



**San Gabriel / Pomona  
Regional Center**

**Fiscal Year 2020-2021**

**Annual Purchase of Services (POS) Expenditure Report  
(with Community Meetings Recorded Comments)**

Report sent to Department of Developmental Services by June 9, 2022

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## **Background**

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

These data have become known as the POS disparity data. As the data may or may not show a disparity, San Gabriel/Pomona Regional Center (SG/PRC) refers to these reports on our website as Annual Purchase of Services (POS) Expenditure Reports. These reports include information about authorizations and utilization, as well as expenditures.

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

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

The Lanterman Act requires that these reports shall be posted by each regional center on its own website by December 31<sup>st</sup> of each year.

Within three months of posting the data (meaning by March 31<sup>st</sup>), each regional center shall hold public meetings to receive community input regarding the disparity data from the previous fiscal year (meaning from July 1<sup>st</sup> through June 30<sup>th</sup> of the previous year).

According to the statutory requirements, the regional center shall submit a draft report to DDS by May 31<sup>st</sup> which meets the requirements of WIC 4519.5 (f)(1), including the following: the regional center’s efforts to improve public attendance and participation at the stakeholder meetings; copies of minutes from the meetings and attendee comments; a determination if there is a need to reduce disparities in the purchase of services among the consumers in the regional center’s area; and if there is disparity, the regional center’s recommendations and plan to promote equity, and reduce disparities, in the purchase of services. The next step in the process is that the regional center shall post a report by August 31<sup>st</sup> addressing the requirements specified in WIC 4519. Then

the process begins again with the compiling and posting of the disparity data for the subsequent fiscal year by December 31<sup>st</sup>.

**SG/PRC Demographics**

SG/PRC serves a diverse population of people with disabilities. With the exception of significantly under-representing the Asian community, the percentages of individuals served by SG/PRC in each ethnic/racial group appear to mirror the trends seen of the community at large, taking into account that the data used for comparison are 10 years old.

To illustrate, below is the Census Data for 2010 for the SG/PRC’s service area (which DDS uses for Board Composition Survey comparison). This census data is compared with the numbers and percentages of individuals eligible for SG/PRC services in Fiscal Year 16-17 and 20-21 to further understand changes in SG/PRC’s demographics. The SG/PRC numbers and percentages are the same as those used in the disparity data contained in this report.

Chart 1

Ethnic/Racial Group	2010 Census Data SG/PRC Area		FY 2017 SG/PRC All Living Options		FY 2021 SG/PRC All Living Options		Change from FY 2017	
	Number	%	Number	%	Number	%	Change in Number	Change in %
White	266,985	21.1%	2,649	18.1%	2,448	15.7%	-201	-7.6%
Hispanic	661,973	52.4%	8,242	56.5%	8,706	55.8%	464	5.6%
Black/ African-American	48,310	3.8%	802	5.5%	800	5.1%	-2	-0.2%
Asian (w/ Filipino)	272,183	21.5%	1,710	11.7%	1,945	12.5%	235	13.7%
Other	8,708	0.7%	1,165	8.0%	1,700	10.9%	535	45.9%
<b>TOTAL</b>	<b>1,264,348</b>		<b>14,598</b>		<b>15,599</b>		<b>1001</b>	<b>6.9%</b>

The majority of individuals served by SG/PRC self-reported as Hispanic, with the percentage of Hispanic individuals served by SG/PRC remaining fairly steady over the past three years. Over the past year, the number of Asian individuals served by SG/PRC has grown in both percentage and actual numbers. The number of those self-reported as white declined in both actual numbers and in percentages of total individuals eligible for SG/PRC POS. In comparison to the overall

population, a disproportionately large number and percentage of individuals self-reported as “Other”, which may also indicate identification with multiple racial or ethnic backgrounds.

While there are fluctuations in the number of Black/African Americans served, there is essentially no growth in the African-American/Black group, as the actual number of individuals served in 2020-2021 is less than those served in FY 2017.

As noted above, the SG/PRC “Other” ethnic/racial group is several times larger than the “Other” group for the general population and has increased in percentage and actual numbers of individuals over the past year.

