June 6, 2016

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 purchase of service (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) on December 28, 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, 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 and choices.

POS PUBLIC STAKEHOLDER MEETING

Two public stakeholder meetings were held; the first was held on March 14, 2016 at 6:00 p.m. at the center’s San Fernando Valley (SFV) office and the second was held March 28, 2016 at 2:00 p.m. at the center’s Antelope Valley (AV) office.

Over 100 people registered to attend the SFV meeting and 27 registered to attend the AV meeting. Sixty-one (61) individuals attended the SFV meeting and fourteen (14) individuals attended the AV meeting. Spanish language interpreters were available at both meetings and American Sign Language interpreters were requested and present at the SFV meeting.
This year, the SFV meeting was held in the evening and an additional daytime meeting was held at the AV office with the hopes that more people would attend.

COMMUNITY MEETING NOTIFICATION

The community meeting announcement was posted on NLACRC’s web site on February 10th, at least four weeks prior to the March 14th meeting date. Postcards were mailed to promote the meetings to consumers and families and e-mail blasts were sent on February 10th, 19th and 25th to a list of nearly 8,000 individuals which includes Family Focus Resource Centers, State Council, service providers, and many others.

COMMUNITY MEETING PARTICIPATION

A total of 75 individuals attended the meetings (12 consumers, 32 family members, 2 service providers, and 21 community members including representatives from the Office of Clients' Rights Advocacy and State Council).

RESULTS OF THE PUBLIC STAKEHOLDER MEETING

Questions/Comments raised by those in attendance:

<table>
<thead>
<tr>
<th>Question/Comment</th>
<th>Response</th>
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<tbody>
<tr>
<td>Do you have any plans to break down the data by culture?</td>
<td>I'm not sure how we would be able to do that. Our data isn't broken down that way. It would be interesting to do, but it would require going out and talking to people.</td>
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<tr>
<td>What services are available? What do you recommend that families do to find out about services?</td>
<td>The Office of Clients' Rights Advocacy and NLACRC will be offering trainings this year in the San Fernando and Antelope Valleys to provide information about regional center and the services that are offered. OCRA has information available and the State Council has a handbook called The IPP Strategy Guide that has a list of common regional center services that are available. NLACRC has information available on its web site at nlacrc.org.</td>
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<td>My child's behavioral services ended because he reached his goal. I am on Medi-Cal What if the behaviors return? Who should I contact?</td>
<td>You should contact your CSC and let her or him know about your concerns.</td>
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<td>When we're making the change from regional center services to Medi-Cal, how will we know what to do?</td>
<td>A letter is being sent to families in May. Your services should be uninterrupted and you should be able to continue with your provider if they choose to provide behavioral services.</td>
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<tr>
<td>Question</td>
<td>Answer</td>
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<td>If you're authorized to receive services for a child, how long does it</td>
<td>When an individual becomes eligible to receive regional center services, the IPP must take place within the first 60 days. It takes a few days for intake to process a case and send it to case management. The CSC is assigned and they schedule the IPP in the first two weeks. Once the IPP is conducted they must memorialize it into a document. From the time of the meeting to the time of memorializing it should be within 30 days. If the document needs to be translated, the translation must be completed within 45 days of the meeting. Once the IPP is memorialized, we can authorize the funding. It takes up to 2 weeks for funding to be authorized. Our case management directors review the IPP or addendum and any documents related to funding to make sure it's comprehensive, accurate, with appropriate outcomes and any other services that might be needed related to the current status. The most time consuming piece of this process is the initial IPP and the triennial IPP that occurs every three years when the entire plan is updated. A caveat is the ability of a service provider to provide services. Early Start has significant challenges with occupational and physical therapy due to a lack of resources. It's also difficult to secure residential services for any age due to a lack of residential services available. Geographic location can also cause difficulties with a service like respite because agency workers are not willing to travel that far.</td>
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<td>take for the services to begin?</td>
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<td>Is there a way to streamline the vendorization process?</td>
<td>The vendorization process can take a long time. Even if you have a provider who wants to provide the services it can take months to become vendedored. The law allows for a courtesy vendorization but even to do that can be very difficult. The potential vendor has to provide a program description that reflects exactly what they are going to do. They must also submit a budget and the budget must have a 15% administrative cost cap.</td>
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<td>How are services determined since so many consumers have different</td>
<td>Self-determination is a program that will work for a lot of people. It's about choice. Check our web site for more information. There will be a lot of community outreach about the program. Don't take &quot;no&quot; for an answer if you need something. Keep pursuing it aggressively. The core of this program is that it's a civil rights movement.</td>
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<td>needs? There are some things my son might need but it's not under the</td>
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<td>umbrella of what is in the norm. How can we go about getting to the next step?</td>
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I am afraid of signing the IPP if it means that I am satisfied with services. What can I do?

You should only sign the IPP if you agree with what it says. You do not need to sign it if you don’t agree.

I feel as though Hispanics are being discriminated against because we don’t speak English. My daughter’s in-home behavioral services were cut because we were told she had reached her goal. Interested in another type of service but were told that the program no longer existed.

