

Welcome! **¡Bienvenidos!** **Բարի գալուստ!** **خوش آمديد!** **Maligayang pagdating!** **Добро пожаловать!**



# **ANNUAL PURCHASE OF SERVICE (POS) MEETING FISCAL YEAR (FY) 2023 – 2024**

**Presented by: Santos Rodriguez, MSW  
Tuesday, March 25, 2025  
1:00 pm & 6:00 pm**





**We have language interpretation available in Spanish, Armenian, Farsi, Tagalog, Russian, and ASL.**



**We've turned on closed captions.**



**After the data presentation, we'll have breakout room discussions where we can discuss further.**

**Please let us know in the chat if you need help connecting.**



# HOW TO LISTEN TO THE ZOOM MEETING IN YOUR PRIMARY LANGUAGE

1. Click on 'Interpretation' in your meeting or webinar controls.
2. Choose your primary language.
3. If you only want to hear the translated language, click 'Mute Original Audio' (this step is optional).

**Note:**

- Make sure you're using your computer's audio or VoIP to join the meeting. If you dial in or use the 'call me' feature, you won't be able to listen to language interpretation.
- If you're in a language channel, you can speak, and your voice will be broadcasted back into the main audio channel when you unmute yourself.

# Meeting Agreements

- Please keep your microphone muted until the designated Q&A session at the end of the presentation when we enter our Community Breakout Rooms.
- Please keep in mind that this presentation is being recorded so we ask you to refrain from sharing personal information that may be compromised.
- Encourage others to share and give them the space to do so.
- Thank you for being mindful of other attendees.





Angela Pao-Johnson, started her role as the Executive Director of NLACRC in September of 2024, bringing over 20 years of experience in the field.

Her passion for supporting individuals with developmental disabilities is rooted in her own childhood as the daughter of immigrant parents. Growing up, her family faced many struggles, including not accessing essential services due to fear and lack of understanding.

This experience inspired Angela to dedicate her career to ensuring families can access services in ways that truly meet their needs.



# Get to know our Presenter

## Santos Rodriguez, MSW



Santos Rodriguez has been employed at NLACRC since July 2016, initially serving as a Consumer Service Coordinator for the Transition Unit. In March 2022, Santos was promoted to Consumer Service Supervisor for the Enhanced Service Coordination Unit, a role within a DDS pilot program, and in 2024 he also began overseeing the DEIB department.

Santos' experience in advocacy, supporting individuals with disabilities and their families has been instrumental in his role, where he continues to support the center's outreach initiatives and work with the staff and his team that is dedicated to addressing barriers and disparities.

Santos holds a BA in Religious Studies with an emphasis in Traditions of the Americas from UC Santa Barbara, as well as a master's in social work (MSW) from CSUN.

# TODAY'S MEETING AGENDA

1.

**Our Mission:  
What We Do**

2.

**Purpose of  
Today's Meeting**

3.

**Let's Review the  
Data Together**

4.

**How NLACRC is  
Addressing the  
Disparities**

5.

**Last Year's Goals  
& Feedback**

6.

**Future Goals**

7.

**Community Break  
Out Rooms**



**NLACRC's Mission is to create a community where each individual with a developmental disability has the opportunity to live a healthy, productive and inclusive life.**



# Purpose of Today's Meeting



The purpose of this meeting today is to **discuss important data** related to developmental services for underserved communities.

1. **Who?** Each regional center (organizations that provide services) meets with stakeholders (people who have an interest in these services).
2. **When?** We hold the meeting within three months of compiling the data.
3. **What?** We discuss data about developmental services.
4. **Why?** To improve how these services are provided to underserved communities.
5. **How?** The discussion is done in a way that respects different cultures and languages.

# Before we Review the Data Together

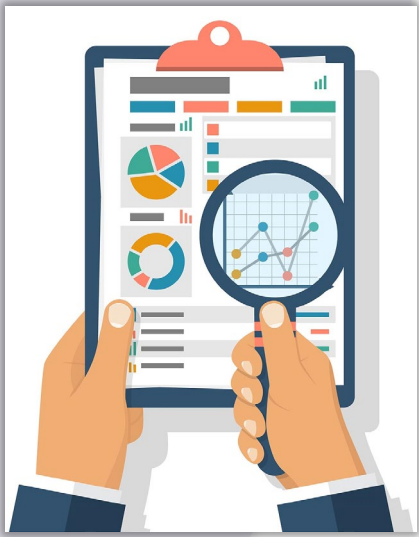


Sometimes we see differences in NLACRC expenditures because:

- Where the services are located.
- Where the client or person served lives.
- Whether or not generic resources, services, and supports are available.
- The unique needs of the disability.

NLACRC wants the public to be fully informed about the data that is presented.

There are some differences between the data we are presenting today, regarding NLACRC's current census and the actual services purchased and used by our clients and persons served.



In some cases:

- Expenditures may be counted twice.
- Expenditures may not capture all services received by an individual.
- NLACRC combines race and ethnicity data, but the U.S. Census Bureau separates these categories.
- The “other” category includes people who identify as multicultural or other race/ethnicity.





About  
NLACRC

NLACRC is 1 of 21 regional  
centers in California

NLACRC is the largest of the 7  
regional centers in LA County

We serve individuals in the San Fernando Valley,  
Santa Clarita Valley, and Antelope Valley

We served a total of 40,557 individuals as of June 30, 2024

Active individuals:  
32,497

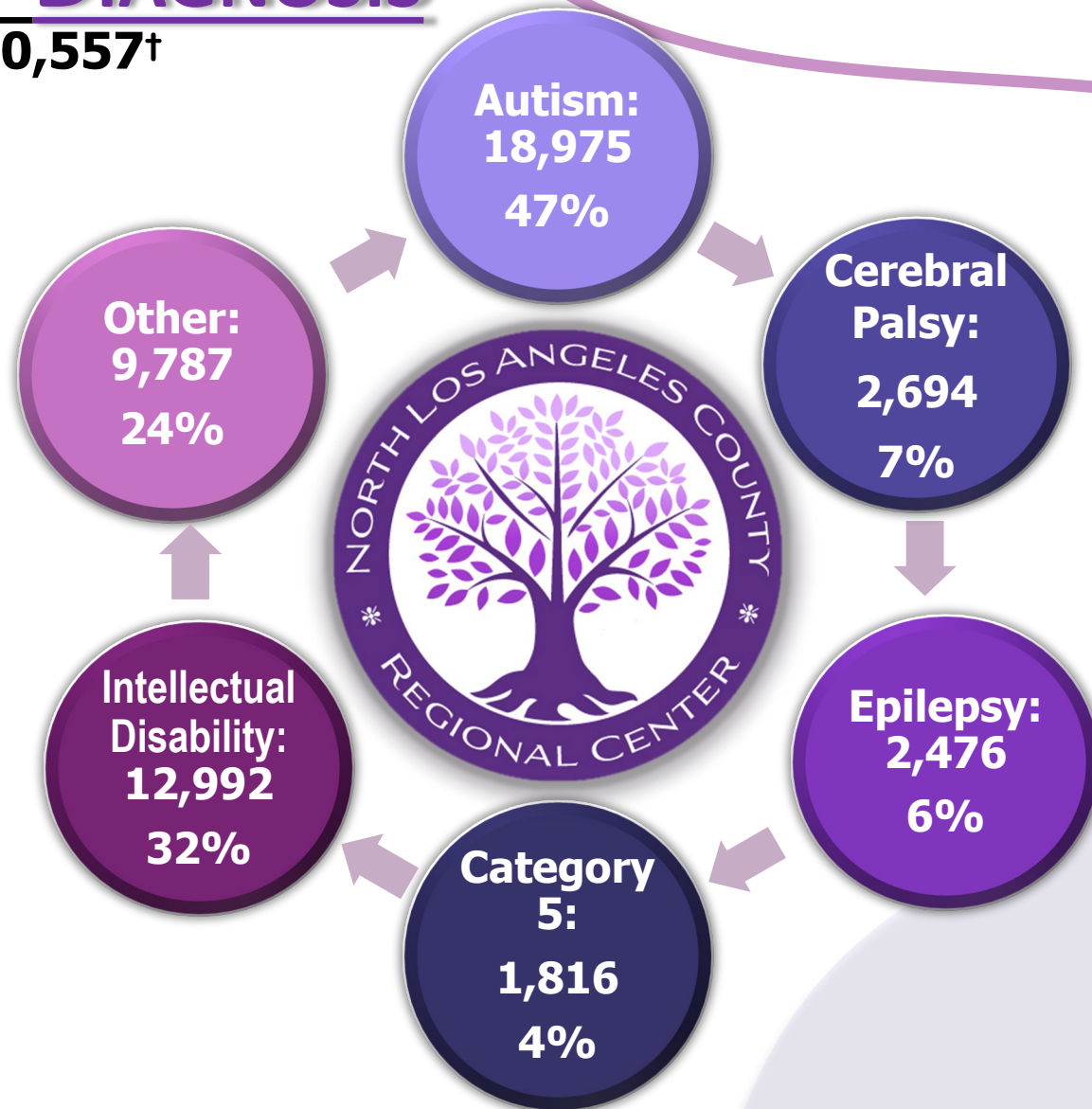
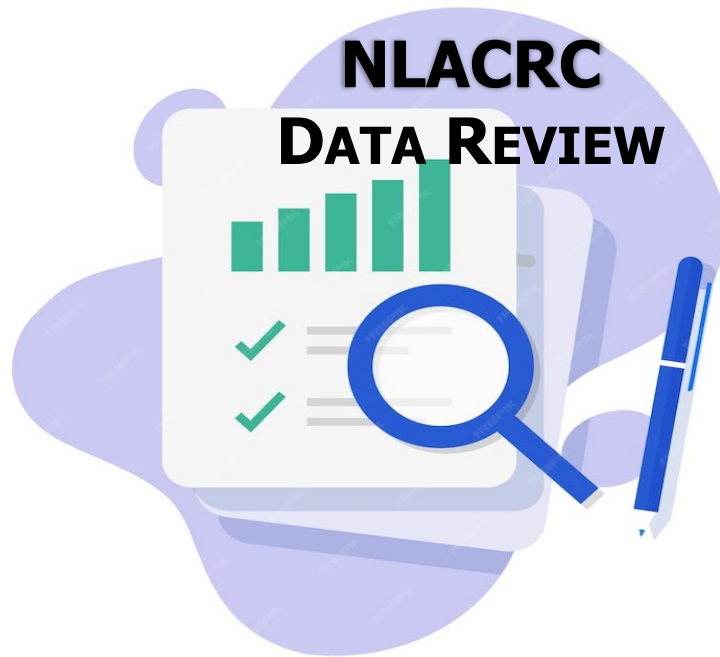
Active applicants in  
Intake: 1,811

Active individuals in  
Developmental Centers: 12

Active individuals with  
shared Regional Centers: 15

# NLACRC Individuals by **DIAGNOSIS**

Total Individuals Served: **40,557†**



†This data is from the Department of Developmental Services (DDS) and includes all persons that received Purchase of Service at any time during the fiscal year. Data provided by DDS: [AnnualPOSReportDeid\\_NLACRC\\_20241220.xlsx](#)

††Total number of individual served does not total the total number of individuals by Diagnosis, as individuals may have more than one diagnosis and therefore may be counted more than once within the data presented above.

