



**San Gabriel / Pomona  
Regional Center**

**Fiscal Year 2021-2022**

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

Report sent to Department of Developmental Services by May 17, 2023

## **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.

This data has become known as the POS disparity data. As the data may indicate some areas of disparities in expenditures, the 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 proudly 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, considering that the data used for comparison are 10 years old.

To illustrate, Chart 1 below is the Census Data for 2020 for the SG/PRC’s service area (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 21-22 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	2020 Census Data SG/PRC Area		FY 2016 SG/PRC All Living Options		FY 2022 SG/PRC All Living Options		SG/PRC Clients Change from FY 2017	
	Number	%	Number	%	Number	%	Change in Number	Change in %
White	302,138	21.4%	2,679	19.0%	2,375	14.59%	-304	-11.3%
Hispanic	691,667	49.0%	7,916	56.2%	9,121	56.03%	1,205	15.2%
Black/ African-American	52,498	3.7%	798	5.7%	826	5.07%	28	3.5%
Asian (w/ Filipino)	354,228	25.1%	1,600	11.4%	2,075	12.75%	475	29.7%
Other (Multi- Ethnic, other Ethnicities)	10,997	0.8%	1,099	7.8%	1,881	11.56%	782	71.2%
<b>TOTAL</b>	<b>1,411,528</b>		<b>14,092</b>		<b>16,278</b>		<b>2,186</b>	<b>15.5%</b>

In fiscal year 2021-2022 SG/PRC served 56.03% Hispanics, 14.59% White, 12.75% Asians (w/Filipino), 11.56% Other (Multi-Ethnic, other Ethnicities), 5.07% Black/African American. The number of those self-reported as Other (Multi-Ethnic, other Ethnicities) and Asian (w/ Filipino) increased from FY 2016. We also noticed a decrease in numbers for both Black/African American and White from FY 2016. SG/PRC continues to increase outreach efforts in the community and bringing awareness about the Regional Center in SG/PRC’s catchment area and disseminating the information in the threshold languages (Spanish, Korean, Chinese and Vietnamese). Additionally, SG/PRC has a grant project with First 5/Help Me Grow to strengthen referral pathways for 0-5 years of age to enhance early intervention and identification services.

**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. We also post information on our website, send information through constant contact, broadcast at Monthly community meetings and through our equity partners. SG/PRC held (8) virtual community meetings; (1) meeting was conducted in Spanish, (1) meeting was conducted in Chinese, (1) meeting was conducted in Korean, (1) meeting was conducted in Vietnamese and (4) meetings were conducted in English with ASL. Of the (8) meetings, (2) were conducted in hybrid with the option to join via Zoom or in-person.

Table 1

Date	Language/Time	Meeting & Location
3/2/2023 Thursday	English with ASL 11:00 am to 12:00 pm	Critical Issues Forum/Public Meeting <i>(ASL interpretation will be provided)</i> Zoom Link: <a href="https://sgprc-org.zoom.us/j/88141527143">https://sgprc-org.zoom.us/j/88141527143</a>
3/9/2023 Thursday	English 9:30 am to 10:30 am	LICA Meeting for Early Start providers and SG/PRC staff Zoom ID: 847 1470 0759 Passcode: 546580 Zoom Link <a href="#">Click Here</a>
3/13/2023 Monday	English 11:00 am to 12:00 pm	African American/Black Community Information Forum Zoom Link: <a href="https://sgprc-org.zoom.us/j/88141527143">https://sgprc-org.zoom.us/j/88141527143</a>
3/15/2023 Wednesday	Spanish (only) 2:30 to 3:30 pm	Spanish Language Information Forum Zoom Link: <a href="https://sgprc-org.zoom.us/j/88141527143">https://sgprc-org.zoom.us/j/88141527143</a>
3/18/2023 Saturday	Chinese (Mandarin) 1:00 pm to 2:30 pm	Zoom meeting for All SG/PRC Chinese Families. Zoom Link: <a href="https://sgprc-org.zoom.us/j/88141527143">https://sgprc-org.zoom.us/j/88141527143</a>
3/20/2023 Monday	Korean (only) 4:45 pm to 5:45 pm In-Person & Zoom Live	This meeting will be held at <b>Circle Of Friends</b> in West Covina with Zoom live for SG/PRC Korean families. Location: 2701 S Woodgate Dr, West Covina, CA 91792 Zoom Link: <a href="https://sgprc-org.zoom.us/j/88141527143">https://sgprc-org.zoom.us/j/88141527143</a>
3/22/2023 Wednesday	English Starts at 7:15 pm	SG/PRC Board of Directors Meeting Zoom ID: 234 566 141 Password: 916227 <a href="#">Click here for Zoom Link</a>
3/25/2023 Saturday	Vietnamese (only) 10:00 am to 11:30 am In-Person & Zoom Live	This meeting will be held at <b>Parents' Place</b> with Zoom live for SG/PRC Vietnamese families. Location: 1500 Hyacinth Suite B, West Covina, CA 91791 Zoom Link: <a href="https://sgprc-org.zoom.us/j/88141527143">https://sgprc-org.zoom.us/j/88141527143</a>

