that RC is doing a lot of great things and especially liked the Hot Topics but wanted to address other ethnic differences such as "How can families who cannot attend these morning meetings still get the information?" Suggestions include recording these meetings and putting them on a website. Ms. Tomblin noted that it will be recorded and posted on Parent's Corner and maybe translated.
4. It was presented that SG/PRC received funding to have monthly meetings with Spanish-speaking families in El Monte, Pomona and La Puente to talk about what RC is, etc. Chinese parents would like to have the same opportunity to learn about how to navigate regional center service with Hispanic population. They feel that it is unfair that this workshop is only translated to Spanish, not any other languages. It was suggested that all of these meetings should be available in English and translated into other languages so that people who are not Spanish-speaking can attend or benefit, too Another comment was that not only are Spanish-speaking communities unaware about regional center services but the Vietnamese speaking community is also unaware
5. Regarding the total amount of clients we served in FY15-16 (about 14,000) what are the age ranges? This was shown in the slides on SG/PRC demographics

6. It was mentioned that it was estimated that about 1500 more Asians should be served by SG/PRC to be more representative of the general population. A parent wanted to know how that number was obtained. Ms. Tomblin indicated that this was just an estimate but it was based on the large difference between the general population based on the 2010 census, the percent of Asian persons in the SG/PRC service area and the percentage of Asian families served in FY 2015-16.
7. What is the number of families covered by SG/PRC in the 2010 census data? Data of the number of families served in 2010 was not available.
8. Regarding primary language, it was pointed out that the data is taken from what is reported as the client's primary language. It is probably better to look at the primary language of caretakers, such as parents or grandparents.
9. There was a question about whether services are provided in English for the client or in the language of the parents, if different? This would depend on the circumstances, as in some situations the provider needs to talk with the family in the language they best understand. Discussion that SG/PRC is actively requesting/encouraging vendors to recruit and maintain bilingual providers who are able to communicate both to client and families in the language in which they are comfortable.
10. Someone in the audience pointed out that Asian families are less likely to contact their service coordinator to report issues with their services because Asian culture is not as vocal compared to other cultures in general. However they are more likely to give information if SC initiates the contact. This was prompted by the data that only about 75% of services authorized are utilized. Families reported that usually Asian families do not call their SCs; they wait for the SCs to call them. But once the SCs called them, are family's concerns being shared with the SC. As a part of SG/PRC's efforts to address disparity issues, our SCs were instructed to call families without POS or if they were not utilizing services on a quarterly basis. Some reasons for families not utilizing POS were listed as delays in service because of changes in the provider, services not available in the language they need, or the hours available did not matching the family's availability. Ms. Wheeler was impressed that RC did this. Discrepancies between authorization and utilization also appear to be due to some providers delaying their billing – not billing on a timely basis. Also, the medical or health issues of babies may contribute to the low utilization rates in Early Start.
11. One parent expressed anger because she does not feel her child receives appropriate service. Presenter let parent know that she could always contact supervisor to discuss and she may appeal any decisions from RC. It was clarified that if a family wanted a service that they are not getting, they can appeal that situation.
12. One mother provided written testimony about her concerns and issues. (That is attached with the personal information redacted). The gist of the testimony was that aging parents are

concerned about their client's well being after they pass away What facility will they live in? Is there a housing program? Is there a transition program and how to enroll? If income is low, will RC fund or help with funding? Who will advocate for them? Will RC come to the facility and provide services? Suggestions included holding a living options training through CPAD, future planning is and should be done during the IPP meetings, and talking about living arrangements, such as through a family home agency (like CA Mentor), Residential facilities or having a roommate in an independent or supported living arrangement SG/PRC will be hiring a housing specialist soon to help SG/PRC identify and increase affordable housing options for these clients. This sort of Housing Option Training was requested by several parents.