# NLACRC Individuals by AGE GROUP

Total Individuals Served: **40,557**<sup>†</sup>

Birth to Age 2  
8,052 Individuals Served  
**20%**



Age 3 – 21 Years  
21,567 Individuals Served  
**53%**



Age 22 and Older:  
10,938 Individuals Served  
**27%**



## NLACRC DATA REVIEW

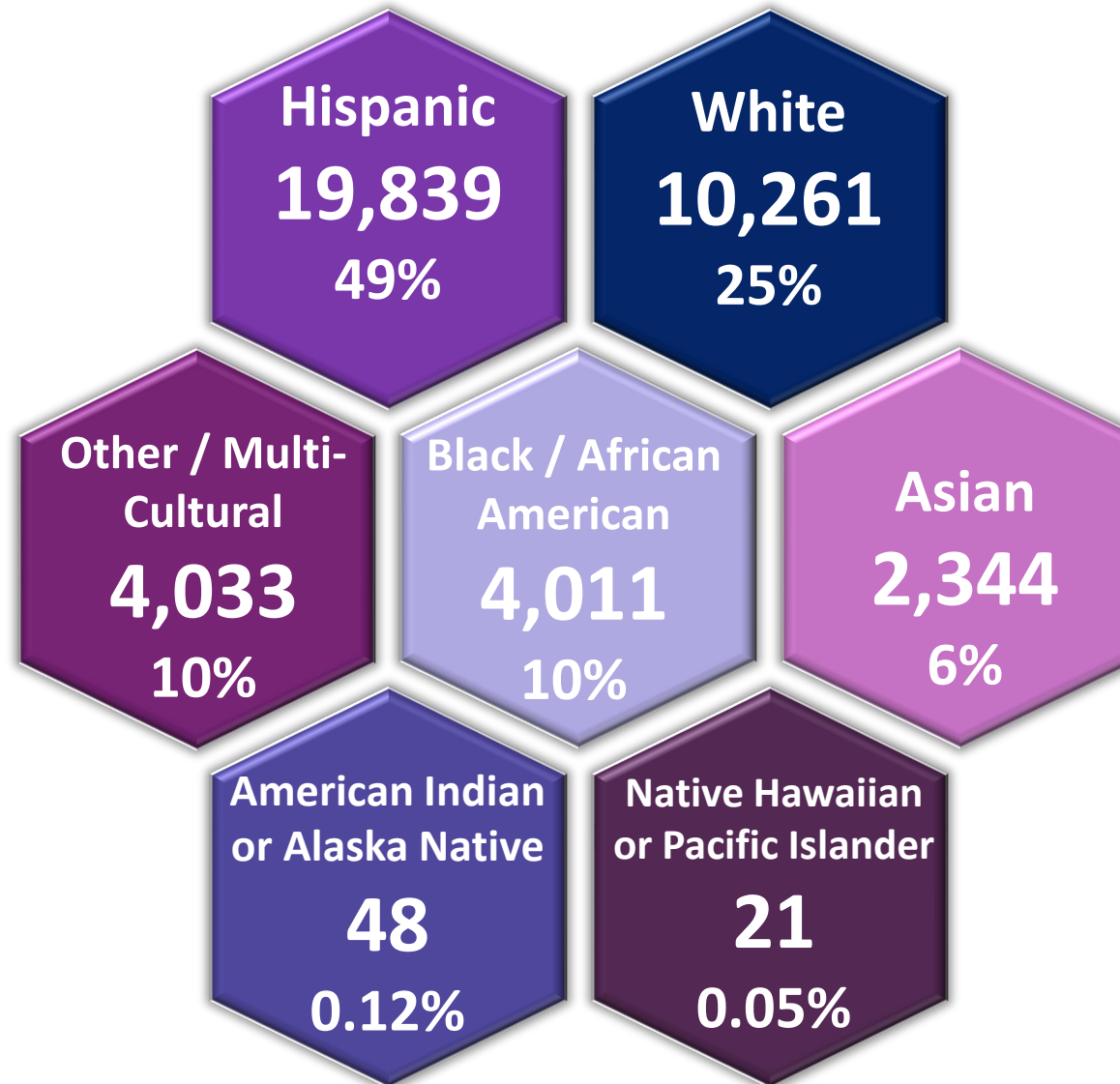


<sup>†</sup>This data is from the Department of Developmental Services (DDS) and includes all persons that received Purchase of Service at any time during the fiscal year.

Data provided by DDS: [AnnualPOSReportDeid\\_NLACRC\\_20241220.xlsx](#)

# NLACRC Individuals by RACE OR ETHNICITY

Total Individuals Served: **40,557†**



†This data is from the Department of Developmental Services (DDS) and includes all persons that received Purchase of Service at any time during the fiscal year.

††Individuals may not have identified their race or ethnic.

# NLACRC Individuals by LANGUAGE

Total Individuals Served: **40,557<sup>†</sup>**

English  
31,253  
77%

Spanish  
8,408  
21%

All Other  
Languages  
844  
2%

\*Chinese

\*\*Vietnamese



NLACRC  
DATA REVIEW



<sup>†</sup>This data is from the Department of Developmental Services (DDS) and includes all persons that received Purchase of Service at any time during the fiscal year.

<sup>\*\*</sup>In accordance with DDS Data De-Identification Guidelines, counts of one through ten have been suppressed.

<sup>\*\*</sup>In accordance with DDS Data De-Identification Guidelines, complementary cells have been suppressed.

# NLACRC Individuals by RESIDENCE TYPE

Total Individuals Served: **40,557†**

## NLACRC DATA REVIEW



**Family Home**  
36,984



**Independent Living or  
Supported Living: 1,551**



**Foster Home**  
\*



**Community Care Facility /  
Group Home: 1,168**



**ICF Facility/Skilled Nursing  
Facility (SNF): 608**



**♦Other**  
182



♦ Other housing types may include Acute General Hospital, CTF, Developmental Center, Rehab Centers, Sub-Acute, Homeless, Psychiatric Treatment Facility.

†This data is from the Department of Developmental Services (DDS) and includes all persons that received Purchase of Service at any time during the fiscal year.

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\*\*In accordance with DDS Data De-Identification Guidelines, complementary cells have been suppressed.

Data provided by DDS: [AnnualPOSReportDeid\\_NLACRC\\_20241220.xlsx](#)

# NLACRC Language Representation FY 2023-2024

**English**

28,296  
77%

**Armenian**

274  
0.74%

**Russian**

83  
0.23%

**Korean**

37  
0.10%

**Tagalog**

63  
0.17%

**Vietnamese**

43  
0.12%

**ASL**

47  
0.13%

**Farsi**

120  
0.33%

**Arabic**

28  
0.08%

**Spanish**

7,894  
21%

# Before We Review the Expenditure Data Together

## **Definitions:**

**POS:** Purchase of Service - When a specific service is approved for someone by a specific provider.

**Expenditures:** Cost of services that was paid for by the Regional Center – The money spent by the Regional Center to pay for the approved services.

**Authorization:** Cost of services approved - The amount of money approved for the services needed.

**Per Capita:** Per Person - This is the average cost or amount per persons served.

**FY:** Fiscal Year- This means the financial year, which runs from July to June.

# INFORMATION POS DATA DOES NOT TRACK:

- ⊗ Unrelated Diagnoses
- ⊗ Legal Status
- ⊗ Gender Identity
- ⊗ Income
- ⊗ Sexual Orientation
- ⊗ Other Funding Sources



**PURCHASE OF  
SERVICE  
(POS) DATA  
DOES NOT INCLUDE:**

Any Services coordinated through a Generic Resource such as:

- Contracted Services
- In-Home Support Services (IHSS)
- Medi-Cal
- Medicare
- Private Insurance
- School System
- Social Work as a service
- Supplemental Security Income (SSI)