Announcement 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 in the Website 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 3/23/2023 at 7:15 PM. During

these Zoom meetings, the audience was also told that the complete power point presentation of the FY 21-22 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, the PowerPoint presentations were done in English with interpretation in ASL, Spanish, Chinese, Vietnamese and Korean for audiences 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)

**SG/PRC Data – Disparities Identified**

The PowerPoint presentation of the Annual POS Expenditure Data is included as an attachment (Attachment 2). The graphs and charts help to highlight SG/PRC’s data and disparities identified. SG/PRC will continue focusing on individuals living with their families, major ethnic/racial groups, and the threshold languages in SG/PRC’s service area. When reviewing data under Living Arrangement and POS section in this report, there seems to be a connection in POS authorizations, expenditures and utilization. Overall trends and recommendations are included in the power point slides toward the end of the presentation.

**POS/NO POS and Ethnicity for ages 0-2**

When reviewing POS/No POS, as seen in Chart 2 below, by ethnicity for ages 0-2, a total of 3,192 children were served by SG/PRC for FY21-22. The number of Hispanic children with no POS was at 4.1%, White children was at 4.4%, Black and African American children was at 5.4%, Chinese children was at 3.0%, Korean children was at 10.0% and all other ethnicities was at 4.4%. *Note that Filipino and Vietnamese children did receive POS during this fiscal year and are not represented as not having received POS. Additionally, (1) Korean child did not receive POS which brought the percentage to 10.0%.* The chart below shows the total number of children served by SG/PRC in the 0-2 age group by ethnicity. The overall average of no POS among the (8) ethnic groups was 4.1%.