**Outreach Efforts – Actions to Improve Public Attendance and Participation**

The approach to maximize attendance of our consumers, families and stakeholders was to go out into the community where they naturally congregate. SG/PRC outreach team communicated to our local parent support groups at their regularly scheduled meetings. SG/PRC held 7 virtual community meetings in accordance with COVID-19 Guidelines. Languages conducted: (1) in Spanish, one (1) in Chinese, one (1) in Korean, one (1) in Vietnamese, and (3) English. (See table 1)

Table 1

Date	Type of Meeting	Language & Time
2/24/2022 Thursday	<b>CRITICAL ISSUES FORUM IN ENGLISH/SPANISH</b> <a href="https://us02web.zoom.us/j/87953008523">https://us02web.zoom.us/j/87953008523</a>	English/Spanish* 10:00 a.m. to 11:30 a.m.
3/02/2022 Wednesday	<b>POS EXPENDITURE DATA COMMUNITY MEETING IN SPANISH</b> <a href="https://sgprc-org.zoom.us/j/82190721439">https://sgprc-org.zoom.us/j/82190721439</a>	Spanish only 10:00 a.m. to 11:30 a.m.
3/10/2022 Wednesday	<b>LICA MEETING</b> <a href="https://us02web.zoom.us/j/84714700759?pwd=S21RNHpOeVJVOW5RZUw3WWt6bnNBUT09">https://us02web.zoom.us/j/84714700759?pwd=S21RNHpOeVJVOW5RZUw3WWt6bnNBUT09</a> Meeting ID: 847 1470 0759 Passcode: 546580	English only 9:30 a.m. to 10:30 a.m.
3/12/2022 Saturday	<b>POS EXPENDITURE DATA COMMUNITY MEETING IN CHINESE</b> <a href="https://sgprc-org.zoom.us/j/82190721439">https://sgprc-org.zoom.us/j/82190721439</a>	Chinese (Mandarin) only 2:00 p.m. to 3:30 p.m.
3/19/2022 Saturday	<b>POS EXPENDITURE DATA COMMUNITY MEETING IN VIETNAMESE</b> <a href="https://sgprc-org.zoom.us/j/82190721439">https://sgprc-org.zoom.us/j/82190721439</a>	Vietnamese only 10:00a.m. to 11:30 a.m.
3/23/2022 Wednesday	<b>SG/PRC BOARD OF DIRECTORS MEETING</b> <a href="https://us02web.zoom.us/j/234566141?pwd=RTJXK1NP M292bktTREI3dWpzdDJQZz09">https://us02web.zoom.us/j/234566141?pwd=RTJXK1NP M292bktTREI3dWpzdDJQZz09</a> Meeting ID: 234 566 141 Passcode: 91622	English* Meeting starts at 7:15 p.m.

<p>3/24/2022 Thursday</p>	<p><b>POS EXPENDITURE DATA COMMUNITY MEETING IN KOREAN</b> <a href="https://sgprc-org.zoom.us/j/82190721439">https://sgprc-org.zoom.us/j/82190721439</a></p>	<p>Korean only 4:00 p.m. to 5:30 p.m.</p>
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Advertisement and Information about these virtual presentations were posted to multiple sections of the SG/PRC website: the “News” on the main page, on the “Clients and Family” section, in the “Provider section”, and also in the Calendar. Electronic blast (Constant Contact Announcements) was sent to the various groups registered to receive e-News. In addition, during each of the weekly SG/PRC Community Zoom Meetings, as part of the Community Outreach announcements, and during the weekly Vendor meetings. Flyers were posted to the materials link for the Tuesday Community Meetings and the Monday Vendor Meetings – all on Zoom -- for a month prior to the first presentations. The Parents’ Place Family Resource Center also sent the English and Spanish-language flyers to the parents known to them. Our Equity Partner and Support Group Parenting Black Children used their social media to encourage members to attend one of existing meetings, most members attended the Critical Issues Forum. Board members and Board committee members were urged to participate in the Zoom held 3/23/2022 at 7:15 PM. During these Zoom meetings, the audience was also told that the complete power point presentation of the FY 20-21 Expenditure Data was posted to the SG/PRC website and that comments and questions regarding the information were welcomed.

In terms of making the presentations accessible to the audiences, a power point presentation was prepared in English and translated into Spanish and Korean for audiences for whom English was not the primary language. A full description of the POS Expenditure Data was included in the English Power Point presentation, which was posted to the SG/PRC website for all to access. (Please see Attachment 2)

**Issues Identified in Data -- Need to Reduce Disparity Identified**

The power point presentation of the Annual POS Expenditure Data is included as an attachment (as indicated above). The graphs and charts help to highlight the issues that were identified in the review of the data. This year, we will be focusing on individuals living with their families, major ethnic/racial groups, and most prevalent languages in SG/PRC service area which were major factors that influenced POS authorizations and expenditures. As you can see under Living Arrangement and POS section in this report, culture continues to influence on POS authorizations, expenditures and utilization can be inferred from a combination of language and ethnicity. Overall trends and recommendations are included in the power point slides toward the end of the presentation.