Funds Paid

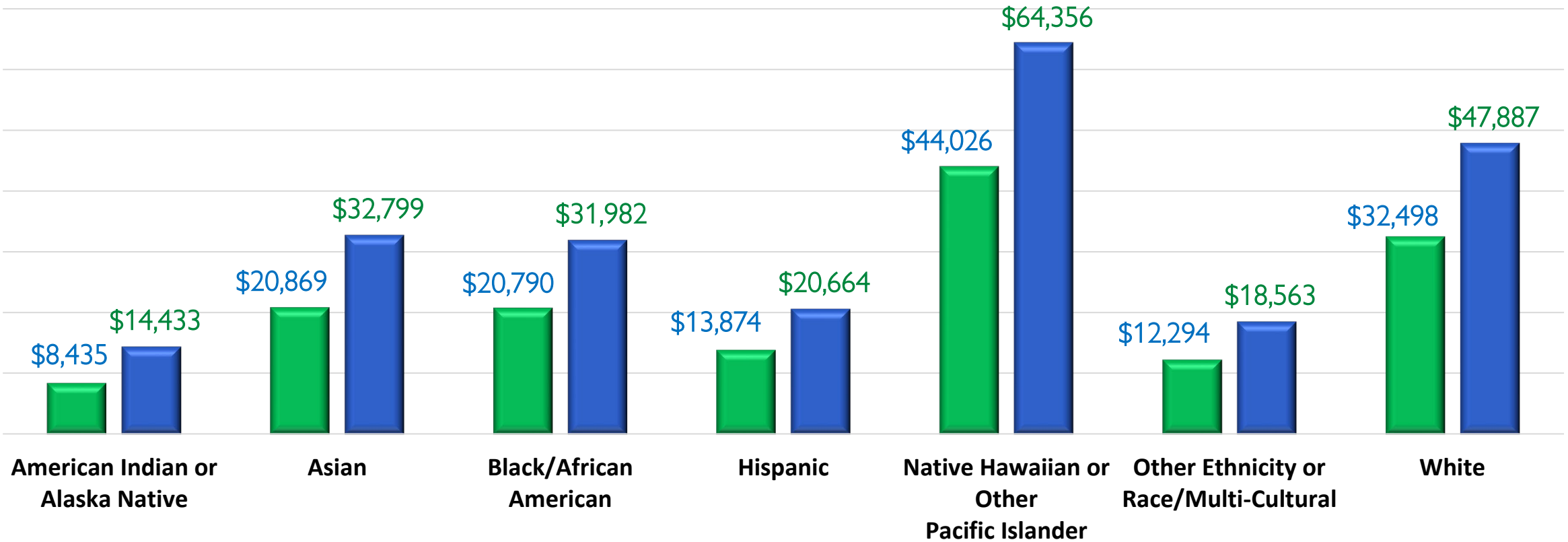
Services  
Approved

Average Per  
Person

# EXPENDITURES VS. AUTHORIZATIONS PER CAPITA, FY 2023-2024, AGES 0 (BIRTH) AND UP BY ETHNICITY OR RACE

■ Per Capita  
Expenditures

■ Per Capita  
Authorized Services

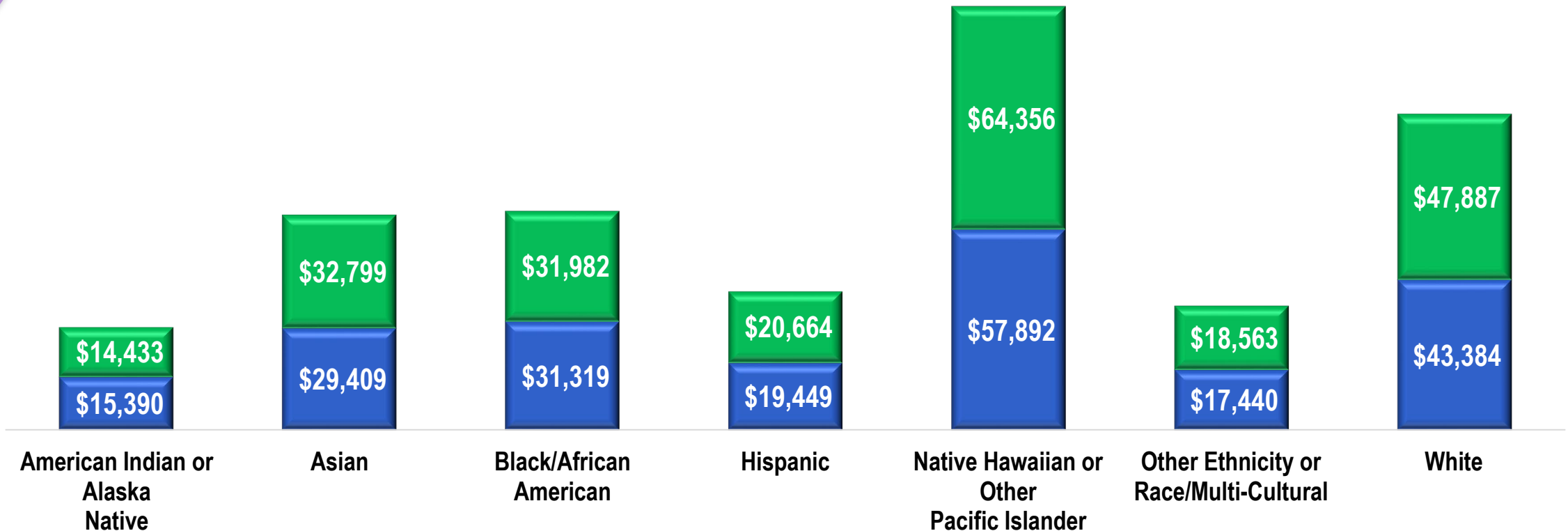


# AUTHORIZATIONS PER CAPITA FY 23-24 vs. FY 22-23

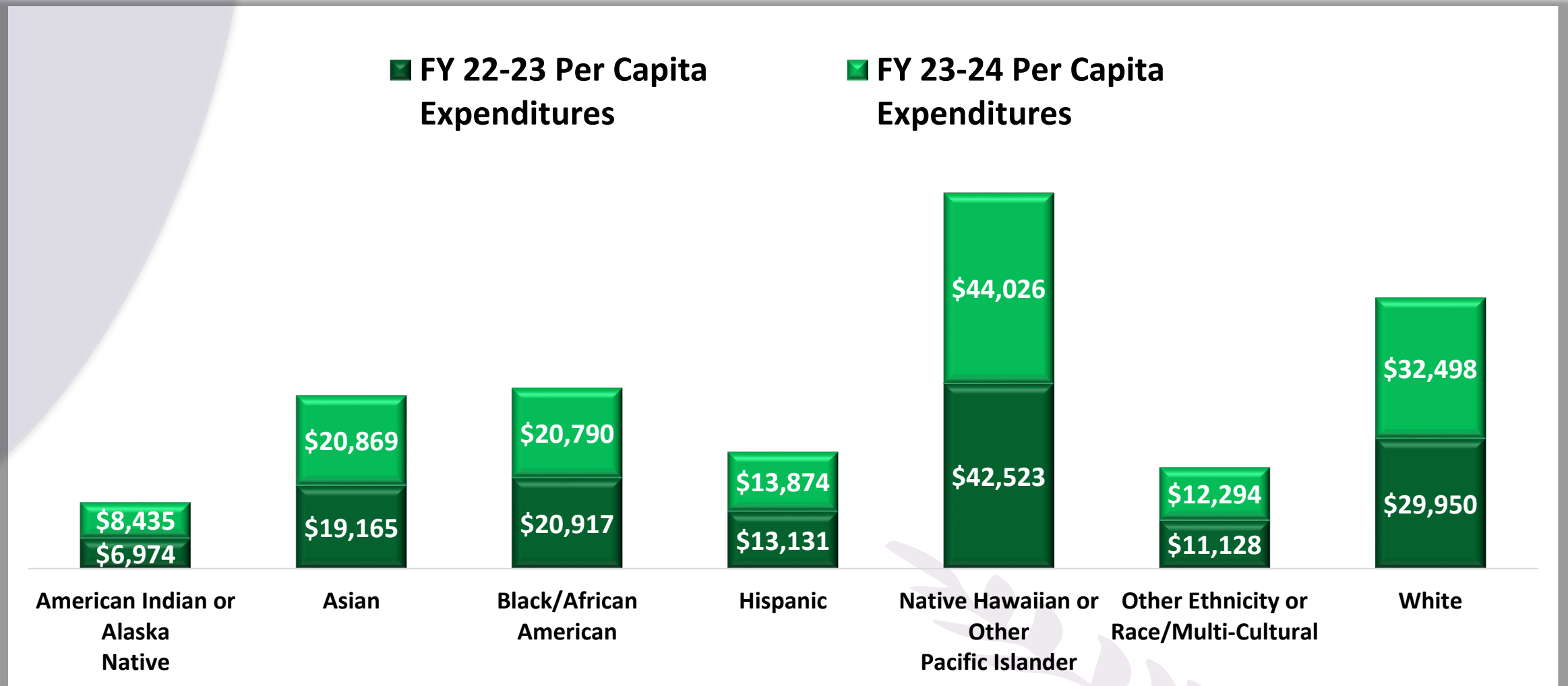
## AGES 0 (BIRTH) AND UP

■ FY 22-23 Per Capita  
Authorized Services

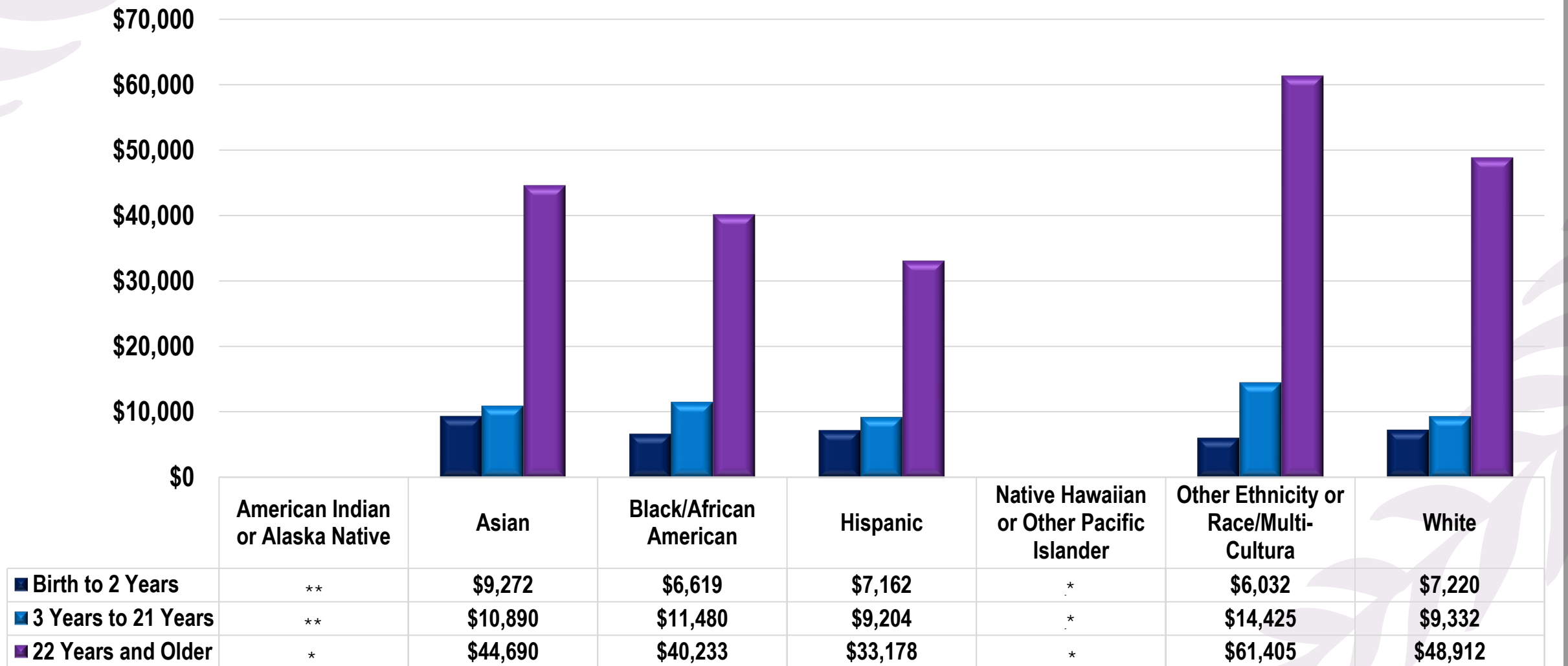
■ FY 23-24 Per Capita  
Authorized Services



# EXPENDITURES PER CAPITA FY 23-24 vs. FY 22-23 AGES 0 (BIRTH) AND UP



# EXPENDITURES PER CAPITA, FY 2023-2024, BY AGE GROUP & RACE / ETHNICITY



\*In accordance with DDS Data De-Identification Guidelines, counts of one through ten have been suppressed.

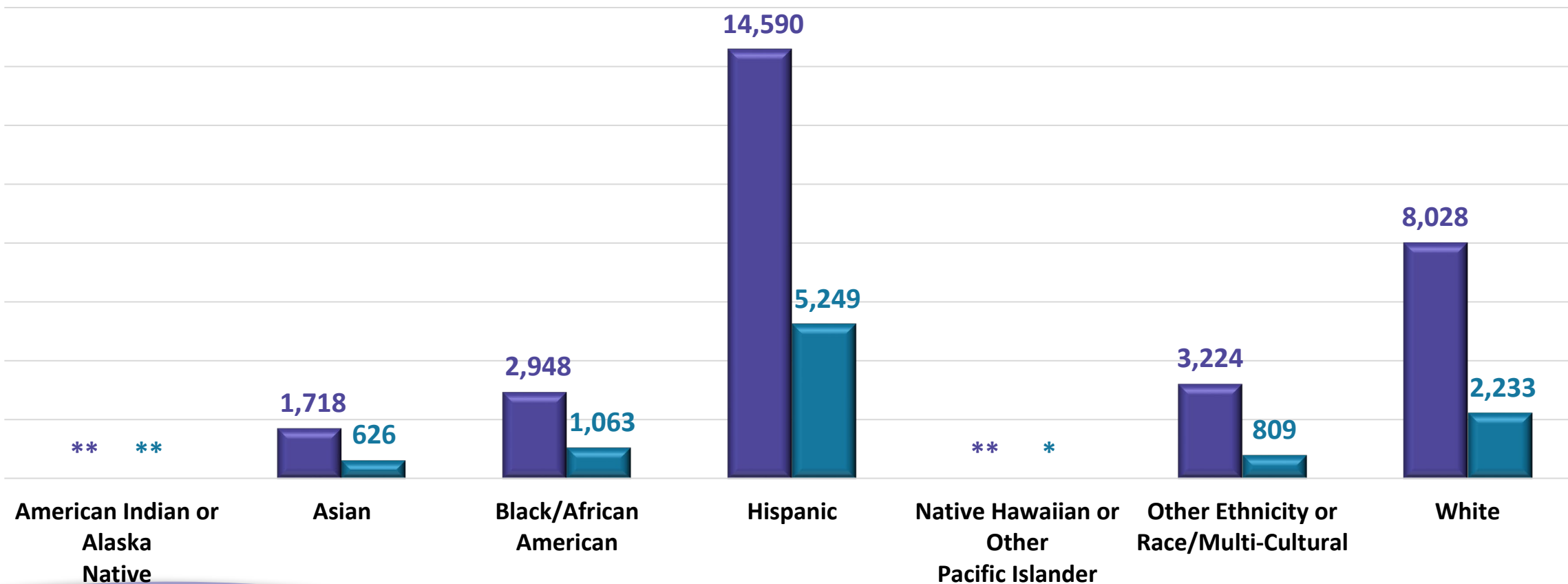
\*\*In accordance with DDS Data De-Identification Guidelines, complementary cells have been suppressed.