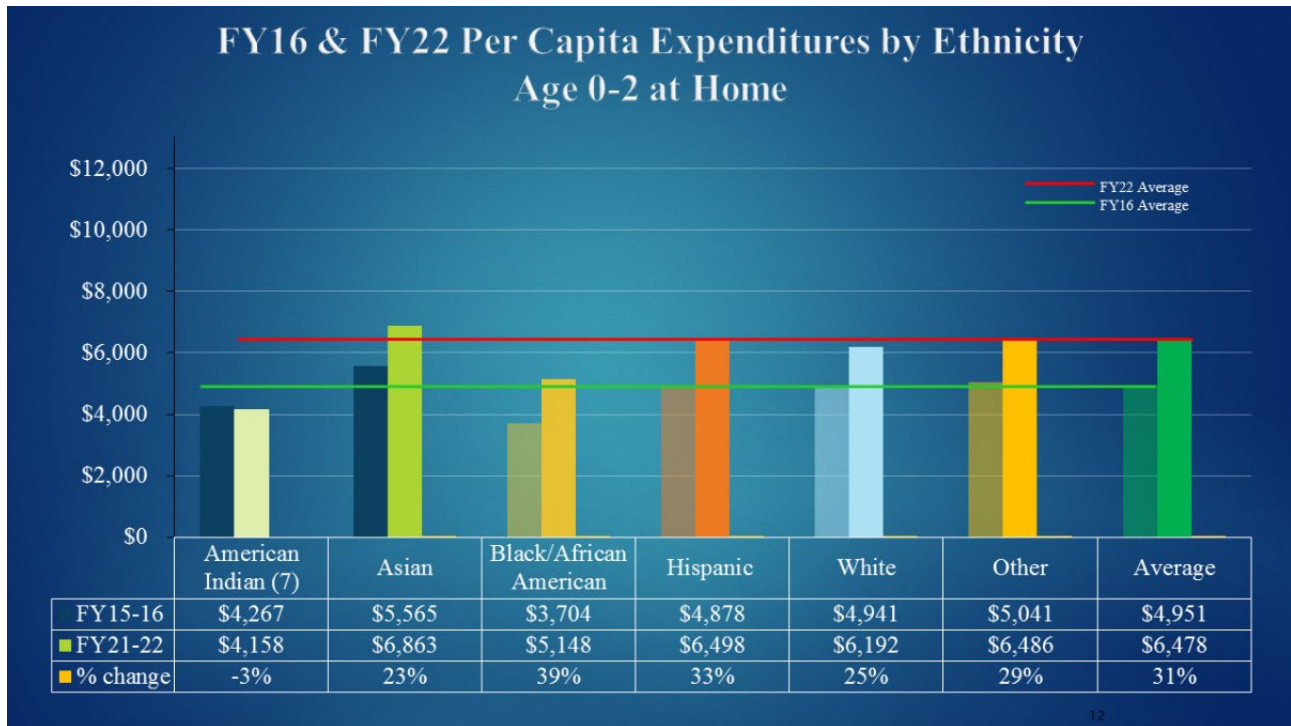
Chart 2

FY 21-22 POS-NO POS Age 0-2 Comparison by Ethnicity									
Ethnicity	Hispanic	White	Black/ African- American	Chinese	Filipino	Vietnamese	Korean	All Other Ethnicities	TOTAL
Total	1,863	180	93	235	48	28	10	735	3,192
POS	1,786	172	88	228	48	28	9	703	3,062
No POS	77	8	5	7	0	0	1	32	130
No POS %	4.1%	4.4%	5.4%	3.0%	0.0%	0.0%	10.0%	4.4%	4.1%

**POS Per Capita Expenditures by Ethnicity ages 0-2**

When reviewing expenditures per capita, as seen in Chart 3 below, by ethnicity for ages 0-2 who are living at home, we see an increase from fiscal year 2016 to fiscal year 2022 in most of our ethnic groups. For our Asian community there was an increase of 23%, for our Black and African American community we saw a change of 39%, for our Hispanic community there was an increase of 33%, for our White community there was a 25% increase and for other (muti-cultural), there was an increase of 29%. Overall, there was an average increase among these five ethnic categories of 31%. San Gabriel/Pomona Regional Center will continue its efforts to increase expenditures with our American Indian community.

Chart 3



**POS/NO POS and Ethnicity for ages 3-21**

When reviewing POS/No POS by ethnicity, as seen in Chart 4, for ages 3-21, a total of 6,757 individuals were served by SG/PRC for FY21-22. The breakdown of no POS for our Hispanics was 37.5%, White community was 39.6%, Black and Black/African American community was at 35.5%, Chinese community was at 31.1%, Filipino community was 30.3%, Vietnamese community was 44.7%, our Korean community was 33.3% with no POS, and all other ethnicities had 37.5% in no POS. The overall average of no POS among the (8) ethnic groups was 37.1%.