### Living Arrangement and POS

Living arrangement continues to have a significant impact on POS authorizations, expenditures, and utilization. In FY 20-21, 81.2% of all individuals served by SG/PRC live at home with family.

Thirty-five percent (35%) of all SG/PRC individuals who are reported as White live at home. Forty-five percent (45%) of all African-Americans served by SG/PRC live at home. 75% of all SG/PRC Hispanic individuals live at home, 80% of all SG/PRC Asians reside at home, and only 25% of all SG/PRC American Indian individuals live at home. Here in Chart 2, you will see the percentage of individuals living at home.

Actual numbers have increased with average per capita authorizations from \$18,632 in 19-20 to \$23,791 in fiscal year for 20-21 and average per capita expenditures has increased from \$15,115 in 19-20 to \$17,058 for FY20-21, regardless of ethnicity, age, or living arrangements.

In this following Chart 2, you will see the difference in percentages of SG/PRC individuals who choose to live out of home in which you can see the percentages in each ethnic groups. Based on this fact, SG/PRC continued to compare POS expenditure data of individuals living at home to find where the disparity resists.

Chart 2

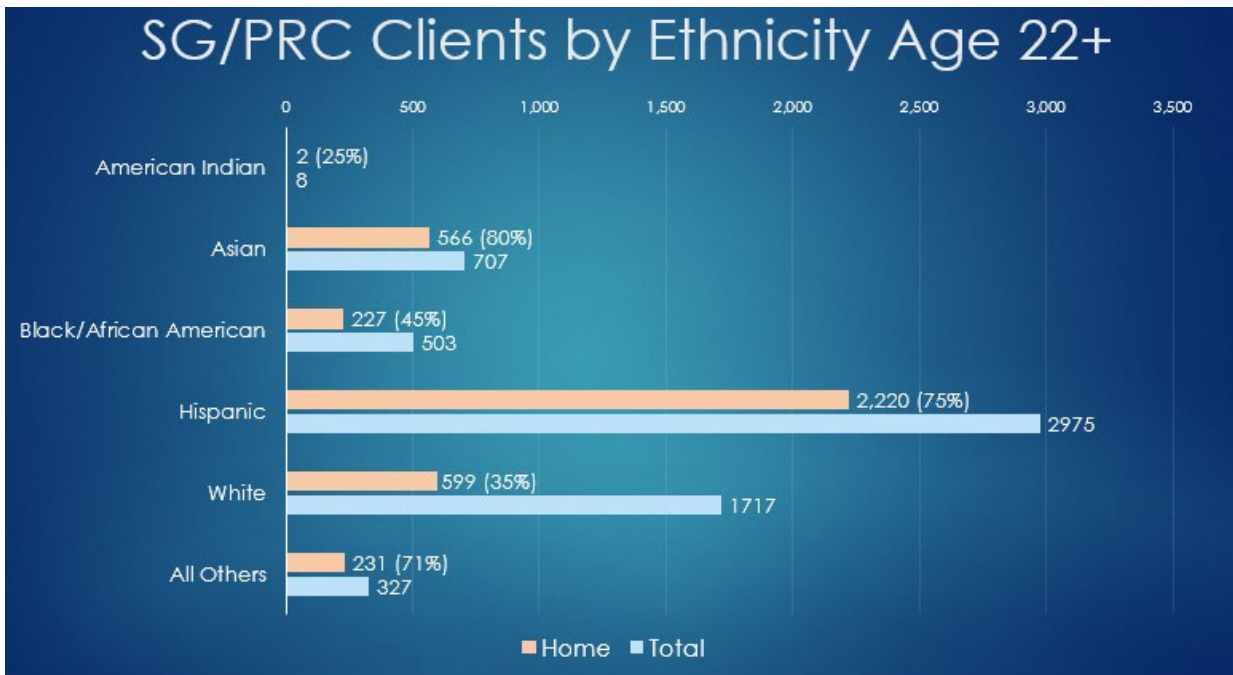
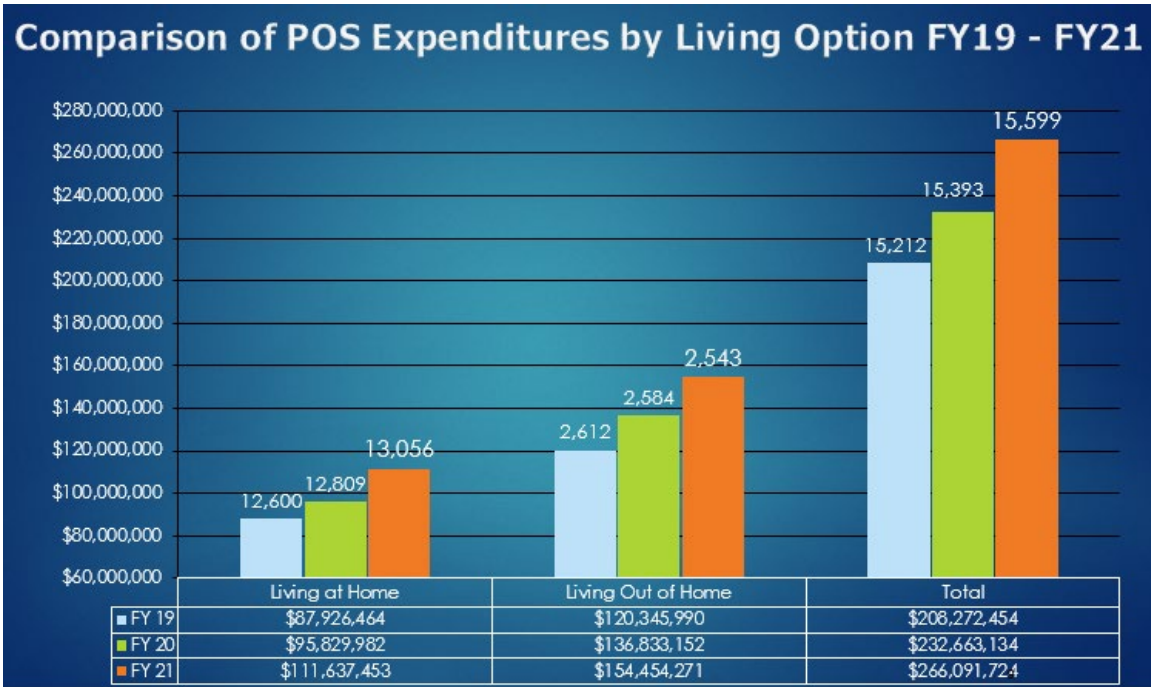