13. Another parent suggested that at future trainings, having visual aids and a speaking panel of clients who are already living in residential facilities or other living arrangements to speak about their living situation would be great for parents who have an idea what to expect in the future when their own children will be living there. She would also hope for a rating system like YELP to figure out what type of quality the service or living places are like. She would also like to know who to speak with if the services are bad
14. In particular, the audience was asked to help identify the best way to reach out to the Asian community about the services that regional center can offer. One parent suggested that SG/PRC should reach out to the underserved population is through Public Service Announcements (PSAs) on ethnic TV stations and radio that have parent testimonies. The Community Outreach Specialist indicated that parents have read ads in the newspaper and that articles have been working to help inform families about regional center It was suggested that if regional center pursues the PSA route, maybe the PSA can list the various parent groups/support group information and those people can then refer them to the correct RC.
15. A lady asked the SC helping to take notes in which department she worked for. She was told the Intake Department. The parent said that for years, Intake never had an Asian person and she was very happy about that now we SG/PRC had an Asian person doing Intake for SG/PRC.

Good morning. My name is [REDACTED] and my son [REDACTED] is a consumer of San Gabriel and Pomono Regional Center. [REDACTED] currently lives with us at home.

For parents with children of special needs, we as a group are faced with the daunting task day and night – making arrangement for our children after we pass. I for one am constantly worried about the welfare of my child as I grow older and would like to put some arrangement in place while I still can so that I can have the peace of mind.

One major concern that often keeps me awake at night is if my child will have a safe and sound place to live in. Although there are numerous issues we need to cope with, housing clearly is a huge one. At what facility will they live and if the facility is the appropriate right.

I wonder if there is an equivalent program for housing as there is for education – namely the free appropriate public education. Does Regional Center have a housing transition plan for children who will age out of the school district and would pursue independent living option? If so, how would we parents go about enrolling our children in the program? I would like the Regional Center to educate parents on housing options for our children either through its own information dissemination channels or by way of CPAD or similar organizations.

A few questions come to mind and these questions concern me a great deal as they do other parents in my situation.

1. Where would we find such housing or through what agencies? Will Regional Center provide such information? If our income is too low to pursue such housing option, will Regional Center provide financial assistance? If not, where can we find such financial assistance?
2. After such housing is secured and children move in, what kind of services does Regional Center provide to ensure that these children will have a smooth transition to the new environment and new way of living?
3. Will Regional Center make scheduled visits to the facility to ensure that these children live in a safe and sound place and identify any areas where these children need assistance and provide them?

These are some of the issues on our mind constantly. I would like to see these issues dealt with and come up with solutions while I am still alive. Failure to do so will exacerbate an already difficult situation that we need to deal with. We can advocate for our children and make appropriate arrangement for them while we are alive. Just imagine after we parents pass, how difficult it is going to be for these children who for one disability or another cannot advocate for themselves. Will they become a group of people whom nobody will advocate and care for?

Community Meeting on March 29, 2017 – 10:00 a.m.

English-Speaking Audience

Minutes

Number of Participants: One (1) parent was present, along with a representative from the Los Angeles Office of the State Council on Developmental Disabilities and a representative from the Department of Developmental Services

Location of Meeting: San Gabriel/Pomona Regional Center (SG/PRC), 75 Rancho Camino Drive, Pomona, CA 91766.

Translation Provided: The presentation was made in English. A meeting conducted entirely in Spanish was conducted at the same time in an adjoining conference room.

SG/PRC Staff: Carol Tomblin, Director of Compliance and Outreach; Olivia Funaro, Manager of Residential Services, who took notes of the meeting.

Meeting Summary: Meeting was scheduled to start at 10.00 a.m. and started shortly thereafter

Ms. Tomblin reviewed the information on each of the slides and encouraged questions and comments. Some basic information was shared, including emphasizing that the FY 2015-2016 expenditure data represented utilization of funds from SG/PRC Purchase of Services (POS), only, and did not reveal all expenditures or services provided to clients and families. Examples of generic and community resources were provided and “contract” line client expenditures not included in the POS data were also explained.

Changes made since the community meetings held in 2016 were discussed, including the Equity Proposal Projects that were funded with ABX2-1 funding. As part of the presentation, the SG/PRC website was accessed to demonstrate a number of positive changes that had taken place since last year, which were also described in the power point slides. The purpose of including the website was to show family members how to navigate to the website and navigate to the complete POS policy in various languages, the POS summaries by age groups posted in various languages, the listing of local parent support groups, generic and community resources – as well as the complete listing of the FY 15-16 POS Expenditure Reports. The parent was shown how to get to the “Parents’ Corner” so she could access conference information and the flyer for the new “Critical Issues Forum” that will start in April.