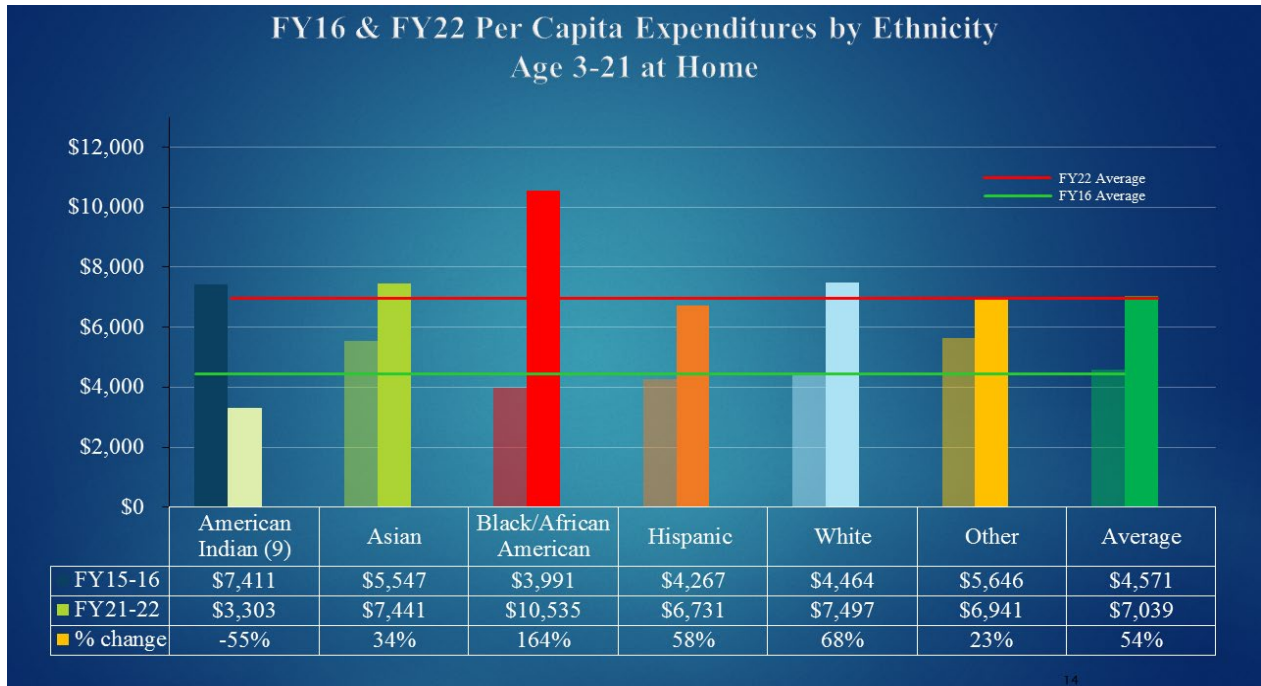
Chart 4

FY 21-22 POS / NO POS Age 3-21 Comparison by Ethnicity									
Ethnicity	Hispanic	White	Black/ African- American	Chinese	Filipino	Vietnamese	Korean	All Other Ethnicities	TOTAL
Total	4,173	530	228	412	175	141	54	1,044	6,757
POS	2,610	320	147	284	122	78	36	653	4,250
No POS	1,563	210	81	128	53	63	18	391	2,507
No POS %	37.5%	39.6%	35.5%	31.1%	30.3%	44.7%	33.3%	37.5%	37.1%

**POS Per Capita Expenditures by Ethnicity ages 3-21**

When reviewing expenditures per capita by ethnicity, as seen in Chart 5 below, for ages 3-21 who are living at home, we see an increase from fiscal year 2016 to fiscal year 2022 in most of our ethnic groups. For our Asian community there was an increase of 34%, for our Black and African American community we saw a change of 164%, for our Hispanic community there was an increase of 58%, for our White community there was a 68% increase and for other (multi-cultural), there was an increase of 23%. Overall, there was an average increase among these five ethnic categories of 54%. San Gabriel/Pomona Regional Center will continue its efforts to increase expenditures with our American Indian community.

Chart 5



**POS/NO POS and Ethnicity for ages 22 and over**

When reviewing POS/No POS by ethnicity, as seen in Chart 6 below, for ages 22 and over, a total of 6,329 adults were served by SG/PRC for FY21-22. The breakdown of no POS for our Hispanics was 25.6%, White community was 16.4%, Black and Black/African American community was at 17.4%, Chinese community was at 32.3%, Filipino community was 20.9%, Vietnamese community was 30.5%, our Korean community was 25.5% with no POS, and all other ethnicities had 25.7% in no POS. The overall average of no POS among the (8) ethnic groups was 22.7%

