



## North Los Angeles County Regional Center

### NLACRC's PURCHASE OF SERVICE (POS) ANNUAL REPORT FY 2023-24



#### **PROPER MEETING COMMUNITY INCLUSION**

- ❖ In compliance with W&I Code section 4519.5 (g), please note the following:
  - Two (2) public meetings were held on March 25, 2025:
    - one at 1:00 pm and one at 6:00 pm.
  - In a continuing effort to accommodate community participation, both meetings were conducted virtually via Zoom.

#### **PROPER MEETING NOTIFICATION**

- ❖ In compliance with W&I Code section 4519.5 (g), please note the following:
  - The Department was informed at least 30-days prior to both meetings via OCO Email.
  - Notices for the meetings were posted on NLACRC's website 30-days prior to the meetings.
  - Individual community members impacted by disparities and barriers to equitable access to services and supports were informed with 3 weeks' notice.
  - The following outreach efforts were utilized to inform community members impacted by disparities and barriers to equitable access to services and supports of the meetings:
    - Newsletter/Ebalst
    - POS meeting specific email
    - Public meeting
    - Community partners
    - Website event page and calendar

## CULTURALLY AND LINGUISTICALLY APPROPRIATE

- ❖ In compliance with W&I Code section 4519.5 (g), please note the following:
  - The following language interpretations were offered during the meetings:
    - ASL
    - Armenian
    - English
    - Farsi
    - Russian
    - Spanish
    - Tagalog
  - The meetings included the following:
    - Meetings were held in several languages.
    - Closed captioning was provided.
    - Materials were provided in several languages:
      - Presentation: English & Spanish
      - Flyers: Armenian, English, Farsi, Russian, Spanish, & Tagalog
    - Information was presented in plain language.
  - The cultural and linguistic needs of the communities were considered as follows:
    - Based on the center's demographics, it was determined to have interpretation available for the top 7 languages for our communities: (Armenian, ASL, English, Farsi, Russian, Spanish, and Tagalog).
    - We also provided small breakout rooms with room hosts and questions in each of the above languages.
    - As our English and Spanish speaking populations are the largest, we had 2 breakout rooms for each to ensure space capacity.



## **ACTIONS TO IMPROVE PUBLIC ATTENDANCE AND PARTICIPATION**

- ❖ In compliance with W&I Code section 4519.5(i)(1)(A), please note the following:
  - The goal or purpose of the meeting was communicated through the presentation and through electronic mailing and advertisement on NLACRC's website.
  - The following methods were used to provide an environment that allowed attendees to feel comfortable and to interact with each other:
    - Allowed for small group conversations.
    - Introduced staff in attendance.
    - Allowed attendees to introduce themselves.
    - Provided chat rooms, via the Zoom chat function.
    - Chat feature was enabled.
    - Opportunity for public comment.
    - Provided opportunities to ask questions.
    - Offered additional surveys in different languages, which were made available for 2 weeks before and after the public meetings.
  - Based on attendance, the following was observed:
    - Attendees engaged in public comment.
    - Diverse perspectives were shared by attendees.
    - Attendees requested additional explanation/clarification on the information shared.
  - Between 100-200 individuals from the public attended the meetings.



## **ACTIONS TO IMPROVE PUBLIC ATTENDANCE AND PARTICIPATION (continued)**

- The following efforts were taken by NLACRC to improve public attendance and participation:
  - Collaborated with community partners by requesting that community-based members that attend the Disparity Committee disseminate the information to increase attendance.
  - Offered focus groups.
  - Offered meetings in multiple languages.
  - Outreach through group meetings.
  - Outreach via flyers/public service announcements/social media.
  - Provided translated materials.
  - Offered meetings virtually.
  - Offered meetings during non-business hours.
- The following were attendees at the meetings:
  - Self-advocates.
  - Parents/family members.
  - Regional center staff.
  - Board members.
  - Community advocates.
  - Community-based organizations.
  - Department staff.
  - Service providers.
- Please see below some of partner agencies, community partners, and community-based organizations who participated in the meetings:
  - ICC, DOR, SCDD, FFRC, LVAC, OCHRA, CHLA, AND 24hr Homecare.