Data provided by DDS: [AnnualPOSReportDeid\\_NLACRC\\_20241220.xlsx](#)

# INDIVIDUALS WITH NO PURCHASE OF SERVICE (POS)

## FY 2023-2024 BY ETHNICITY OR RACE

■ Consumers Receiving Purchased Services    ■ Consumers with No Purchased Services

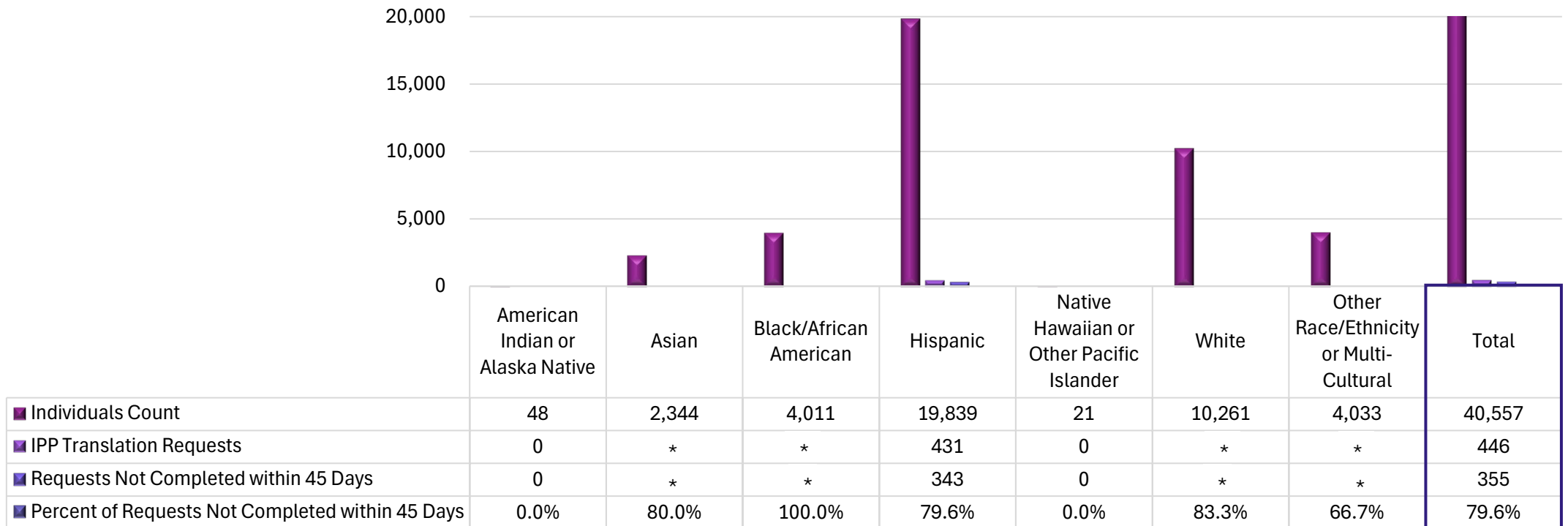


\*In accordance with DDS Data De-Identification Guidelines, counts of one through ten have been suppressed.

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Data provided by DDS: [AnnualPOSReportDeid\\_NLACRC\\_20241220.xlsx](#)

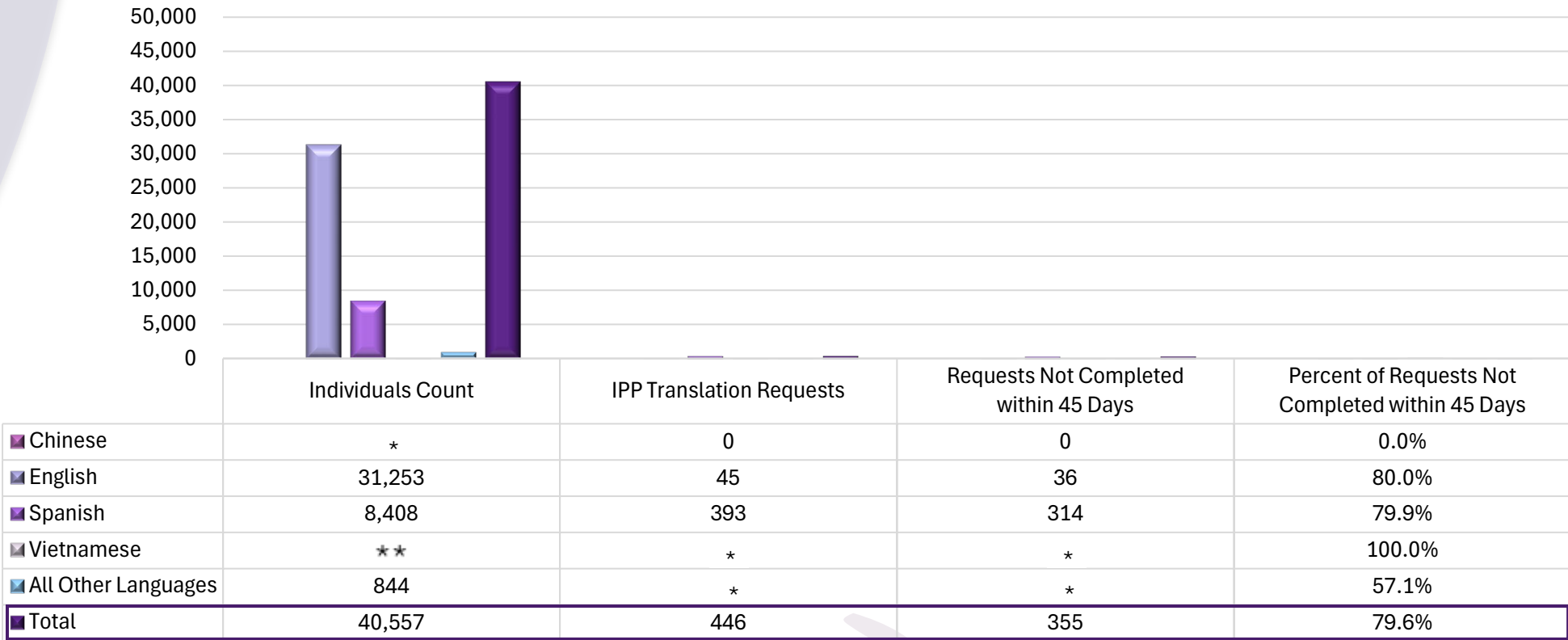
# IPP TRANSLATION in a THRESHOLD LANGUAGE BY RACE/ETHNICITY



\*In accordance with DDS Data De-Identification Guidelines, counts of one through ten have been suppressed.

# IPP TRANSLATION in a THRESHOLD LANGUAGE

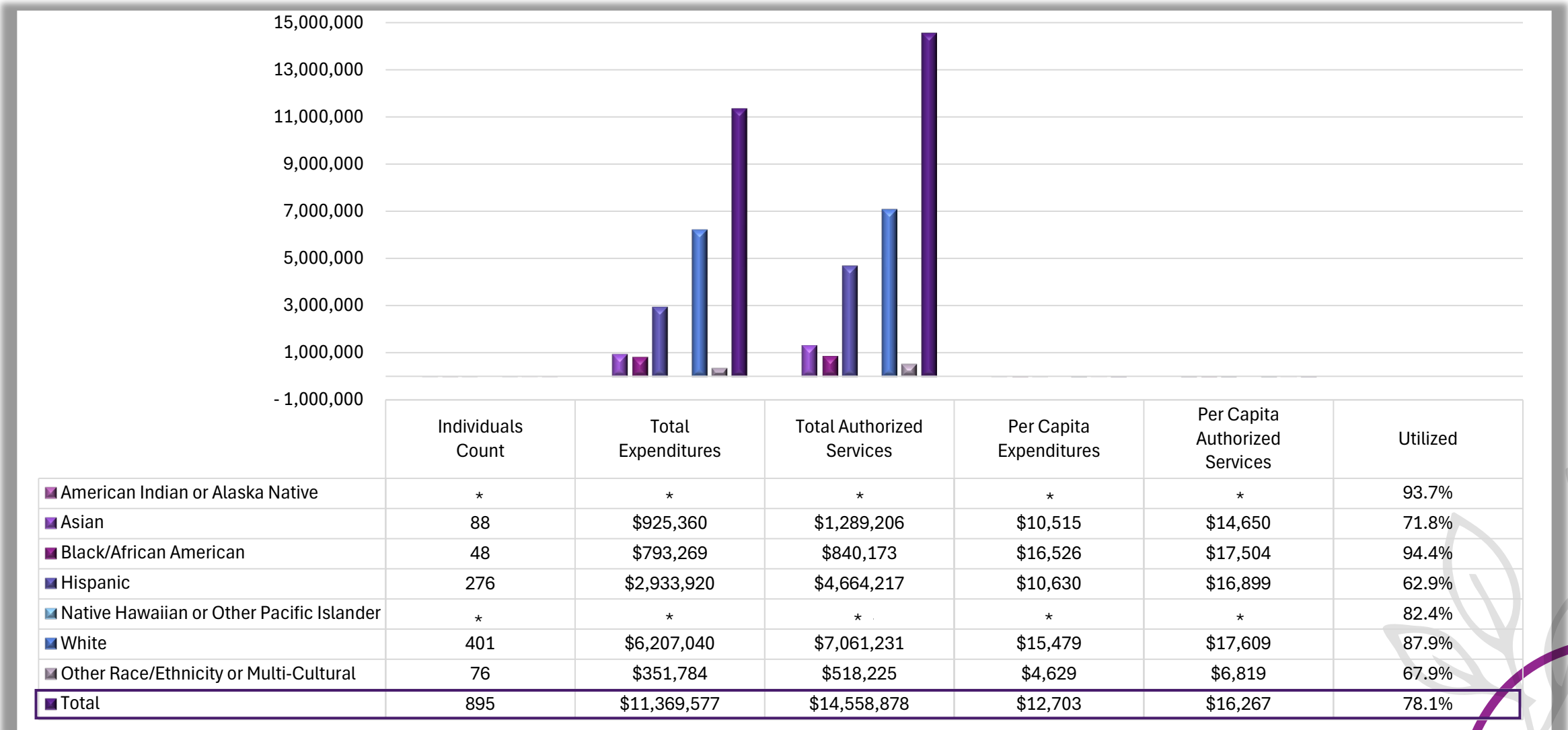
## BY LANGUAGE



\*In accordance with DDS Data De-Identification Guidelines, counts of one through ten have been suppressed.