Chart 6

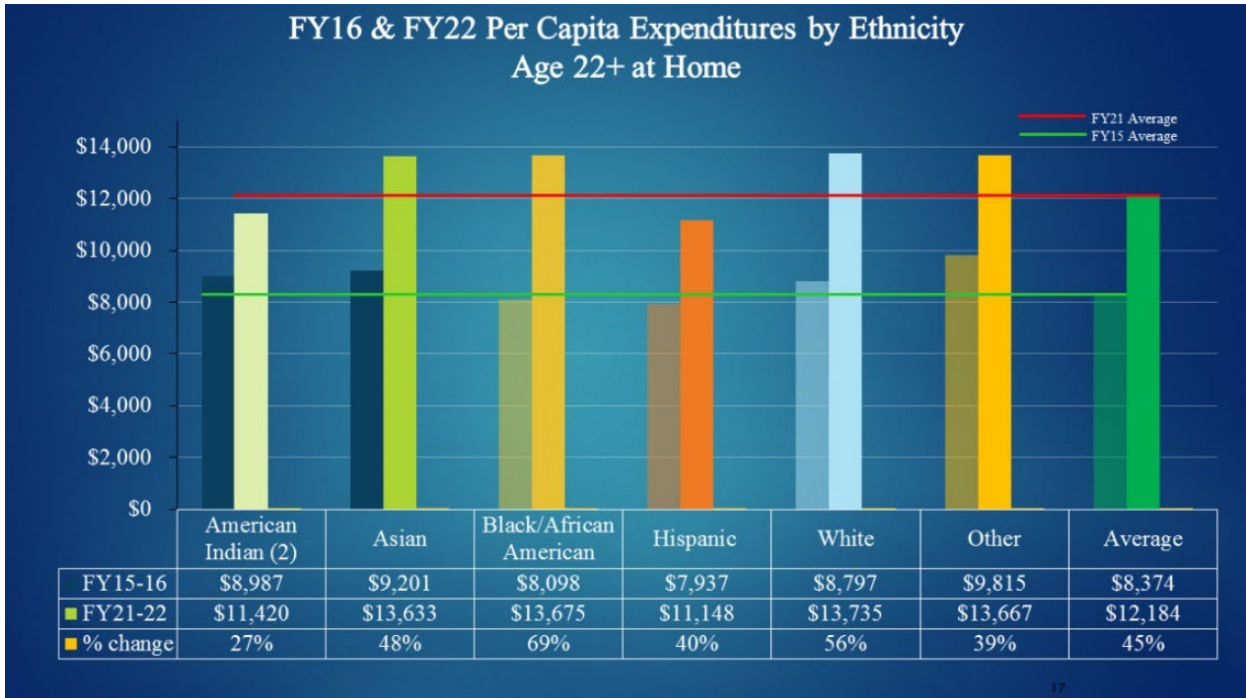
FY 21-22 POS-NO POS Age 22+ Comparison by Ethnicity									
Ethnicity	Hispanic	White	Black/ African- American	Chinese	Filipino	Vietnamese	Korean	All Other Ethnicities	TOTAL
Total	3,085	1,665	505	217	148	59	55	595	6,329
POS	2,296	1,392	417	147	117	41	41	442	4,893
No POS	789	273	88	70	31	18	14	153	1,436
No POS %	25.6%	16.4%	17.4%	32.3%	20.9%	30.5%	25.5%	25.7%	22.7%

**POS Per Capita Expenditures by Ethnicity ages 22 plus**

When reviewing expenditures per capita by ethnicity, as seen below in Chart 7, for ages 22 and over who are living at home, we see an increase from fiscal year 2016 to fiscal year 2021 in all our ethnic groups. For our America Indian community there was an increase of 27%, in our Asian community there was an increase of 48%, for our Black and African American community there was an increase of 69%, for our Hispanic community there was an increase of 40%, for our White community there was a 56% increase and for other (muti-cultural), there was an increase of 39%. Overall, there was an average increase among these six ethnic categories of 45%.