## COPIES OF MINUTES AND ATTENDEE COMMENTS

- ❖ In compliance with W&I Code section 4519.5 (i)(1)(B), please note the following:
  - Screenshots and links to presentation materials, copies of attendee comments (minutes), survey questions and responses are attached as **Exhibit A**.
  - The following themes reflect what attendees expressed as important, challenges or barriers faced:

### **1. Service Provider Availability**

- Vendor Availability

### **2. Case Management Challenges**

- Service Coordinators (CSCs)

### **3. Staff Knowledge and Training**

- Training and Orientation
- Resources and Processing
- Language Access

### **4. Communication and Transparency**

- Communication and Support
- Transparency

### **5. Reimbursement Issues**

- Payment and Paperwork

# NLACRC's POS ANNUAL REPORT FY 2023-24

## **IDENTIFIED DISPARITIES IN THE POS DATA**

- ❖ In compliance with W&I Code section 4519.5(i)(1)(C), please note the following:
  - NLACRC report data about number of instances when written copies of individual program plans (IPP) were not provided at the request of consumers or their legal representatives more than 45 days for threshold languages and 60 days for non-threshold languages after request was made.
  - The types of disparities that were identified and discussed are attached as **Exhibit B**.

## **REGIONAL CENTER'S RECOMMENDATIONS AND PLANS TO PROMOTE EQUITY AND REDUCE DISPARITIES**

- ❖ In compliance with W&I Code section 4519.5(i)(1)(C), please note the following:
  - The following other venues were utilized, in addition to holding the POS annual meeting, to gather information to develop the NLACRC's recommendations and plan to promote equity and reduce disparities:
    - Other regional center meetings
    - Feedback requested from support groups
    - Recommendations from focus groups
    - Surveys
  - NLACRC's prior year's recommendations and plan have been implemented as follows:
    - See attached **Exhibit C**

## **REPORTS POSTED ON INTERNET WEBSITES**

- ❖ In compliance with W&I Code section 4519.5(c)(1)(B), please note the following:
  - NLACRC posted its data as provided by the Department on December 19, 2023.
  - NLACRC posted the report developed from public meetings and all its required elements pursuant to W&I Code section 4519.5(i)(C)(1) on NLACRC's website.

# NLACRC's POS ANNUAL REPORT FY 2023-24

English POS (Purchase of Service) Presentation: <https://link.nlacrc.org/POSPresEng>  
 Español Presentación POS (Compra de Servicios): <https://link.nlacrc.org/POSPresSpn>

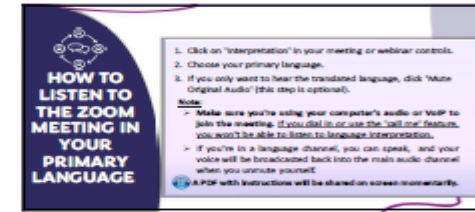
1 PM Meeting: <https://link.nlacrc.org/POSMeeting1PM>  
 6 PM Meeting: <https://link.nlacrc.org/POSMeeting6PM>