Chart 3



### Age, Ethnicity and POS

In addition to the influence of living arrangement on POS expenditures and authorizations, age and ethnicity continue to have a significant impact on POS authorizations, expenditures and utilization. In FY 20-21, 41.4% of all individuals served by SG/PRC live are school age, 3-21, group.

Chart 4

### FY21 NO POS Age 3-21 Comparison by Language

Language	English	Spanish	Cantonese Chinese	Mandarin Chinese	Vietnamese	Korean	Arabic	All Other Languages	TOTAL
Total	4,543	1,528	69	149	82	26	13	54	6,464
POS	2,873	1,071	49	101	39	21	6	41	4,201
No POS	1,670	457	20	48	43	5	7	13	2,263
No POS %	36.8%	29.9%	29.0%	32.2%	52.4%	19.2%	53.8%	24.1%	35.0%

The majority of the service needs of school age group are met by generic resources or by natural supports provided by the family. Therefore, you can find a relatively lower amount of POS authorizations and expenditures in the school-age group.



**POS utilization across all ages living at home**

The Hispanic/Latino group became at 66.8% (71.1%, last year) which is the highest for all ages of those living at home. However, the average dollar amounts for authorizations (\$12,334) and expenditures (\$8,070) for Hispanic/Latino individuals remain the lowest of the groups.

In contrast, the pattern seen for Hispanic/Latino babies in Early Start is remained above average in authorizations and expenditures compared to the average with NO POS rate was at 2.9%. (15 of 513 with no POS). [See the Chart 4 below]

You will also find Charts 5-7 indicating POS Authorizations across all ages living at home from ages 0-2, 3-21, and 22 and up.