\*\*In accordance with DDS Data De-Identification Guidelines, complementary cells have been suppressed.

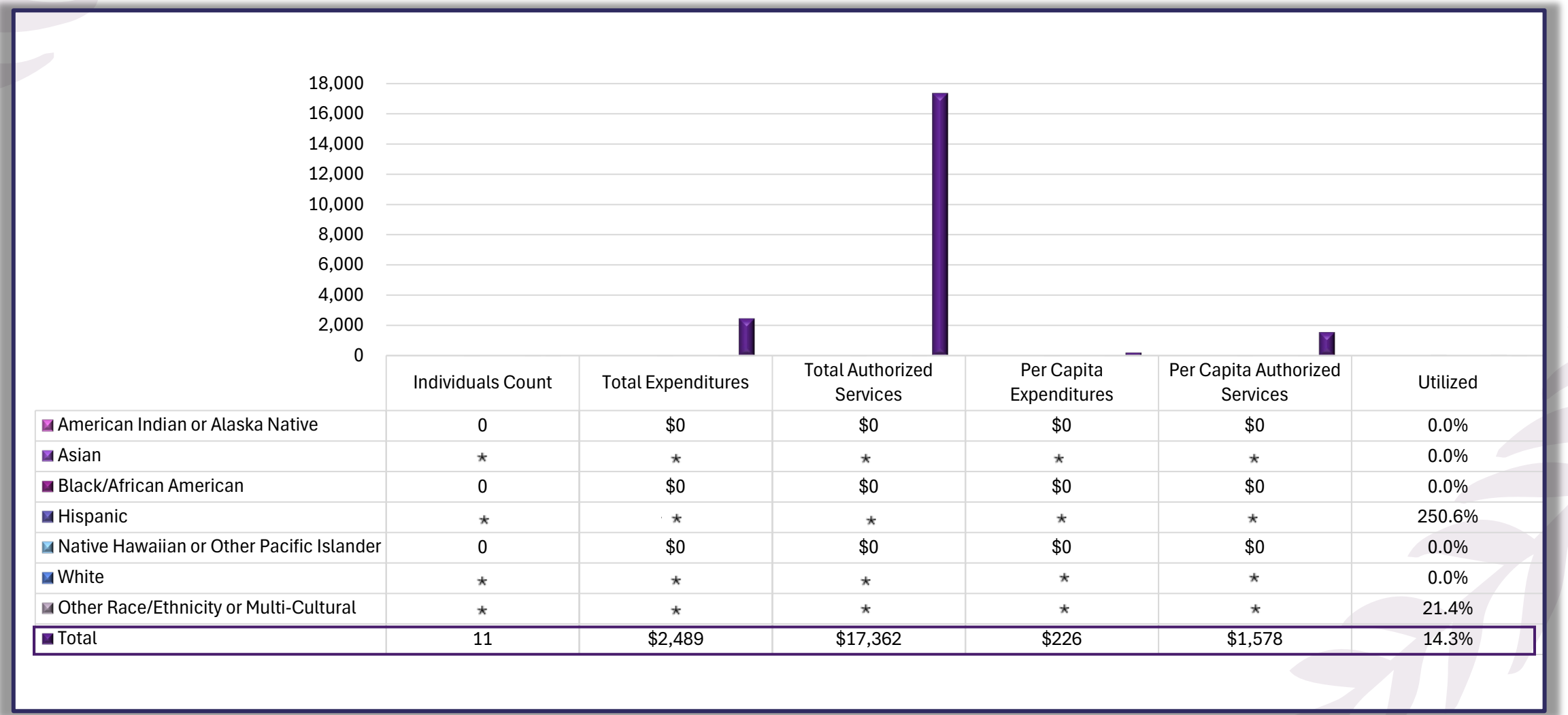
# EXPENDITURE & AUTHORIZED SERVICES FOR SOCIAL RECREATION BY RACE/ETHNICITY



\*In accordance with DDS Data De-Identification Guidelines, counts of one through ten have been suppressed.