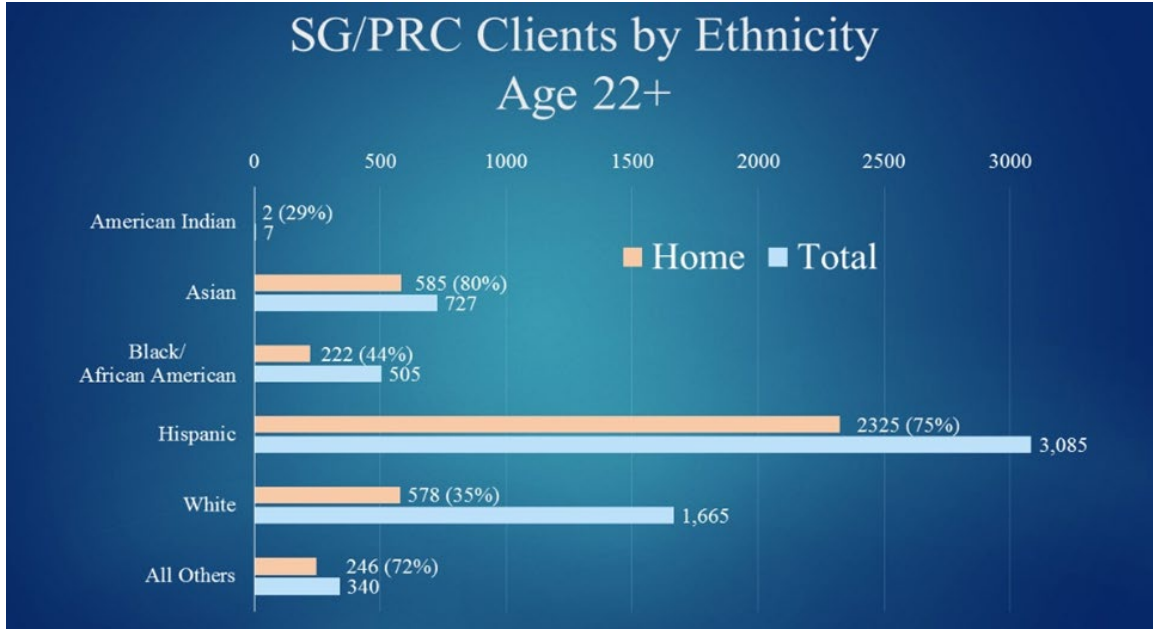
Chart 7



**Living Arrangement and POS**

In the Chart 8, found below, you will find SG/PRC data for clients ages 22 plus living at home as well as the total number of clients, by ethnicity. The top bar (orange) reflects the number of clients living at home, while the bottom bar (blue) represents the total number of clients in that ethnic group. The number of American Indians being served by SG/PRC is (7) and of those, (2) are living at home and represents 29% of that ethnic group, the number of Asians being served by SG/PRC is (727) and of those, (585) are living at home and represents 80% of that ethnic group, the number of Black/African Americans being served by SG/PRC is (505) and of those, (222) are living at home and represents 44% of that ethnic group, the number of Hispanics by SG/PRC is (3,085) and of those (2325) are living at home and represents 75% of that ethnic group, the number of White individuals being served by SG/PRC is (1665) and of those, (578) are living at home and represents 35% of that ethnic group, the number of others (multi-cultural) being served by SG/PRC is (340) and of those, (246) are living at home and represents 72% of that ethnic group.

Chart 8

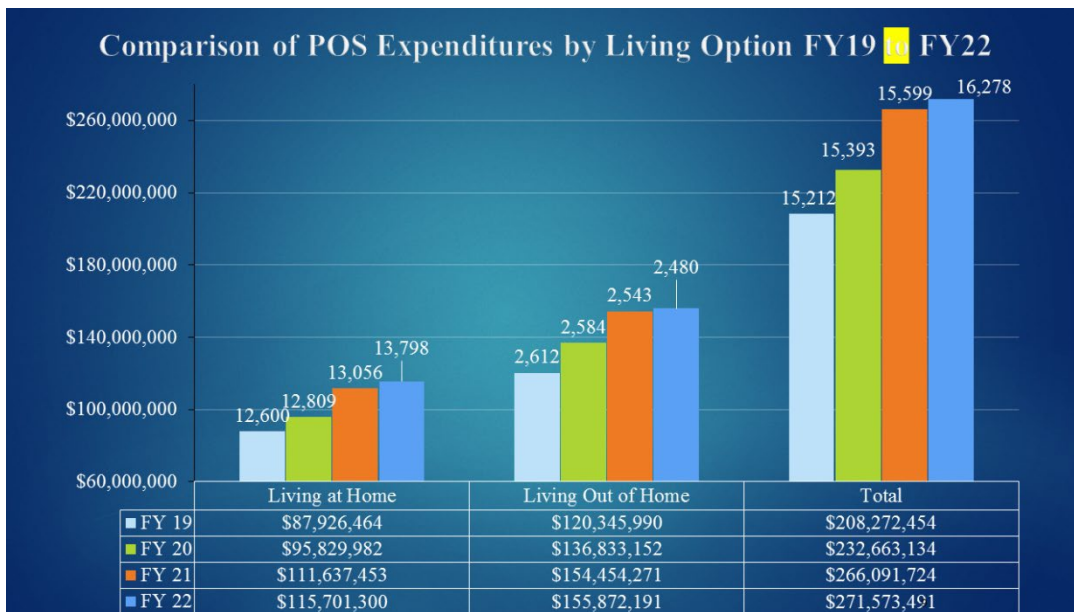


**POS Expenditure by Living Arrangement**

Below is a comparison chart of POS expenditures by Living Arrangements (living options) from 2019 to 2022. The data chart below shows comparison in expenditures between those living at home, those living out of home and the total changes in expenditure from 2019 to 2022.

When looking at the column for those living at home, living out of home and total, we see a consistent increase from 2019 to 2022. When reviewing the data for those living at home, we notice POS expenditures are less than their counterparts living out of the home. This is likely due to residential facilities costing more money monthly than in-home support. Overall, we see a total increase in POS expenditures in both living arrangements, living at home, and living out of the home.

Chart 9



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

The date, location, attendance, and feedback from Community Members which include parents, individual served, board members, staff, vendors, Community Based Organization, and Community Partners is located in Attachment 3.

These comments are utilized to guide the direction that SG/PRC will take to make progress towards equity.

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

All the FY21-22 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, FY20-21, and/or FY21-22.