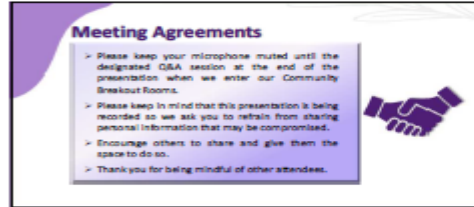
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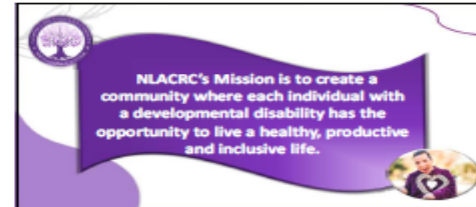
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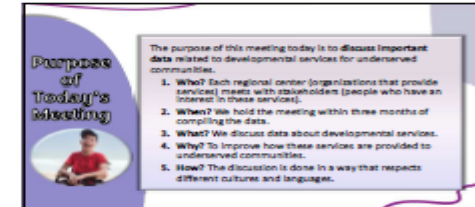
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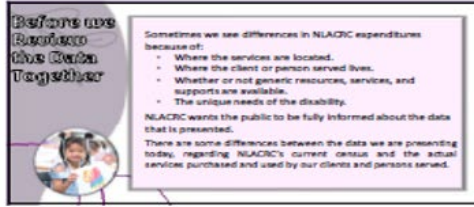
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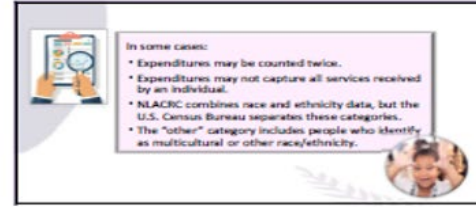
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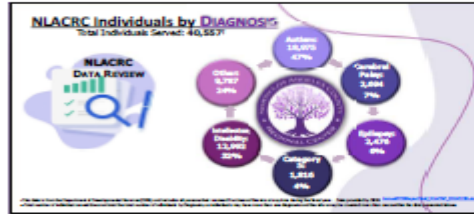
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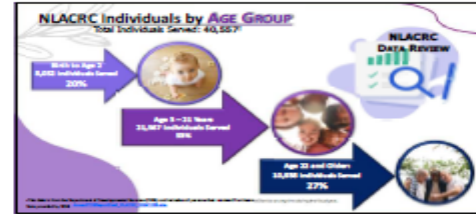
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## Exhibit A

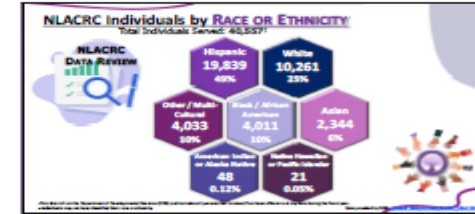
# NLACRC's POS ANNUAL REPORT FY 2023-24



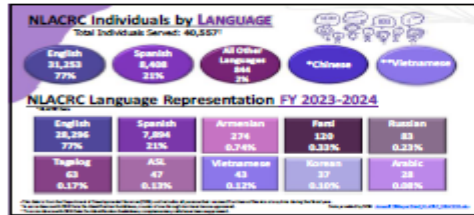
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**Before We Review the Expenditure Data Together**

**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.

18

**INFORMATION POS DATA DOES NOT TRACK:**

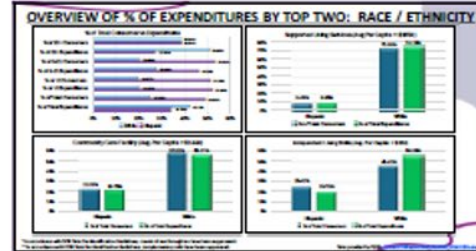
- Unrelated Diagnoses
- Income
- Legal Status
- Sexual Orientation
- Gender Identity
- Other Generic Funding Sources

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

Any Services coordinated through a Generic Resource such as:

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

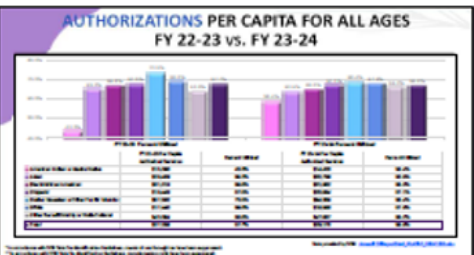
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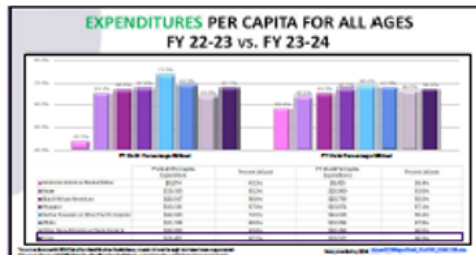
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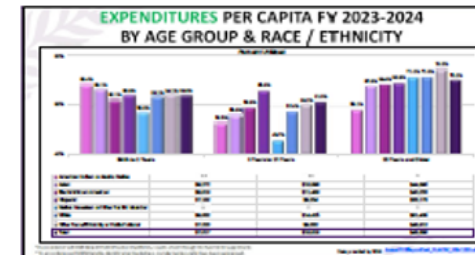
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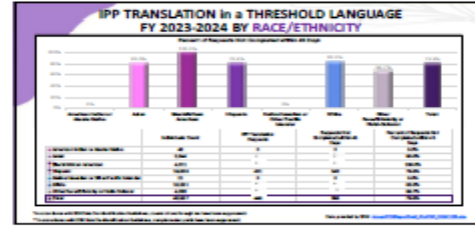