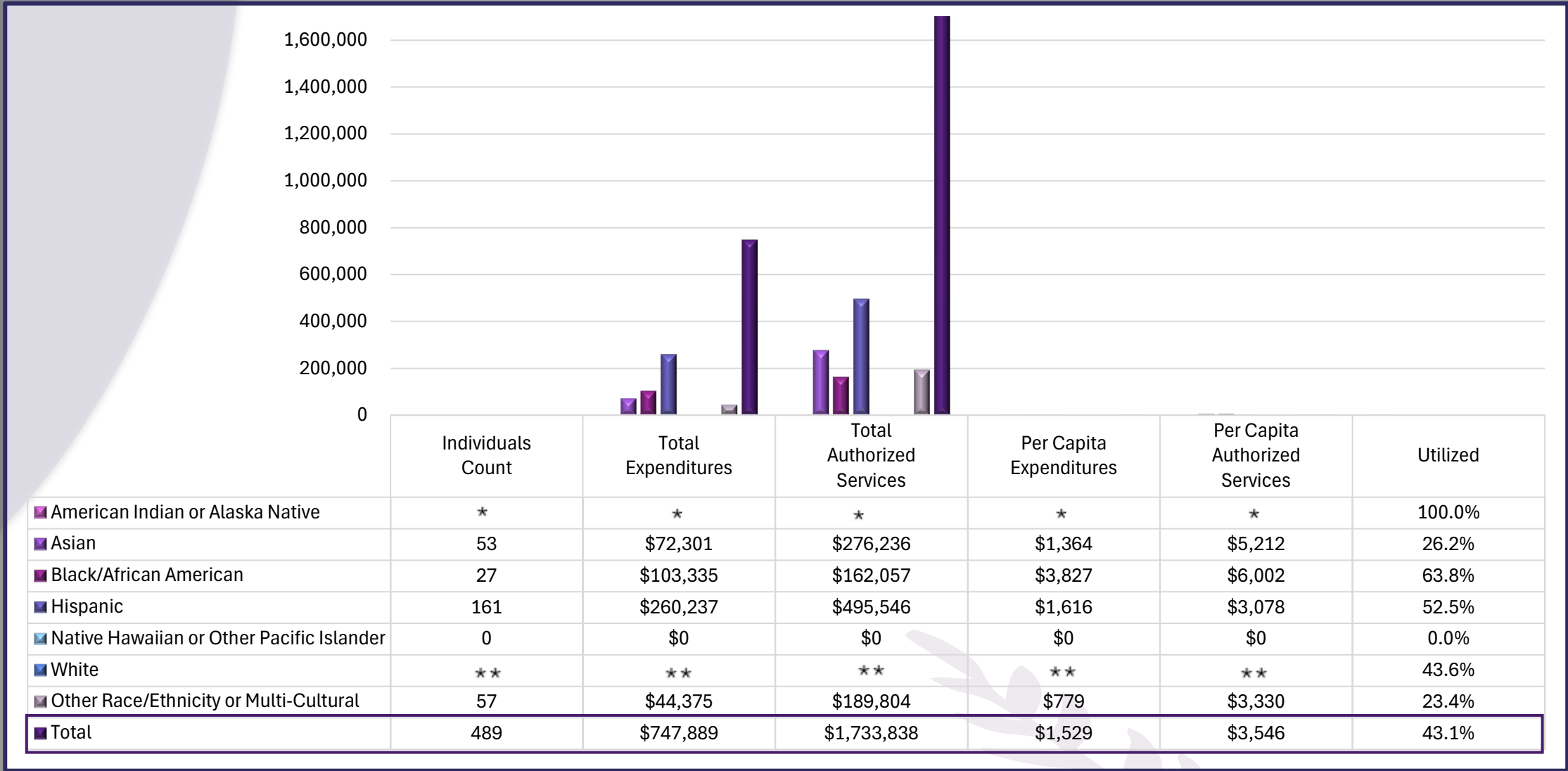
# EXPENDITURE & AUTHORIZED SERVICES FOR SOCIAL RECREATION

## BY AGE BIRTH TO 2 YEARS



# EXPENDITURE & AUTHORIZED SERVICES FOR SOCIAL RECREATION

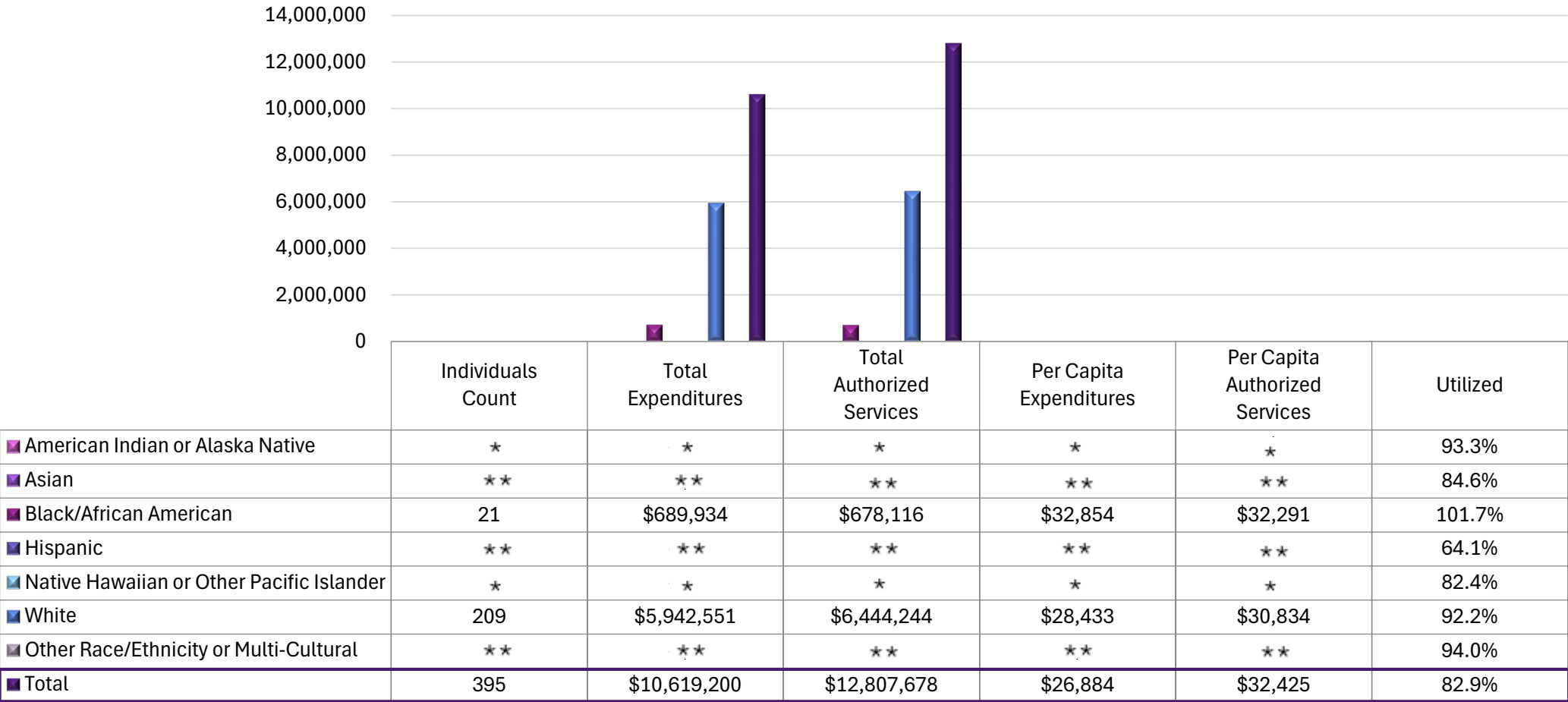
## BY AGE 3 YEARS TO 21 YEARS



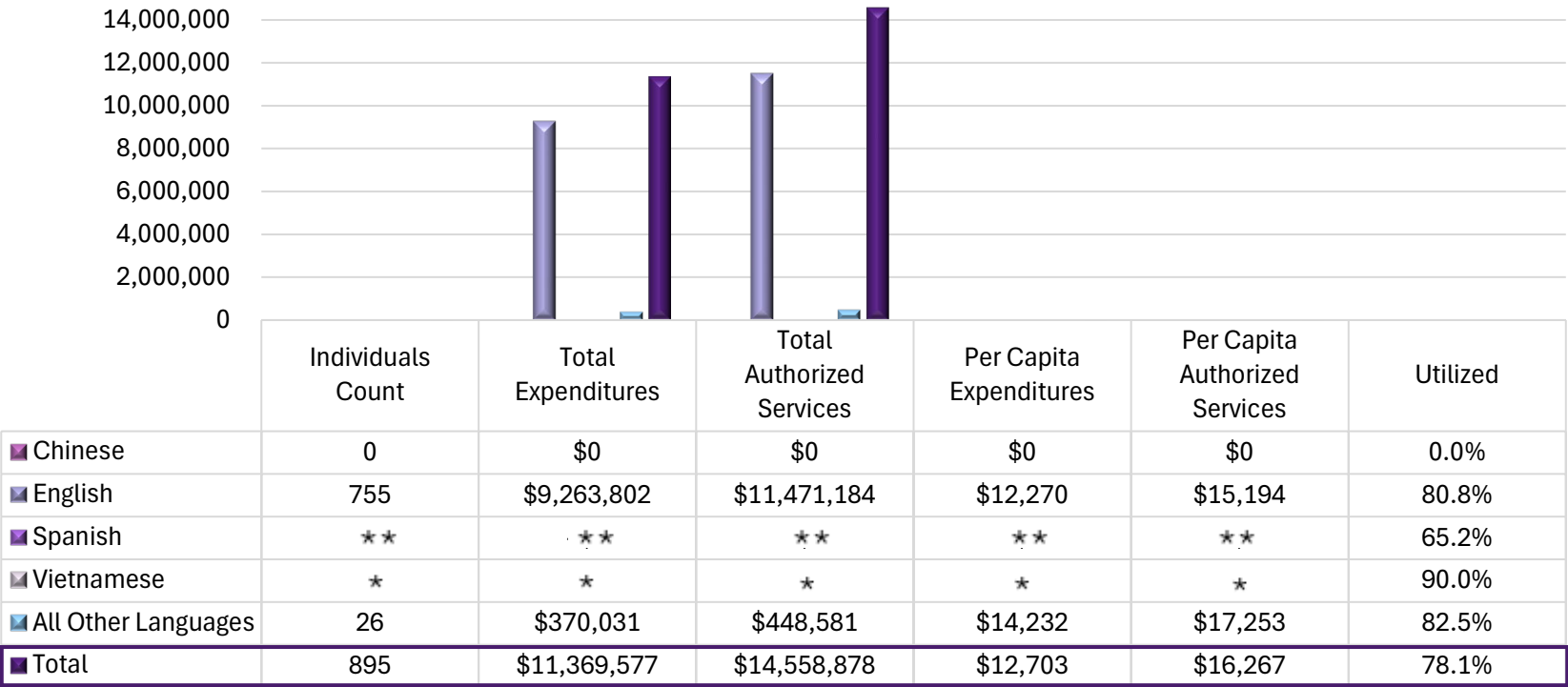
\*In accordance with DDS Data De-Identification Guidelines, counts of one through ten have been suppressed.

\*\*In accordance with DDS Data De-Identification Guidelines, complementary cells have been suppressed.

# EXPENDITURE & AUTHORIZED SERVICES FOR SOCIAL RECREATION BY AGE 22 YEARS AND OLDER



# EXPENDITURE & AUTHORIZED SERVICES FOR SOCIAL RECREATION BY AGE LANGUAGE

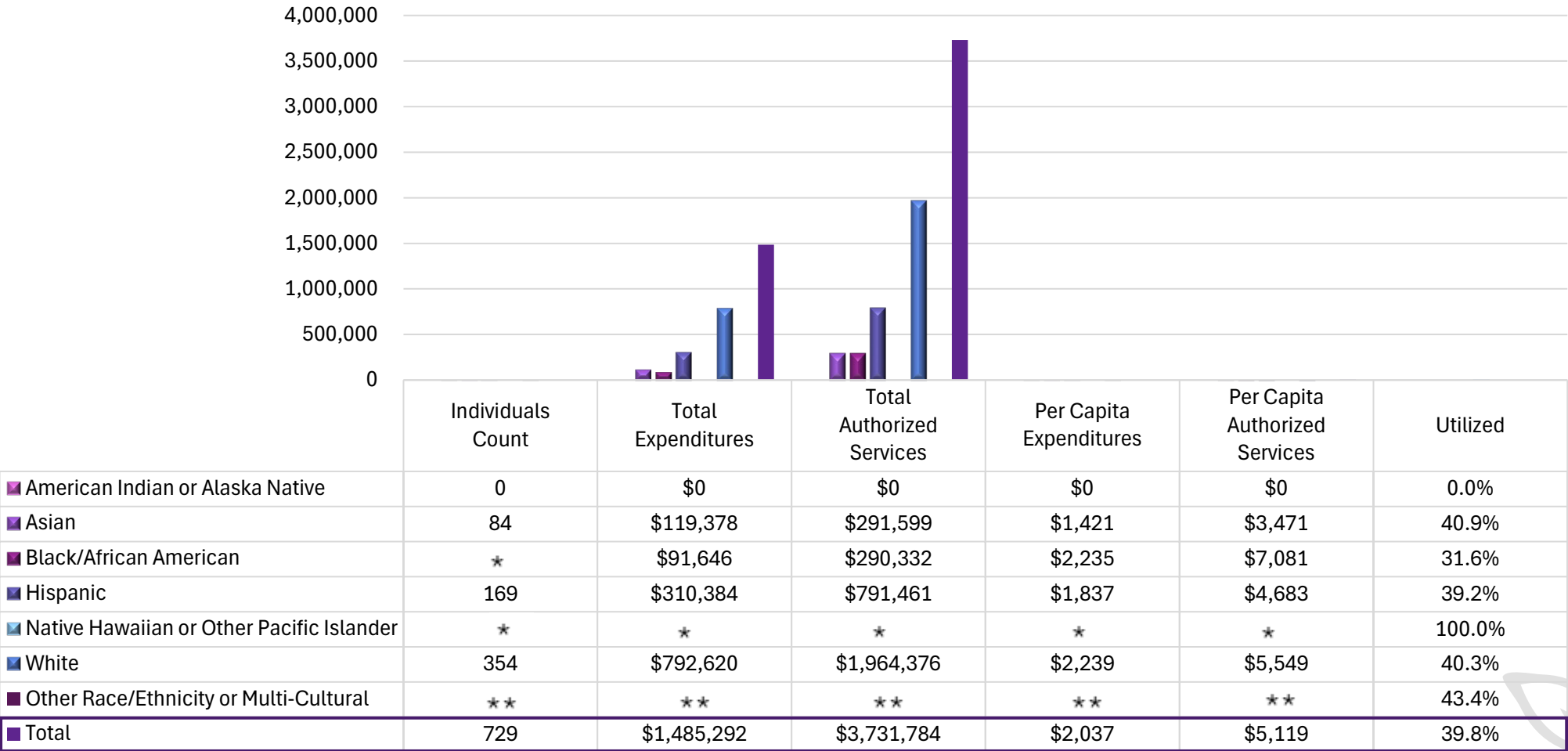


\*In accordance with DDS Data De-Identification Guidelines, counts of one through ten have been suppressed.

\*\*In accordance with DDS Data De-Identification Guidelines, complementary cells have been suppressed.

Data provided by DDS: [AnnualPOSReportDeid\\_NLACRC\\_20241220.xlsx](#)

# EXPENDITURE & AUTHORIZED SERVICES FOR OTHER SOCIAL RECREATION BY RACE/ETHNICITY

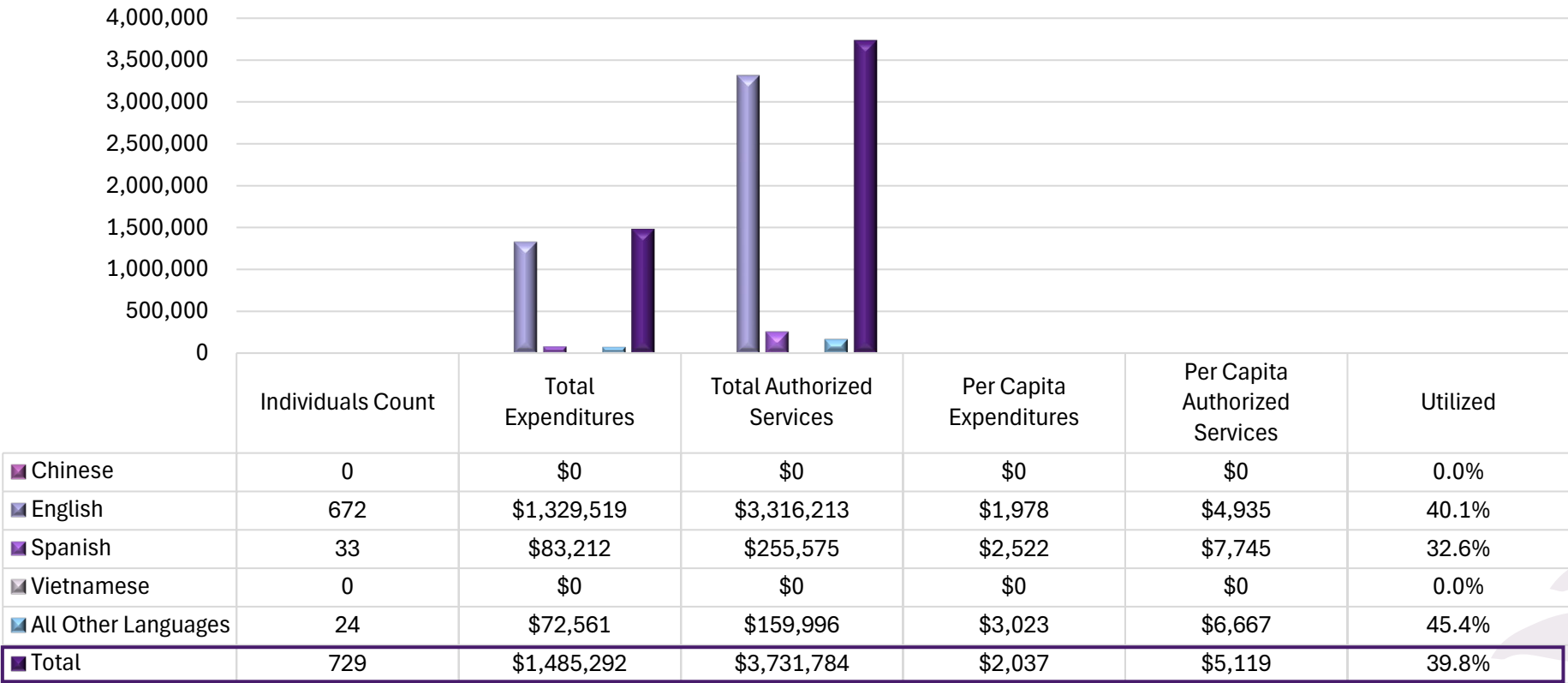


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Data provided by DDS: [AnnualPOSReportDeid\\_NLACRC\\_20241220.xlsx](#)