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 21-22. To continue to achieve improvements, SG/PRC intends to do the following:

- ▶ Specialized Caseloads – SG/PRC has implemented specialized caseloads to support individuals who are identified with no or low expenditures. During the month of May 2023, we are anticipating making a slight restructuring to relocate these positions under the Service Access and Equity (SAE) Department to help synergize all the efforts geared towards increasing access. This includes: five Enhanced Supports Coordinators, four Self-Determination Coordinators, two Deaf and Hard of Hearing Coordinators, and two Participant Choice Analysts. This change will allow SAE specialists including but not limited to Josie Martinez, Community Outreach Specialist, who oversees the Parent Mentor Initiative (PMI) to work more closely with the Enhanced Specialized SC's and target clients with no POS.
- ▶ Enhanced Supports Service Coordinator – ESC (5 positions) - The ESC manages a 1:40 caseload ratio of individuals currently served by SG/PRC with low and/or no POS expenditures. Using a Person-Centered approach, this position works to identify barriers to accessing services and supports, strengthen relationships between individuals/families and SG/PRC, empower individuals to partner with SG/PRC and other community agencies, and assist in the identification of new culturally relevant resources for our community. This Service Coordinator conducts quarterly service meetings. This Service Coordinator assists in streamlining internal procedures/practices and policies, as well as providing suggestions and new tactics to drive faster response times for service delivery implementation, such as the development of the Individual Program Plan, Individual Family Service Plan, Special Incident Reporting Practices, Purchase of Service Practices, and Policies that will decrease disparities in POS expenditures. Works in collaboration with the Cultural Specialist and other SG/PRC Departments to identify innovative approaches to service coordination.
- ▶ Deaf and Hard of Hearing Service Coordinator (2 positions) - The DHH Service Coordinator manages a 1:62 caseload ratio of individuals who have met the Deaf and Hard of Hearing entrance criteria. This Service Coordinator is an advocate for expanding the choices of individuals who are Deaf and Hard of Hearing and advising Managers and Directors where adjustments are needed to support the DHH Service Coordinator function as a method to help individuals served achieve their goals, and dreams in an inclusive society of endless opportunities.

- The position works closely with the Deaf and Hard of Hearing Specialist to develop or revise policies, procedures, or practices to support meaningful access for individuals that are deaf or hard of hearing to services offered through the San Gabriel/Pomona Regional Center (SG/PRC), service providers, generic resources, and community partners. The role is that of an agent of positive changes, and innovation through the lens of culture and integration extending the reach of equity for SG/PRC's Deaf or Hard of Hearing population. This position also ensures that SG/PRC's emergency coordination plans include communications and technology redundancies that support the deaf and hard of hearing population served and their families.
  
- ▶ Participant Choice Specialist: (2 positions in SAE; 1 in Fiscal Dept) - The Participant Choice Specialist is a non-case carrying position. The specialist acts as the main point of contact for questions and training related to Participant Directed Services (PDS) and the Self-Determination Program (SDP) both internally and externally. This specialist provides support, training, and advocacy for persons to have access to PDS and the SDP. This specialist provides support and consultation on Participant-Directed Services and the Self-Determination Program to SG/PRC departments: Client Services, Community Services, and Accounting and provide information to the Department of Developmental Services (DDS). This specialist collaborates with the vendor community, Self-Determination Advisory Committee, State Council on Developmental Disabilities, Family Resource Centers, Financial Management Services (FMS), Independent Facilitators (IF) and other community partners. This specialist develops and conducts all orientation and training for individuals, families, staff and vendors and works collaboratively with Service Coordinators to obtain updates on participant's understanding and use of PDS and SDP. The specialist identifies barriers and creates solutions to resolve them. The specialist acts as liaison and partner to the Self-Determination Advisory Committee (SDAC) and its members and attend SDAC meetings and coordinate with the SDAC Chair to create the agenda and statewide updates.
  
- ▶ Self-Determination Service Coordinator (4 positions) - This Service Coordinator manages a 1:40 caseload and provides individual served and their families direction and leadership for implementation of the Self-Determination Program. Works in collaboration with Participant Choice Specialist and the fiscal department in supporting service coordinators and individuals served and their families with timely transitions to SDP. This Service Coordinator assists the family/individual-served in the development of individual budgets, review of spending plans and revisions to budgets and spending plans. Makes accurate information available to regional center staff, individual served and families about SDP related services, including state and federal regulations that determine allowable and non-allowable use of SDP funds. This Service Coordinator participates in the assessment of needs and coordination of services related to SDP by taking a person-centered approach and interacts with Independent Facilitators and FMS providers as required in the SDP process.