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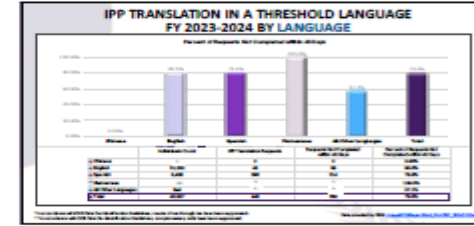
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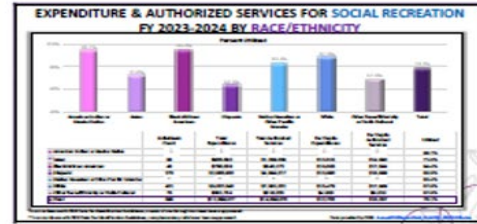
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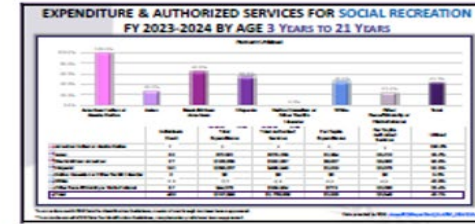
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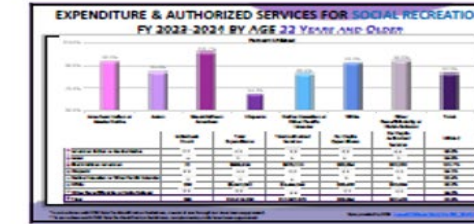
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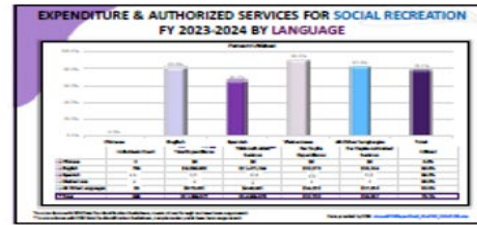
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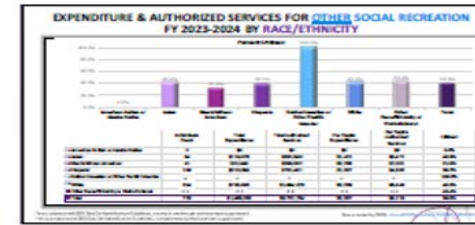
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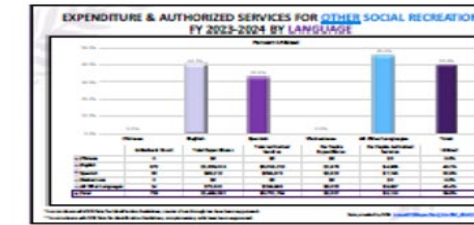
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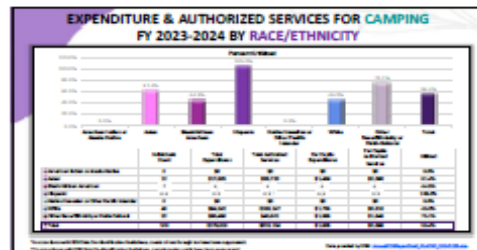
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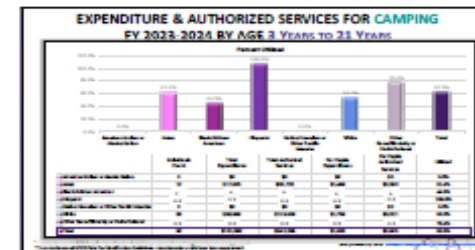
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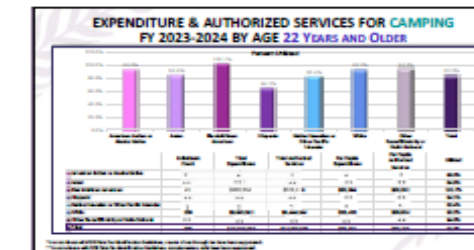
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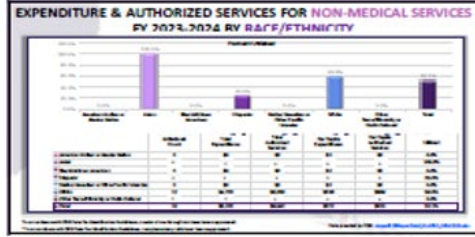