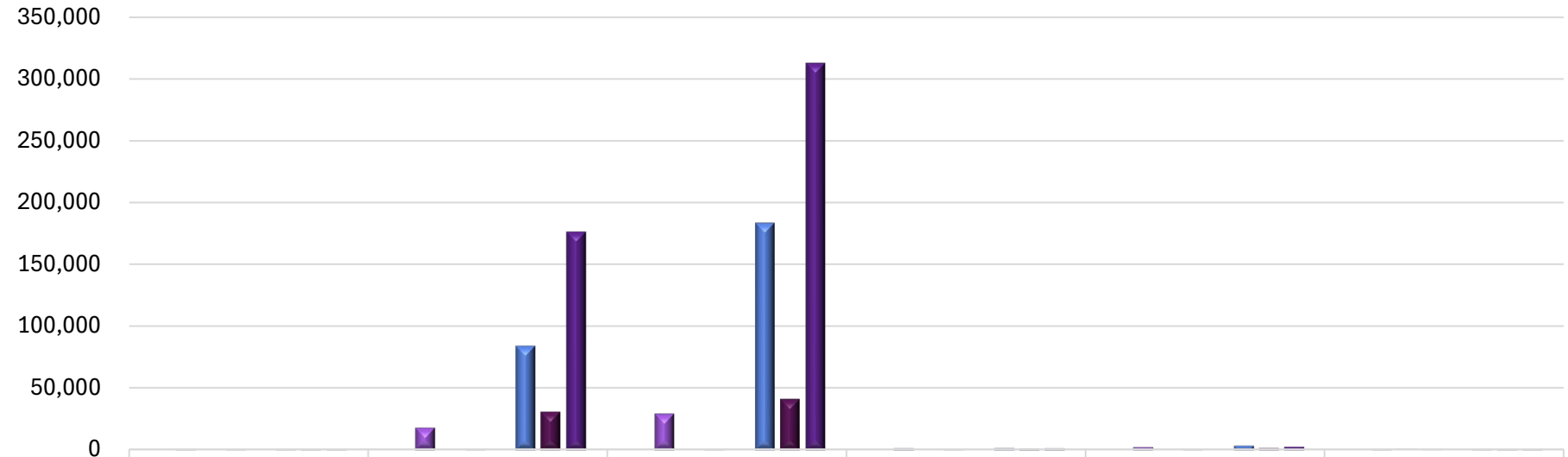
# EXPENDITURE & AUTHORIZED SERVICES FOR OTHER SOCIAL RECREATION BY LANGUAGE



\*In accordance with DDS Data De-Identification Guidelines, counts of one through ten have been suppressed.

\*\*In accordance with DDS Data De-Identification Guidelines, complementary cells have been suppressed.

# EXPENDITURE & AUTHORIZED SERVICES FOR CAMPING BY RACE/ETHNICITY



	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	\$0	\$0	\$0	\$0	0.0%
Asian	12	\$17,625	\$28,720	\$1,469	\$2,393	61.4%
Black/African American	*	*	*	*	*	44.5%
Hispanic	**	**	**	**	**	105.0%
Native Hawaiian or Other Pacific Islander	0	\$0	\$0	\$0	\$0	0.0%
White	48	\$84,242	\$183,247	\$1,755	\$3,818	46.0%
Other Race/Ethnicity or Multi-Cultural	22	\$30,480	\$40,601	\$1,385	\$1,846	75.1%
<b>Total</b>	<b>108</b>	<b>\$176,618</b>	<b>\$313,134</b>	<b>\$1,635</b>	<b>\$2,899</b>	<b>56.4%</b>

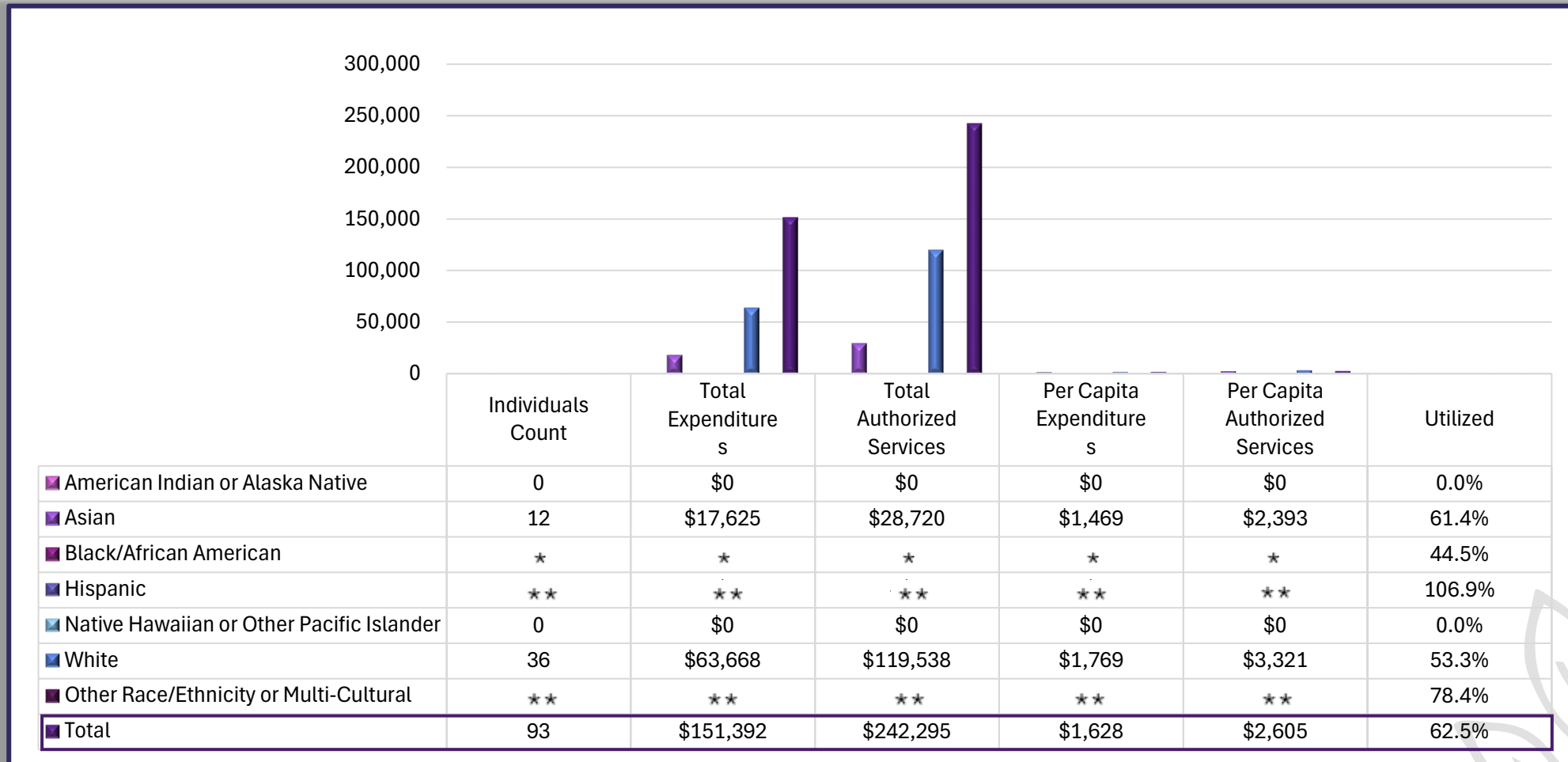
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\*\*In accordance with DDS Data De-Identification Guidelines, complementary cells have been suppressed.

Data provided by DDS: [AnnualPOSReportDeid\\_NLACRC\\_20241220.xlsx](#)

# EXPENDITURE & AUTHORIZED SERVICES FOR CAMPING

## BY AGE 3 YEARS TO 21 YEARS

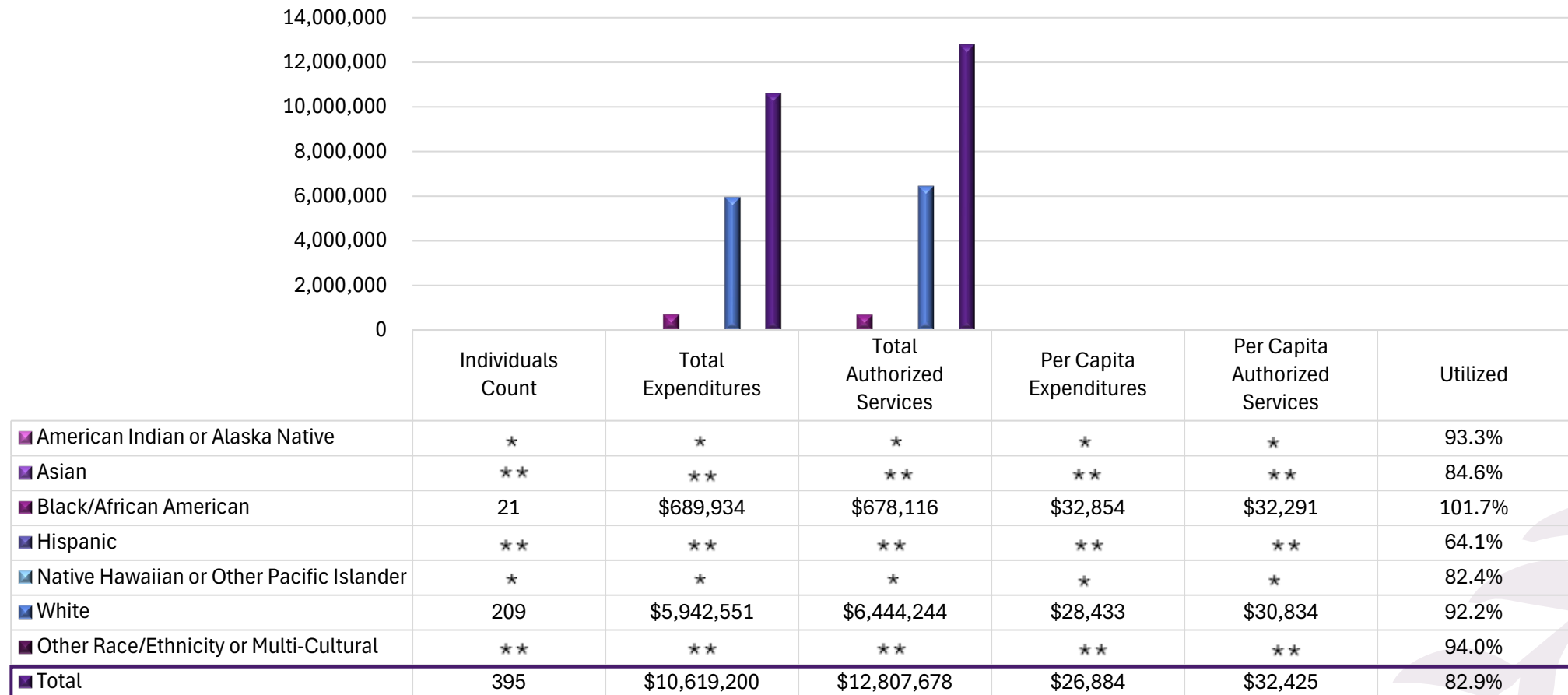


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Data provided by DDS: [AnnualPOSReportDeid\\_NLACRC\\_20241220.xlsx](#)

# EXPENDITURE & AUTHORIZED SERVICES FOR CAMPING BY AGE 22 YEARS AND OLDER



\*In accordance with DDS Data De-Identification Guidelines, counts of one through ten have been suppressed.