If you disagree with your CSC you can and should appeal the decision.

Some attendees at both locations had questions that were more personal in nature.

These individuals were asked for their contact information so that the deputy director can follow up with them to help address their questions after the meetings.

Proposed strategies to address issues identified by the data:

- Increase outreach to underserved communities through innovative projects and programs. NLACRC is working in conjunction with California State University, Northridge (CSUN) on a project called the Family Response Team which will involve graduate students who will work with underserved populations in the center’s catchment area to assist individuals and families by identifying their needs and directing them to appropriate resources. NLACRC also continues to work with CSUN on the mobile child development screenings to help identify children in underserved areas who may need further evaluation by regional center, Special Education Local Plan Area LEA, or community providers.

- Increase the number of staff to provide subject matter experts in the areas of parent or caregiver education programs, cultural competency training, outreach to underserved populations, or additional culturally appropriate service types or service delivery models.

- Utilize social media tools such as Facebook, Twitter, and LinkedIn to reach diverse audiences in order to recruit new board members, send legislative alerts, inform the people we serve about trainings and events, and create general awareness.

- NLACRC is seeking a community and legislative educator consultant who will develop trainings to help educate our underserved populations about the legislative process and current issues, the Lanterman Act, and the importance of individual and system-wide advocacy. The consultant is expected to be hired by August 2016.

Copies of the following documents are enclosed with this report:

- Flier to announce NLACRC’s POS expenditure data community meetings held on March 14th at our AV office and on March 28th at our SFV office.
• Sign-in sheets from the meetings.

• A PowerPoint presentation that was distributed at the community meetings.

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: Lou Paparozzi, President, NLACRC Board of Trustees
   Association of Regional Center Agencies
The Lanterman Act was amended on June 27, 2012, requiring that the California Department of Developmental Services (DDS) and Regional Centers collaborate on an annual basis, to compile data on purchase of service authorization, utilization, and expenditure by each regional center with respect to consumer age, race or ethnicity, primary language, residence, and disability detail.

Regional centers and DDS are required to post this data, including the number and percent of consumers who are eligible for regional center services but are not receiving purchased services, on our web site. NLACRC's data can be found at www.nlacrc.org under the Governance section, Transparency & Accountability page.

These Purchase of Services (POS) Expenditure Reports will be reviewed at community meetings to be held on Monday, March 14th at 6:00 p.m. at the NLACRC Van Nuys office or Monday, March 28th at 2:00 p.m. at the NLACRC Lancaster office.

SAVE THE DATE

Date: Monday, March 14, 2016 at 6:00 p.m.
Location: NLACRC, 15400 Sherman Way, 1st floor conference room, Van Nuys, 91406
OR
Date: Monday, March 28, 2016 at 2:00 p.m.
Location: NLACRC, 43210 Gingham Avenue, Conference room, Lancaster, 93535

RSVPs are appreciated so that we may do our best to accommodate language interpretation requests and for planning purposes. Please RSVP by 3/7 to attend the Van Nuys meeting, or 3/21 to attend the Lancaster meeting. Call 818-778-4406 or NLAemail@nlacrc.org to RSVP. Please do not bring children. Limited seating available.
La ley Lanterman fue enmendada el 27 de junio de 2012 con el fin de exigir que el Departamento de Servicios de Desarrollo de California (DDS, por sus siglas en inglés) y los Centros Regionales colaboren, una vez al año, para recopilar datos sobre la autorización, la utilización y los gastos relacionados con la compra de servicios de cada centro regional, con respecto a la edad, raza o etnicidad, idioma principal, residencia, y datos sobre la discapacidad de los consumidores.

Los centros regionales y el DDS tienen la obligación de publicar estos datos, incluyendo la cantidad y el porcentaje de consumidores que son elegibles para recibir los servicios de los centros regionales, pero que no están recibiendo los servicios comprados, en nuestros sitios web. Los datos del NLACRC se pueden encontrar en www.nlacrc.org, bajo la sección Governance de la página Transparency & Accountability.

Estos informes sobre gastos relacionados con la Compra de Servicios (POS, por sus siglas en inglés) serán analizados en una reunión comunitaria que tendrá lugar el lunes 14 de marzo de 2016 o el lunes 28 de marzo.

**RESERVE ESTA FECHA**

**Lunes 14 de marzo de 2016, 6:00 p.m.**  
NLACRC, 15400 Sherman Way,  
Sala de Conferencias del 1er Piso, Van Nuys, 91406

o

**Lunes 28 marzo de 2016, 2:00 p.m.**  
NLACRC, 43210 Gingham Avenue,  
Sala de Conferencia, Lancaster, 93535

Se agradece su confirmación al evento así podemos hacer nuestro mejor esfuerzo para acomodar las solicitudes de interpretación de lenguaje y para el propósito de planificación. Por favor RSVP antes del 7 de marzo para asistir a la reunión de Van Nuys, o antes del 21 de marzo para asistir a la reunión de Lancaster. Llamando al 818-778-4406 o por correo electrónico a NLAemail@nlacrc.org. Favor de no traer a niños. Los asientos disponibles son limitados.