Chart 5

Language	English	Spanish	Cantonese Chinese	Mandarin Chinese	Vietnamese	Korean	Arabic	All Other Languages	TOTAL
Total	2,219	513	37	90	14	7	2	16	2,898
POS	2,148	498	37	86	14	7	2	15	2,807
No POS	71	15	0	4	0	0	0	1	91
No POS %	3.2%	2.9%	0.0%	4.4%	0.0%	0.0%	0.0%	6.3%	3.1%

Chart 6

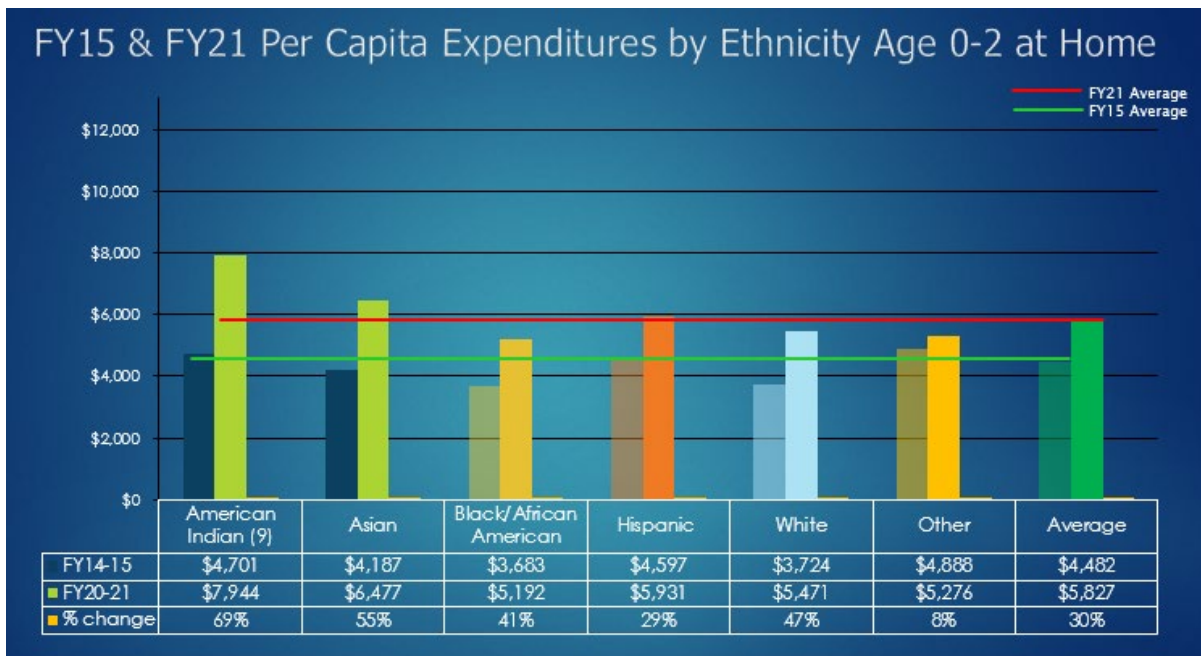




Chart 7

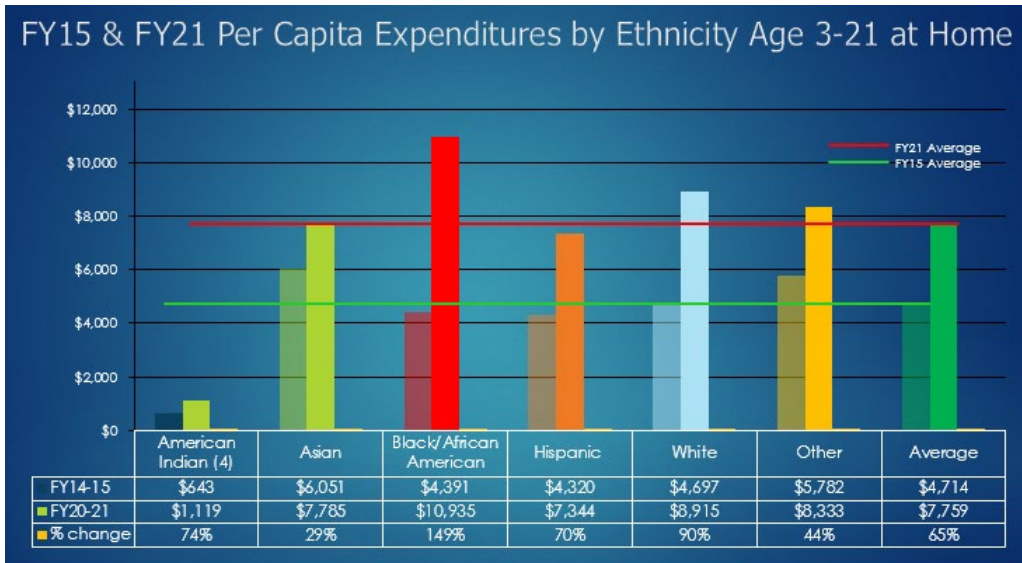
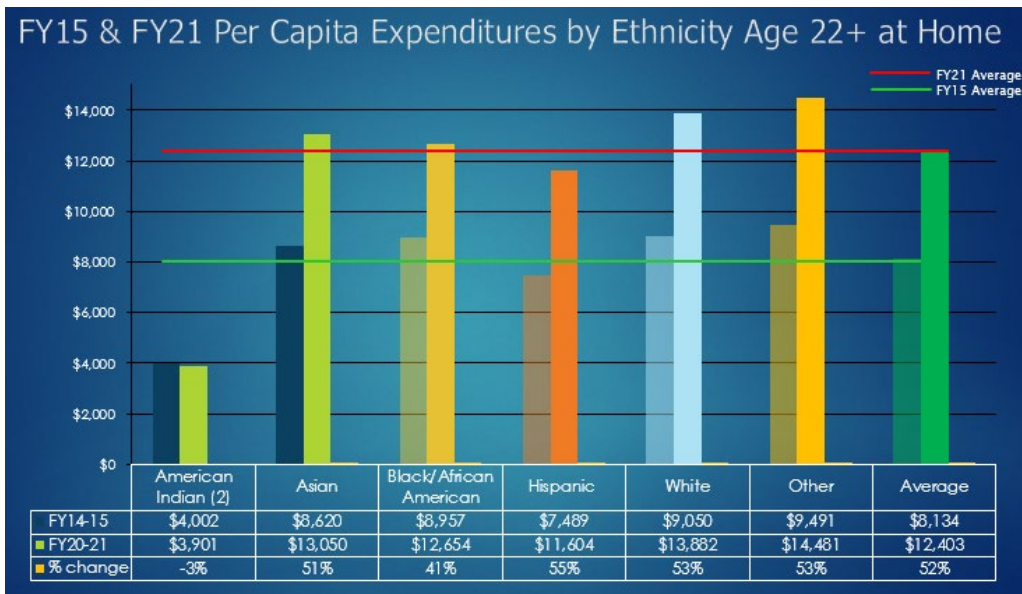


Chart 8



**Language and POS data (NO POS)**

In reviewing NO POS expenditures in terms of language for all ages, there was a significant improvement since FY15 in terms of those whose primary language was Spanish. In FY 14-15, 25.2% of individuals whose primary language was Spanish had NO POS expenditures; while we've improved in FY20-21 from 21.8% with NO POS.

Most striking was that 36.8% of all English-speaking families with school-aged children continued to have most NO POS in FY20-21. Vietnamese-speaking families of school-aged children at 52.4% NO POS. In Age 22+ area, 34.8% of Mandarin Chinese-speaking families had most NO POS in FY20-21. Vietnamese-speaking families of adult over age 22 at 26.9% NO POS followed by Cantonese Chinese speaking families at 23.8%.

## **NO POS and Ethnicity**

When reviewing NO POS by ethnicity across all ages, Asians had the highest NO POS at 24.8%. However, the differences are seen in the school-age groups for Asians 34.7%, Black/African-Americans at 34.1%, Hispanics 34.2%, Pacific Islanders at 33.3%, Other/Multi-Cultural at 37.0% and White at 38.6% NO POS. Adult over age 22 group NO POS data also shows that Hispanic group NO POS at 23.9% is lower than Other/Multi-Cultural group NO POS at 27.8% or Asian group NO POS at 24.1%.

## **Increase in Asian Individuals in SG/PRC System**

SG/PRC serves about 12.4% Asians of all the individuals served. SG/PRC has been outreaching to the Asian community with Asian Community Outreach Specialist since 2016, as a result, we've had an increase from 1,710 Asians served to 1,945. We will continue in our efforts to creating outreach to not only our Asian community but to all Ethnicities that live in our catchment area.