\*\*In accordance with DDS Data De-Identification Guidelines, complementary cells have been suppressed.

Data provided by DDS: [AnnualPOSReportDeid\\_NLACRC\\_20241220.xlsx](#)

# EXPENDITURE & AUTHORIZED SERVICES FOR NON-MEDICAL SERVICES BY RACE/ETHNICITY



\*In accordance with DDS Data De-Identification Guidelines, counts of one through ten have been suppressed.

\*\*In accordance with DDS Data De-Identification Guidelines, complementary cells have been suppressed.

Data provided by DDS: [AnnualPOSReportDeid\\_NLACRC\\_20241220.xlsx](#)

# How NLACRC is Addressing Disparities



# **Service Access & Equity (SAE) Grantees FY 2023-2024**

## **ACORNS TO OAK TREES**

### **Harley's Hope Project**

NLACRC's collaboration with Acorns to Oak Trees continues in support of advancing outreach in our local Tribal communities. Harley's Hope Project has been instrumental in accessing culturally relevant resources and training to support outreach in Native American communities.

## **BEING BUILT TOGETHER**

### **Community Connector Service for Korean Speaking Families**

NLACRC continues to collaborate with Korean-speaking navigators to provide culturally and linguistically competent support and educational opportunities for parents and caregivers.

## **CHILDREN'S HOSPITAL LOS ANGELES**

### **Parent Navigators in Pediatric Clinics to Support Service Access**

NLACRC collaboration with our partners at CHLA to continue the conversation on healthcare access, supports, and identification of barriers to service through the Parent Navigators in Pediatric Clinics to Support Service Access.

## **INTEGRATED COMMUNITY COLLABORATIVE**

### **ICC Community Integradoras**

NLACRC continues to collaborate with ICC's support groups and culturally competent outreach partners to create programming designed to empower Latino families and foster collaboration.

## **WAYFINDER FAMILY SERVICES**

### **Early Intervention Family Navigator**

NLACRC collaboration continues with the Early Intervention NICU navigators who provide information about Regional Center services and referrals through outreach to families of children with visual impairments.

# DEIB Unit & Parent and Family Support Specialists

## Some of the places we've been in FY2023-2024



Child Care Resource  
Center Tulsa Fair



CSUN Child Development  
Career Fair



Valley Presbyterian  
Hospital Baby Shower



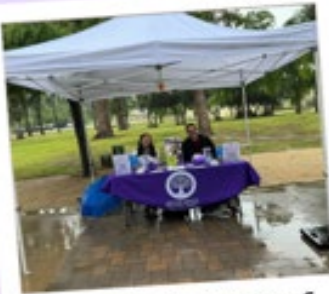
Child Care Resource Center  
Striving for Wellness Health Fair



Child Care Resource  
Center Baby Shower



Granada Hills HS  
Transition Fair



West Valley Day of  
Service



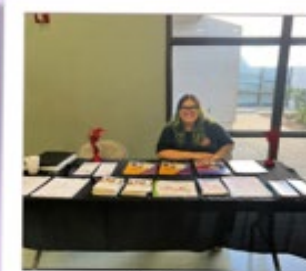
Voices United Ending Silence  
Together Health Fair



Asian Pacific Islander  
Cultural Festival



Project Joy The Growing  
Brain Parenting Class



Summerwind Elementary  
Coffee with Principal



2nd Annual Disaster  
Preparedness Resource Fair



Harvesting Health  
Resource Fair with NCADD



SCV Touch A Truck Event



Clinica Romero Baby  
Shower



NEVHC 27th Annual Toy  
Distribution



Dept. of Mental  
Health Day of Giving



Holiday With A Heart

# Progress Made on Last Year's Goals

## Assess Accessibility & Develop a Response Plan

- Identified and ensured access to emergency response equipment and emergency resources & training to individuals served
- Provided ongoing emergency preparedness trainings for families, vendors, and staff
- Continue to review and update accessible signage through all our offices

## Improve Language Access to the Community

- Ongoing assessment of language access needs, including available access to translation and interpreter needs for all meetings
- Plain Language trainings provided to staff, as well as ongoing plain language revisions of current material
- Increased access to translation and interpreter agencies for POS and Operations use

## Additional Outreach Activities

- Strengthened partnerships with diverse communities and community leaders
- Monthly multicultural outreach activities in all 3 valleys
- Established Native American outreach in Antelope Valley
- Continuation of the monthly Self-Advocacy Academy
- Implementation of multi-cultural support groups: Armenian, Farsi, LGBTQ+, Rainbow Connection Social Group, Spanish, and Filipino
- Increased Deaf+ outreach and accessibility, including ASL classes for families and vendors
- Parent University videos now in production development
- Unity in Diversity Festival

## Website Redesign

- Redesigned website is live and accessible in various languages
- Relevant and current community resources and events are now accessible to families
- Continuous assessment of the website's efficiency and areas for continuous improvement
- Collecting feedback from community, Consumer Advisory Committee, and staff

# **FEEDBACK EXPRESSED AS IMPORTANT CHALLENGES AND BARRIERS FROM LAST YEAR'S POS PRESENTATION**

## **Top Two Primary Concerns**

- Lack of Regional Center Knowledge and Service Options
- Case Management Satisfaction

## **Top Five Secondary Concerns**

- Regional Center Satisfaction
- Service Coordinator Training Concerns
- Caseload Concerns
- Communication and Outreach Concerns
- Service and Accessibility Concerns

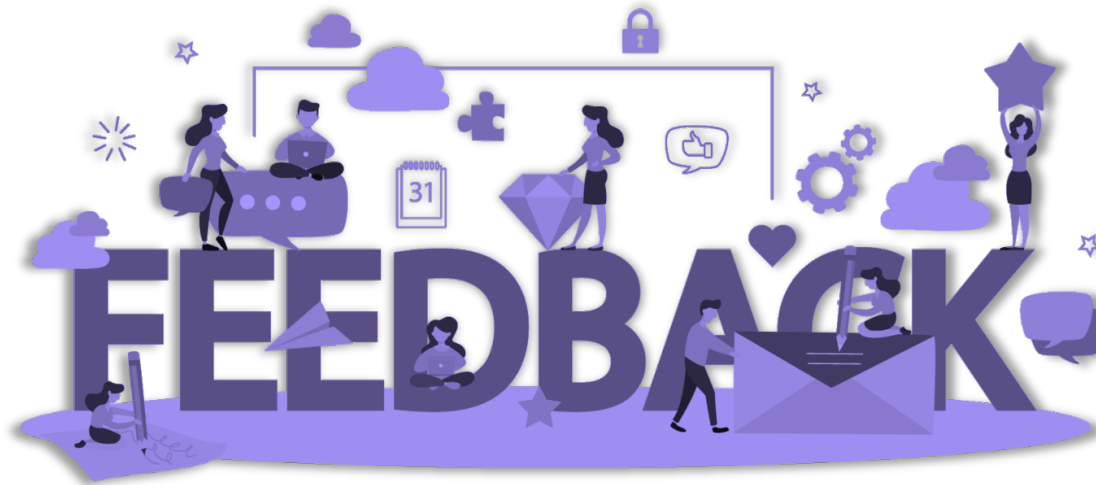


## Top Two Primary Concerns

- Lack of Regional Center Knowledge and Service Options
- Case Management Satisfaction

### Top Five Secondary Concerns

- Regional Center Satisfaction
- Service Coordinator Training Concerns
- Caseload Concerns
- Communication and Outreach Concerns
- Service and Accessibility Concerns



# Future Goals

## 1. Increase Accessibility to Resources and Information to our Community and Staff

- Informational Podcasts
- Parent University animated videos
- Digital Resource Library
- Advancing knowledge around legislative updates and service update
- Self-Advocacy Academy Workshops
- Different Thinkers, Different Learners & Preguntale a Mariana Workshops
- Ongoing training on person centered IPP planning and Standardized IPP initiatives

## 2. Multilingual Language Access for the Public

- LanguageLine
- Plain Language Review
- Support families in accessing translated copies of every IPP planning report
- ASL classes for families and vendors
- Continuous review of purchased translator and interpretation needs for all meetings

## 3. Outreach within our Multicultural Community

- NLACRC on Wheels
- Native American Tribal Outreach
- ASQ and Early Intervention Outreach
- Cultural Celebrations and Focused Events

## 4. Accessibility on Social Media

- Increase social media presence to share resources and events happening in the community and at NLACRC
- Efforts to increase how we reach the community via e-mail, online, and text
- Continuous improvement to NLACRC website
- Maintaining the community informed on legislative updates and DDS initiatives via News You Can Use

# Please stay in touch with us!



## Social Media Links:



Instagram English: [@NLACRCofficial](#)

Instagram Español: [@NLACRCespanol](#)



Facebook: [www.facebook.com/NLACRC/](https://www.facebook.com/NLACRC/)

Facebook Español: [www.facebook.com/NLACRCespanol](https://www.facebook.com/NLACRCespanol)



Website: <https://www.nlacrc.org/>



X (Twitter): [@NLACRC](#) - <http://twitter.com/NLACRC>

# Other Helpful Resources

## NLACRC Publications

Common Services Brochures

Guide for Individuals and Families

<https://www.nlacrc.org/about-us/publications/>

## NLACRC Calendar of Events

<https://www.nlacrc.org/news-events/calendar/>

## Service Standards

English: <https://www.nlacrc.org/wp-content/uploads/2024/06/Service-Standards.pdf>

Spanish: <https://www.nlacrc.org/wp-content/uploads/2024/06/Service-Standards-Spanish.pdf>

Publications



Calendar of Events



Service Standards



Normas de Servicio



We invite you to move to another room where you'll be able to communicate with us in your native language.

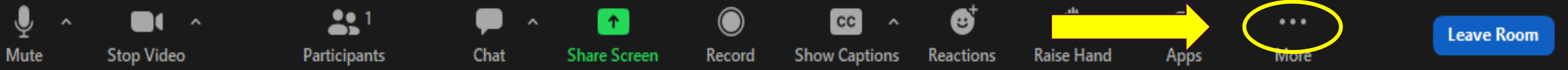
Le invitamos a pasar a otra sala virtual donde podrás comunicarse con nosotros en su idioma nativo.

Առաջարկում ենք տեղափոխվել մեկ այլ սենյակ, որտեղ դուք կկարողանաք հաղորդակցվել մեզ հետ ձեր մայրենի լեզվով:

از شما دعوت می کنیم به اتاق دیگری بروید که بتوانید به زبان مادری خود با ما ارتباط برقرار کنید.

Inaanyayahan ka naming lumipat sa ibang silid kung saan makakapag usap ka sa amin sa iyong sariling wika.

Мы предлагаем вам перейти в другую комнату где вы сможете общаться на вашем родном языке.



Click on **Breakout Rooms**