35



36

# NLACRC's POS ANNUAL REPORT FY 2023-24



37



38

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

- ADJUST TO CARE FIRST**  
NLACRC's collaboration with ADJUST to Care provides support for addressing disparities in care for racial/ethnic minorities. ADJUST to Care's focus is on health care access, including culturally relevant resources and training to support outreach in Latino and Black communities.
- ADJUST TO CARE FIRST**  
Community Care Center for Spanish Speaking Families  
NLACRC continues to collaborate with Spanish-speaking caregivers to provide culturally and linguistically competent support and educational resources for parents and caregivers.
- SAE Grants Continued Over Years FY2023-2024**  
**CHILDREN'S HOSPITAL, LAC AUNDALE**  
Parent Navigation Pediatric Clinics to Support Family Access  
NLACRC collaboration with our partners at CHL to continue the implementation of healthcare access, equity, and identification of barriers to services through the Parent Navigators in Pediatric Clinics to Support Family Access.
- WITNESS TO COMMUNITY COLLABORATIVE**  
NLACRC continues to collaborate with LAC's support groups and culturally competent outreach partners to create programming designed to increase health literacy and health outcomes.
- WITNESS TO COMMUNITY COLLABORATIVE**  
Early Intervention Family Support  
NLACRC collaboration continues with the Family Intervention (FI) program which provides information about regional COVID services and referrals through outreach to families of children with special requirements.

39

### DEIR Unit 9 Parent and Family Support Specialists

Below are the slides from the DEIR presentation for FY2023-2024.

40

### FEEDBACK EXPRESSED AS IMPORTANT CHALLENGES AND BARRIERS FROM LAST YEAR'S POS PRESENTATION FOR FY2023-24

The Top Five Concerns:

- Lack of Regional Center Knowledge and Service Options
- Case Management Satisfaction
- Regional Center Satisfaction
- Service Coordination Training Concerns
- Client/Case Manager
- Communication and Outreach Concerns
- Service and Accessibility Concerns

41

### Progress Made on Last Year's Goals for FY2023-24

- Improve Accessibility & Develop a Response Plan**
  - Identified and secured access to emergency response equipment and emergency resources & training to stakeholders
  - Provided ongoing emergency preparedness training for families, members, and staff
  - Continue to review and update emergency response plan
- Improve Language Access for the Community**
  - Ongoing assessment of language needs, including available services to members and caregiver needs for all meetings
  - Offer language trainings provided to staff, as well as ongoing plain language reviews of current material
  - Implemented ongoing plain language reviews to support families on Outreach Unit's office intake
  - Implemented ongoing plain language reviews to support families on Outreach Unit's office intake
  - Implementation of multi-cultural support groups: Spanish, Tagalog, Russian, Chinese, Thai, Greek, Spanish, and Filipino
  - Implemented language interpretation services to support families on Outreach Unit's office intake
  - Continue to implement sign language within the intake needs of the Outreach Unit
- Additional Outreach Activities**
  - Strengthened partnerships with diverse community and community leaders
  - Identified and implemented outreach activities
  - Provided ongoing outreach to members in language training
  - Continued efforts to increase staff members' language and accessibility, including training on language training and accessibility
  - Provided ongoing outreach to members in language training
  - Continued efforts to increase staff members' language and accessibility, including training on language training and accessibility