- ▶ Parent Mentor Initiative (PMI) – This program provides individualized coaching and support to parents in accessing generic resources and regional center services and supports. Josie Martinez, our Community Outreach Specialist, oversees this program. The Parent Mentor Initiative Program is run in partnership with Alma Family Services. Through this program, we improve parents’ understanding of what is available through SG/PRC and help them access those services. PMI collaborates closely with Parent’s Place to market and encourage families to access the Navigators program.
- ▶ Critical Issues Forum (CIF) – These presentations were created to address important, new, or current issues that support delivery and accessibility of service to individuals served by SG/PRC. In 2022, SG/PRC held 11 CIF training courses for the community. In the Fall of 2022, our LACC specialists began to offer the flyers in multiple languages, and we provided interpretation in Spanish, Vietnamese, Chinese, Korean, and American Sign Language for these meetings and we will continue this service moving forward.
- ▶ Staff Trainings – These trainings were created to support our case management staff with building knowledge and expanding information and awareness of resources for the benefit of the families we serve.
- ▶ SG/PRC is working in partnership with Children’s Hospital Los Angeles on a COVID-19 research project. The COVID-19 pandemic has had far reaching impacts on the development of young children with developmental disabilities in the San Gabriel Valley within Los Angeles County. The impact of the pandemic has caused delayed access of Early Intervention services or alternative service delivery systems accommodating public health policy intended to mitigate and manage the spread and transmission of COVID-19. Through this research, we hope to learn how to secure services with families regardless of their circumstance.
- ▶ SG/PRC will continue to 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 through the following:
  - SG/PRC’s Education Specialist has and will conduct IEP trainings via ZOOM for families. This will assure that families have an opportunity to learn how to access generic resources that are important to the development of all individuals. She is also providing these trainings to our internal staff to equip them with the needed skills to support families through this generic resource.
  - Service Access and Equity team will engage the community in existing community platforms to bring awareness to SG/PRC services to promote better referrals to families in need. SG/PRC will work in partnership with support agencies that provide generic resources to families and the individuals that SG/PRC service.



- SG/PRC's Appeals and Resolution Manager has been supporting families with training, education, and awareness of their rights as well as knowledge of the new process. The goal of these trainings is for families as well as SG/PRC Service Coordinators is to better understand the rights to access the Appeals Process (formerly Fair Hearing process) to resolve disagreements within the Individual Program Plan process as well as focus is to ensure access of underrepresented groups in this process. This will be an SG/PRC's ongoing goal.

Coffee with the Director – As you mentioned, we are excited about welcoming our community to join SG/PRC Service Access and Equity Department for coffee. This will be a terrific opportunity for our community to engage with our SG/PRC leadership, gain knowledge and ask questions. This will add another layer of accessibility for our community to our staff.

Website Access – SG/PRC will be providing our future POS Expenditure Data Presentations in person at various locations. All participants will be receiving a copy of the presentation being shared. Yvonne Gratianne, Communication and Public Information Officer will also be posting the final report on our website, but if there is a need for a timelier access to the presentation, then we could consider giving the community to the materials via a link to a Google Drive that would be available until the final report is posted on the website.

- ▶ 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 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.
- ▶ SG/PRC will continue to collaborate and support the efforts of the Community Based Organizations known as “CBO” that are 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 monthly Community Meeting. SG/PRC will also support them with any trainings requested from internal staff. 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.**

## -List of Attachments -

- Attachment 1 – E-Announcements of Zoom Community Meetings
  - Attachment 1a – English version E-Outreach Announcements
  - Attachment 1b – Spanish version E-Outreach Announcements
  - Attachment 1c – Chinese version E-Outreach Announcements
  - Attachment 1d – Korean version E-Outreach Announcements
  - Attachment 1e – Vietnamese 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 3a: Critical Issues Forum Minutes 03.02.2023
  - Attachment 3b: LICA Meeting for Early Start Providers and SG/PRC Staff 03.09.2023
  - Attachment 3c: Black/African-American Support Groups 03.13.2023
  - Attachment 3d: Spanish Support Groups 03.15.2023
  - Attachment 3e: Chinese Support Groups 03.18.2023
  - Attachment 3f: Korean Support Groups 03.20.2023
  - Attachment 3g: Board Meeting Minutes 03.22.2023
  - Attachment 3h: Vietnamese Support Groups 3.25.2023
- Attachment 4 – 2022 Critical Issues
- Attachment 5 – 2022 Staff Training
- Attachment 6 – 2023 Coffee with the Director
- Attachment 7 – 2022 Service Access and Equity Department End-of-Year Report