Written materials were handed out, all in English and Spanish, including the following: POS Summary for Early Start, POS Summary for School-Age Clients, POS Summary for Adult; general description of regional center services; information on how to become a regional center board member; listing of parent support groups by language and by disability type; brochure about living options; a brochure about employment options; information about Self-Determination Services; emergency preparedness material from Los Angeles County; an invitation to the Emergency Preparedness EXPO sponsored by SG/PRC.

It was pointed out that there is an important distinction between the authorization and utilization of services. It was noted that some vendors are billing late although the services have been provided. SG/PRC recently sent out a letter to vendors advising that they were to bill within 90 days of the delivery of services. Sometimes the discrepancy between authorization and utilization is that the vendor does not have enough staff or staff that speak the needed language to start (or continue) services in a timely manner. SG/PRC stated that we want to encourage parents to let the regional center know when they are not getting the services as authorized

The following include the comments made by the parent present:

There is a high turnover rate in the behavior interventionist assigned to her son. She has had a number of different interventionist working with her child. This can contribute to the difference between the authorization and utilization of services. Also, she feels that she knows more than the behaviorist working with her son. She is concerned that providers are not hiring experienced staff to meet client needs

The meeting concluded about 12:00 p.m. (noon).

Community Meeting on March 29, 2017 – 10:00 a.m.

Spanish-Speaking Audience

Minutes

Number of Participants: Nine (9) parents were present.

Location of Meeting: San Gabriel/Pomona Regional Center (SG/PRC), 75 Rancho Camino Drive, Pomona, CA 91766.

Translation Provided: The presentation was made entirely in Spanish. All of the slides for the presentation were also in Spanish. A meeting covering the same information was conducted in English at the same time in an adjoining conference room

SG/PRC Staff: Xochitl Gonzalez, Community Outreach Specialist, conducted the meeting. Also present was Lucina Galarza, Associate Executive Director.

Meeting Summary: Meeting was scheduled to start at 10:00 a.m. and started shortly thereafter.

Mrs. Gonzalez reviewed the information on each of the slides and encouraged questions and comments. Some basic information was shared, including emphasizing that the FY 2015-2016 expenditure data represented utilization of funds from SG/PRC Purchase of Services (POS), only, and did not reveal all expenditures or services provided to clients and families. Examples of generic and community resources were provided and “contract” line client expenditures not included in the POS data were also explained.

Changes made since the community meetings held in 2016 were discussed, including the Equity Proposal Projects that were funded with ABX2-1 funding. As part of the presentation, the SG/PRC website was accessed to demonstrate a number of positive changes that had taken place since last year, which were also described in the power point slides. The purpose of including the website was to show family members how to navigate to the website and navigate to the complete POS policy in various languages, the POS summaries by age groups posted in various languages, the listing of local parent support groups, generic and community resources – as well as the complete listing of the FY 15-16 POS Expenditure Reports. The parent was shown how to get to the “Parents’ Corner” so she could access conference information and the flyer for the new “Critical Issues Forum” that will start in April.

Written materials were available to meeting participants, all in English and Spanish, including the following: POS Summary for Early Start, POS Summary for School-Age Clients, POS Summary for Adult; general description of regional center services; information on how to become a regional center board member; listing of parent support groups by language and by disability type; brochure about living options; a brochure about employment options; information about Self-Determination Services; emergency preparedness material from Los Angeles County, an invitation to the Emergency Preparedness EXPO sponsored by SG/PRC.

It was pointed out that there is an important distinction between the authorization and utilization of services. It was noted that some vendors are billing late although the services have been provided. SG/PRC recently sent out a letter to vendors advising that they were to bill within 90 days of the delivery of services. Sometimes the discrepancy between authorization and utilization is that the vendor does not have enough staff or staff that speak the needed language to start (or continue) services in a timely manner. SG/PRC stated that we want to encourage parents to let the regional center know when they are not getting the services as authorized.