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

The date, location, attendance, and feedback comments from Community Members which include parents, individual served, board members, staff, vendors, Community Based Organization, and Community Partners. Please see [Attachment 3](#) to view their comments. These comments are utilized to inspire and guide the direction that SG/PRC will take to make progress towards equity.

## **How Prior Annual Report Recommendations have been Implemented**

All the FY16-17 disparity grant funded projects were directly inspired by the feedback provided during the community meetings held in February and March prior to the submission of the initial disparity/equity proposals. Some of the proposals were for short-term projects. Most of the long-term projects have received continuation funding in FY 17-18, FY 18-19, FY19-20, and/or FY20-21. They include the following:

- Providing individualized support to families through the Parent Mentor Initiative (PMI), for monolingual Spanish-speaking families, as well as bilingual families and those who speak English;
- Offering small-group educational workshop series called Navigating the Regional Center System (NRCS) in English and Spanish;
- Conducting outreach activities (including to local pediatricians) and promoting the development of parent support groups for the Asian community through the full-time SG/PRC Community Outreach Specialist (who is Korean-speaking);
- Funding Vietnamese Family Support Specialist to assist with the outreach and parent support, specifically for the Vietnamese community; and

- Webinars of Critical Issues and online version of the Navigating the Regional Center System workshops. The request for online access to training information came from parents requesting this option, as their work schedule prevented their attending in person.

Projects that continue, although without specific funding at the current time are the following:

- Completing the development of online modules for families to understand their child’s disability, including an additional module for Down Syndrome, that will be translated into Spanish, Chinese, Korean and Vietnamese;
- Promoting the use of the ADEPT behavior management training modules translated in Mandarin, Korean and Vietnamese;
- Developing and maintaining a Parent Learning Portal through the SG/PRC website so that families can access the “Understanding Your Child’s Disability”, ADEPT modules, and webinars of interest to families.

**Regional Center Recommendations and Plan to Promote Equity**

SG/PRC has made progress towards equity through the various equity projects it has implemented over the last five years from FY 16-17 to FY 20-21. To continue to achieve improvements, SG/PRC intends to do the following:

- ▶ SG/PRC will submit a proposal to DDS for continuation funding to these four equity projects.
  - Parent Mentor Initiative (PMI)- which provides individualized coaching and support to parents in accessing generic and regional center services and supports. SG/PRC will submit a proposal to DDS for continuation funding.
  - Community Outreach Specialist for Asian Communities- Outreach to the Asian community- continues to be needed, as the total number of people served by SG/PRC is significantly lower than expected, given the percentage of Asians in the general population residing in the SG/PRC service area.
  - Vietnamese Outreach Specialist- the purpose is to increase awareness of the regional center in the Vietnamese community and increase access to POS and utilization of SG/PRC services by Vietnamese parents in the SG/PRC service area.
  - Creating Training Modules- purpose is to continue to add to the online training modules that are of benefit to families served by regional centers in topics that can support access to supports and services.

Continue to collaborate and support the efforts of the Community Based Organizations known as “CBO” that were funded for an equity project from DDS. SG/PRC will continue to invite these

partners to be active in promoting their projects at SG/PRC weekly Community Meeting. Current Equity Partners and their projects are:

- **Access Nonprofit Center- Parenting Black Children** - Village Wrap Around Parent and Caregiver Support model to empower and educate African American families.
  - **Children's Hospital Los Angeles Parent Navigator Project**-Parent Navigators in Pediatric Clinics to Support Service Access-Pediatric navigator project to work 1:1 with families and facilitate new referrals to RC.
  - **Chinese Parents Association for The Disabled**-Bilingual/Bicultural Chinese Family & Self-advocate Virtual Training Project to increase technology knowledge and access for consumers and families who speak Spanish, Vietnamese, Tagalog, Mandarin, Cantonese, and Mixteco.
  - **Familias First**- Creating Leadership Among Parents (CLAP)-Parent education and training for Latino families focused on multiple RC services.
  - **Korean American Special Education Center**-Developmental Screening and Parent-Empowerment, Early Intervention advocacy and empowerment support for Korean parents.
  - **USC UCEDD at CHLA** - Peer Education Project-Promoting and Increasing Vietnamese Parents and Children with I/DD to Access Purchase of Service and be Independent-Family support project for Vietnamese families to increase system knowledge, access to services and independence.
  - **VPDCA** – Promoting and increasing Vietnamese Parents and Children with I/DD to Access Purchase of Service and Be Independent.
- ▶ SG/PRC will continue to disseminate written material in a variety of languages in addition to provide client/family training opportunities to understand these specific areas:
- What to expect from regional center at each age group;
  - The transition from Early Start to school-age services;
  - The transition from school-age services to adult services and the options available, including employment;
  - Living options for adults, including training for adults to acquire independent living skills while living with family, as well as living outside of the family home. Also, to help families understand long-term living options.
- ▶ SG/PRC will continue using Person-Centered Thinking (PCT) practices and tools in the IPP/IFSP process to assist to build better working relationships with individuals and their families as well as is an excellent approach to identifying and validating the priorities and

