



# NORTH LOS ANGELES COUNTY

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## REGIONAL CENTER

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July 20, 2015

Brian Winfield, Chief  
Department of Developmental Services  
Regional Center Operations Section  
P.O. Box 944202, MS3-9  
Sacramento, CA 94244-2020

Re: NLACRC's POS Expenditure Data and Public Stakeholder Meeting

Dear Mr. Winfield:

This letter will serve as NLACRC's report on the POS data compilation and NLACRC POS Expenditure Data Community Meetings.

### **POS DATA COMPILATION**

The POS data was posted on the NLACRC Transparency & Accountability page of our web site ([www.nlacrc.org](http://www.nlacrc.org)) on January 5, 2015. An announcement was also placed on the home page of our web site with a link to the posted data.

### **ISSUES IDENTIFIED BY THE DATA**

It is difficult to identify issues due to limitations of the data including POS costs, client count, contract POS expenditures, authorized services, and utilized services and clients with multiple diagnoses. If we are going to look at why differences exist other important factors that should be considered include geographic location, living situation, and individual consumer needs.

### **POS PUBLIC STAKEHOLDER MEETING**

Two public stakeholder meetings were held on Tuesday, March 24, 2015 at the NLACRC Van Nuys location. Eight individuals attended the 3:00 p.m. meeting and fifteen individuals attended the 6:30 p.m. meeting. A Spanish language interpreter provided was available at both meetings.

This year an additional evening meeting was offered to encourage increased attendance. Several members of Cultivar y Crecer, the Spanish-speaking parent support group, attended the meeting and executive director George Stevens appeared at their April meeting to continue the dialogue.

### **COMMUNITY MEETING NOTIFICATION**

- The community meeting announcement was posted on the NLACRC Web site in late February 2015, four weeks prior to the March 24, 2015 meeting date. Flyers were

Mailed or sent by e-mail to the Family Focus Resource Centers, Area Board 10, parent support groups, and were made available at the NLACRC libraries. The announcement was sent via e-mail blast on February 21st, February 26th, March 11th and March 19th, 2015 to nearly 5,000 consumers, family members, and vendors.

### COMMUNITY MEETING PARTICIPATION

- A total of 23 individuals attended the meetings (2 consumers, 12 family members, 2 vendors, 6 community members and 1 NLACRC staff person).

### RESULTS OF THE PUBLIC STAKEHOLDER MEETING

#### Questions/Comments raised by those in attendance:

Question/Comment	Response
How did NLACRC promote the meetings? Was a mailing sent?	NLACRC promoted the meetings on its web site, sent targeted mailings to agencies including State Council on Developmental Disabilities, Family Focus Resource Center, Disability Rights California and parent support groups, and sent several e-mail blasts.
Has NLACRC updated service standards for Independent Living Services (ILS)?	We are working on updating service standards for ILS.
Are adult consumers being notified about changes to ILS?	Yes.
The percentage of people who have no POS seems to have increased. Any thoughts about why this has occurred?	It's difficult to determine what is really going on behind the numbers. The intake cases should be removed from the data and we should look at Early Start and active caseloads to find out what's happening when you're measuring over a 12-month period.
What are some of the more common languages of the people that NLACRC serves?	Farsi, Korean, Armenian, Tagalog and Vietnamese.
Why do Whites receive more services than Hispanics?	The question that should be asked is, "Are you getting the services you need and are they being driven by the IPP?" Are we giving you the information, are we advocating for you, and are we making it easy to access the services?

Question/Comment	Response
Is there a law that prohibits CSCs from attending IEPs?	No but we had to examine all of the work that service coordinators were doing as caseloads increased. We had to constrain their activities to those IEPs that were more challenging which meant that they could not attend every IEP. If a person needs help, it should be talked about at the IPP so that we can provide you with information to advocate for yourself.
Do you have your CSCs translate the IEPs if they are capable?	We work with professional translation companies to translate documents such as IPPs.
Can you change agencies if the services are not working?	Yes, but for behavioral services, it's more complicated. It depends on if it's through insurance or through NLACRC.
What can I do if I do not receive a copy of the IPP?	The CSC should give you a translated copy. You should follow up with her or him if you do not receive it.
What kind of turnover do you have?	It's minimal. The bigger problem is growing caseloads.
There appears to be a gap between services that are authorized and a gap that is greater for the Hispanic population compared to the White population. Is there an effort to find out from consumers why they're not using the services and what is being addressed to deal with dissatisfaction?	We do not know if this is accurate. We would need to research this.
There are agencies that say they receive calls from families saying either that they don't receive services, are unaware of services or are not happy with their service providers.	We would need to look at each individual situation. Maybe they were offered a service but it didn't work for them or we don't have that particular service available. We invite every new family to attend our new consumer/family orientation. If the family is unable to attend, the service coordinate should take an information packet for the first IPP meeting.

**Proposed strategies to address issues identified by the data:**

- NLACRC is developing an Access database to be reviewed by case management supervisors on a quarterly basis. This data will help track authorizations to identify anomalies in the amount of funding being spent by age range, language, ethnicity, zip code, etc., and to look for underserved individuals.

- NLACRC is partnering with California State University Northridge to develop a program similar to Lanterman Regional Center's Promotora Project where MSW interns would work with underserved families to help direct them to utilize generic resources.
- At the meeting it was suggested that we translate the PowerPoint presentation into Spanish and make it available on our web site. This has been completed.

**Copies of the following documents are enclosed with this report:**

- Flyer to announce NLACRC's POS Expenditure Data Community Meeting held on March 24, 2015
- Sign-in sheets from the meeting
- PowerPoint presentation distributed at the community meeting

**Questions?**

Please do not hesitate to contact me at (818) 756-6200 should you have any questions.

Sincerely,



George Stevens  
Executive Director

Enclosures: (3)

c: Association of Regional Center Agencies