Parents provided the following comments:

The measures SG/PRC is taking appears to be working towards achieving greater equity

Having parent trainings was an effective way to support equity.

Cultural barriers often prevent families from taking advantage of services.

Some barriers families face include not knowing how to verbalize their child's needs to the regional center or other professionals.

Parents often do not know to prepare for IPP meetings and often don't understand what information the Service Coordinator needs from the parent for the IPP meeting

Rather than expressing their needs, parents often wait for their Service Coordinator to suggest a support.

The meeting concluded about 12:00 p.m. (noon).

Community Meeting on March 29, 2017 – 4:00 p.m.

English-Speaking Audience

Minutes

Number of Participants: One (1) parent was present, along with the Executive Director of The Parents' Place FRC, a representative of the San Diego Office of Disability Rights-California, as well as an ASL Interpreter provided by SG/PRC for that representative. **NOTE:** SG/PRC was prepared to present this information in Spanish, but there was no one who attended the Spanish presentation at 4:00 p.m.

Location of Meeting: San Gabriel/Pomona Regional Center (SG/PRC), 75 Rancho Camino Drive, Pomona, CA 91766

Translation/Interpreter Provided: The presentation was made in English. The Disability Rights-California representative had requested an American Sign Language (ASL) interpreter and SG/PRC arranged for an ASL interpreter.

SG/PRC Staff: Carol Tomblin, Director of Compliance and Outreach; Perla Zuniga, Manager of Adult Services, who took notes of the meeting

Meeting Summary: Meeting was scheduled to start at 4:00 p.m. and started shortly thereafter.

Ms. Tomblin reviewed the information on each of the slides and encouraged questions and comments. Some basic information was shared, including emphasizing that the FY 2015-2016 expenditure data represented utilization of funds from SG/PRC Purchase of Services (POS), only, and did not reveal all expenditures or services provided to clients and families. Examples of generic and community resources were provided and "contract" line client expenditures not included in the POS data were also explained.

Changes made since the community meetings held in 2016 were discussed, including the Equity Proposal Projects that were funded with ABX2-1 funding. As part of the presentation, the SG/PRC website was accessed to demonstrate a number of positive changes that had taken place since last year, which were also described in the power point slides. The purpose of including the website was to show family members how to navigate to the website and navigate to the complete POS policy in various languages, the POS summaries by age groups posted in various languages, the listing of local parent support groups, generic and community resources – as well as the complete listing of the FY 15-16 POS Expenditure Reports. The parent was shown how to get to the "Parents' Corner" so she could access conference information and the flyer for the new "Critical Issues Forum" that will start in April.

Written materials were handed out, all in English and Spanish, including the following. POS Summary for Early Start, POS Summary for School-Age Clients, POS Summary for Adult; general description of regional center services; information on how to become a regional center board member; listing of parent support groups by language and by disability type; brochure about living options, a brochure about employment options; information about Self-Determination Services; emergency preparedness material from Los Angeles County; an invitation to the Emergency Preparedness EXPO sponsored by SG/PRC.

It was pointed out that there is an important distinction between the authorization and utilization of services. It was noted that some vendors are billing late although the services have been provided. SG/PRC recently sent out a letter to vendors advising that they were to bill within 90 days of the delivery of services. Sometimes the discrepancy between authorization and utilization is that the vendor does not have enough staff or staff that speak the needed language to start (or continue) services in a timely manner. SG/PRC stated that we want to encourage parents to let the regional center know when they are not getting the services as authorized

The following include the comments made by the audience members:

The parent reported that they understood that the service coordinators have large caseload quantities and how that impacts the coordinator from being able to do a thorough job.

The parent also mentioned that ESL classes are not offered in schools and that for non-English-speaking parents, this causes an issue because their child may truly never master any language (native or English language) The parent suggested that she would like the regional center to consider this issue and continue providing materials in various native languages, since parents are truly in need of information.

There was a question that could not be answered during this meeting. Were homeless children represented in data?