cultural values of the individuals we serve and their families. PCT will continue to guide SG/PRC in how it conducts business with the community.

- ▶ SG/PRC will continue to prepare periodic reports comparing POS authorizations with actual expenditures, distributed to service coordinators (SC's) and reviewed by the SCs and their managers. Discrepancies in utilization will prompt the SC to contact the families to discuss possible reasons for the discrepancies and to develop a plan to ameliorate the lack of utilization. The goal is to improve disparities in a year by working with case management. In addition, support Service Coordinators by assisting them to offer educational opportunities to families and individuals served available through equity projects, generic resources, and other community partners to help the family and individual served make informed decisions.
- ▶ SG/PRC will work on developing community partners that can provide expert support and training to parents and service coordination staff. SG/PRC plans to accomplish this goal by:
  - Education Specialist will offer trainings to districts within SG/PRC catchment area that will focus on- *who the regional center is; who are the clients that we serve; what services and supports SG/PRC provides to clients/families; or any other regional center topic that would be beneficial.*
  - Education Specialist will offer training to early intervention community through the LICA platform that will focus on teaching providers how to train their parents on using their provider reports to help support the initial IEP.
  - Education Specialist will offer IEP trainings at the SG/PRC's parent resource center for families.
  - Community Outreach team will continue grassroots outreach and attend community events, participate in community collaboration, and actively engage in promoting SG/PRC services to the community.
  - Engage key generic support agency to connect with SG/PRC to promote their support to our families and individuals served.
  - Fair Hearing Specialist to conduct training to families and Service Coordinators to better understand their rights to access the Fair Hearing Process to resolve disagreements. Focus is to ensure access of underrepresented groups in this process.
  - Community outreach team will engage the community in existing community platform to bring awareness of SG/PRC services to promote better referrals to families in need (i.e. platforms like Aunt Bertha). SG/PRC will work in partnership with support agencies that provide generic resource to families and the individuals that SG/PRC service.

- Fair Hearing Officer will conduct internal trainings on fair hearing process in efforts for case management to support.
- Fair Hearing Officer will also conduct trainings to families and partners.
  
- ▶ SG/PRC will continue to post to our website and make available current Purchase of Service (POS) Policies and POS summaries of service options organized by age groups, in English, Spanish, Chinese, Korean, and Vietnamese.
  
- ▶ SG/PRC will explore increasing our use of social media (including YouTube videos) to increase communication about parent training and support opportunities and other events associated with the regional center
  
- ▶ SG/PRC will collaborate with the Vendor/Provider Community to do the following:
  - Encourage them to recruit and hire more office staff and direct service providers who speak languages other than English.
  - Encourage vendors to bill in a timely manner so that utilization reports are as accurate as possible.

## -List of Attachments -

- Attachment 1 – E-Announcements of Zoom Community Meetings
  - Attachment 1 a – English version E-Outreach Announcements
  - Attachment 1 b – Spanish version E-Outreach Announcements
  
- Attachment 2 – Power Point Presentations used for Community Meetings
  - Attachment 2 a – English PowerPoint posted to website
  - Attachment 2 b – Spanish PowerPoint posted to website
  - Attachment 2 c – Chinese PowerPoint posted to website
  - Attachment 2 d – Korean PowerPoint posted to website
  - Attachment 2 e – Vietnamese PowerPoint posted to website
  
- Attachment 3 – Community Comments/input recorded
  - Attachment 3 a – 2/24/2022 Critical Issues Forum/Public Meeting Minutes
  - Attachment 3 b – 3/02/2022 POS Expenditure Data – Community Meetings in Spanish Minutes
  - Attachment 3 c – 3/10/2022- LICA Meeting for Early Start Providers & SG/PRC staff Minutes
  - Attachment 3 d – 3/23/2022 SG/PRC Board of Directors Meeting Minutes