In terms of some children (especially African-American children) not receiving services paid by regional center, the parent asked if it was possible that the hospitals or insurance were providing services -- which is why RC services were not utilized

In terms of needed outreach, it was requested that SG/PRC consider reaching out to administrators and teachers at schools and to ask the SELPA to provide in-service to teachers and administrators about regional center services

It was also suggested that SG/PRC should reach out to local law enforcement, conduct Public Service announcements on TV and radio. It was also suggested that we should advertise through participation in local Farmers Markets, post information at City Halls and Community Centers, provide pamphlets to WIC offices or outlets. It was also suggested that we should consider collaborating with other regional centers to provide a 1-800 number for people to call across Los Angeles County.

The meeting concluded about 5:45 p.m.

Community Meeting on March 29, 2017 – 7:00 p.m.

Spanish-Speaking Audience

Minutes

Number of Participants: One (1) parent was present, who was fluent in English and Spanish and has some understanding of Arabic. **NOTE:** SG/PRC was prepared to present this information in English, but there was no one who attended the English presentation at 7:00 p m

Location of Meeting: San Gabriel/Pomona Regional Center (SG/PRC), 75 Rancho Camino Drive, Pomona, CA 91766.

Translation Provided: The entire presentation was made in Spanish and the slides were translated into Spanish, as well.

SG/PRC Staff: Xochitl Gonzalez, Community Outreach Specialist, who was the presenter; and Rosa Chavez, Associate Director of Client Services – Family and Transition Services, who kept notes of the meeting.

Meeting Summary: Meeting was scheduled to start at 7:00 p m and started at 7:10 p.m.

Mrs. Gonzalez reviewed the information on each of the slides and encouraged questions and comments. Some basic information was shared, including emphasizing that the FY 2015-2016 expenditure data represented utilization of funds from SG/PRC Purchase of Services (POS), only, and did not reveal all expenditures or services provided to clients and families. Examples of generic and community resources were provided and “contract” line client expenditures not included in the POS data were also explained.

Changes made since the community meetings held in 2016 were discussed, including the Equity Proposal Projects that were funded with ABX2-1 funding. As part of the presentation, the SG/PRC website was accessed to demonstrate a number of positive changes that had taken place since last year, which were also described in the power point slides. The purpose of including the website was to show family members how to navigate to the website and navigate to the complete POS policy in various languages, the POS summaries by age groups posted in various languages, the listing of local parent support groups, generic and community resources – as well as the complete listing of the FY 15-16 POS Expenditure Reports. The parent was shown how to get to the “Parents’ Corner” so she could access conference information and the flyer for the new “Critical Issues Forum” that will start in April.

Written materials were handed out, all in English and Spanish, including the following: POS Summary for Early Start, POS Summary for School-Age Clients, POS Summary for Adult, general description of regional center services; information on how to become a regional center board member; listing of parent support groups by language and by disability type; brochure about living options; a brochure about employment options; information about Self-Determination Services; emergency preparedness material from Los Angeles County; an invitation to the Emergency Preparedness EXPO sponsored by SG/PRC.

It was pointed out that there is an important distinction between the authorization and utilization of services. It was noted that some vendors are billing late although the services have been provided. SG/PRC recently sent out a letter to vendors advising that they were to bill within 90 days of the delivery of services. Sometimes the discrepancy between authorization and utilization is that the vendor does not have enough staff or staff that speak the needed language to start (or continue) services in a timely manner. SG/PRC stated that we want to encourage parents to let the regional center know when they are not getting the services as authorized.

When discussing limitations, it was explained that there is no accounting for services that have been declined by families. When discussing possible reasons for refusing services such as respite, the parent commented that she didn't use respite because she didn't know of anyone that she knew that could provide it and she didn't trust strangers to take care of her son.

Parent voiced that she thought that SG/PRC is doing great by promoting the Parent Mentor Initiative (PMI) program, one of the equity projects funded by ABX2-1. She is excited about being able to help other families. She mentioned that she could use this information to reach out to two of her churches that have started parent support groups. She also mentioned that there is a higher probability for a parent to get help from another parent. Parent loved her service coordinator (SC) in Family Services, whom she had for years prior to being transferred to Transition Services. In contrast, the SC after her did not follow up on her requests. However, she is doing well with her current SC. Mom noted that many Latino families do not have access to Internet, that regional center would need a different way to reach out to families.

The meeting concluded about 8:45 p.m.