42

### Progress Made on Last Year's Goals for FY2023-24 (continued)

- Website Redesign**
  - Continued website to be used and accessible in various languages
  - Updated and revised community resources and services are now available in families
  - Continue assessment of the website's effectiveness and user feedback
  - Collaborating with community Consumer Advisory Committee and staff
- Regional Center Knowledge and Service Options**
  - Provided training and access to COA, as well as resources on how to navigate services to our members
  - Highlighting our diverse community through our quarterly DEIR newsletter
- Case Management Satisfaction**
  - Subsequent to the service coordination training to improve skills and knowledge
  - Provided staff with ongoing training on handling and addressing of family complaints
  - Continued training for staff on handling COA and Parent Central Intake training for all COA and DEIR training
  - Provided training for the community to provide feedback and using their voice through programs and areas of need
  - Increased staff and volunteer of outreach and event feedback

43

### Future Goals

- Improve Accessibility to Resources and Information to our Community and Staff**
  - Informational resources
  - Parent Central's website
  - Digital Resource Library
  - Addressing knowledge and language barriers and service options
  - Self-education training
  - Offer training, online courses & programs to improve knowledge
  - Ongoing training on parent central COA training and handling of COA
- Multilingual Language Access for the Public**
  - Plain language review
  - Continued review of current translated materials
  - All outreach to families and members
  - Continued review of current translated and interpretation needs for all meetings
- Outreach within our Multicultural Community**
  - NLACRC on WhatsApp
  - NLACRC on Facebook
  - NLACRC on Twitter
  - NLACRC on YouTube
  - Online trainings and outreach events
  - NLACRC on Zoom
- Accessibility on Social Media**
  - Increase staff members' knowledge on social media and accessibility
  - Provide training on social media and accessibility
  - Provide training on social media and accessibility
  - Continue to increase staff members' knowledge on social media and accessibility
  - Provide training on social media and accessibility

44

### Please stay in touch with us!

Social Media Links:

- Instagram English: @NLACRCofLAC
- Instagram Spanish: @NLACRCespañol
- Facebook: www.facebook.com/NLACRC/
- Facebook Spanish: www.facebook.com/NLACRCespañol
- Website: https://www.nlacrc.org/
- Twitter: @NLACRC | http://twitter.com/NLACRC

45

### Other Helpful Resources

NLACRC Publications  
<https://www.nlacrc.org/for-individuals-and-families>

NLACRC Calendar of Events  
<https://www.nlacrc.org/news-events/calendar/>

Service Standards  
<https://www.nlacrc.org/for-individuals-and-families/>

Spanish: <https://www.nlacrc.org/for-individuals-and-families/>

Spanish: <https://www.nlacrc.org/for-individuals-and-families/>

Spanish: <https://www.nlacrc.org/for-individuals-and-families/>

Spanish: <https://www.nlacrc.org/for-individuals-and-families/>

46

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

Le invitamos a pasar a otra sala virtual donde podamos comunicarnos en su idioma nativo.

تفضلوا انتقلوا الى غرفة أخرى حيث يمكننا التواصل معكم بلغتنا الأم.

تفضلوا انتقلوا الى غرفة أخرى حيث يمكننا التواصل معكم بلغتنا الأم.

تفضلوا انتقلوا الى غرفة أخرى حيث يمكننا التواصل معكم بلغتنا الأم.

تفضلوا انتقلوا الى غرفة أخرى حيث يمكننا التواصل معكم بلغتنا الأم.

47

48

# NLACRC's POS ANNUAL REPORT FY 2023-24

## Attendee Comments (minutes):

### POS Notes – English Room 1 – March 25, 2025, 1PM Meeting

Asked by:	Question/Feedback:	Answer:
Hellen Carlson	<p>I wanted more detail about the pie chart of diff. diagnosis, they had a category for "other" and category 5. I wanted more details about what fell into those categories.</p> <p>What falls under the other category under Individuals by diagnosis pie chart slide? I would love to look breakdown of "other" category breakdown.</p> <p>The biggest challenge is the service coordinators leaving and being notified. For us it was 3 years until we had one assigned</p> <p>Email: Hellenc1120@gmail.com</p>	<p>Category 5 definition, we have to look under that diagnosis. send private message to Cynthia and we will follow up.</p> <p>Thank you for your feedback, we are working on that area of concern. That is a main priority of ours. We are hoping you have a CSC assigned but if not message Cynthia.</p>
K S	<p>On zoom chat: Can we see the chart? (referring to individuals by diagnosis) It is the slide that shows the chart the participant is referring to. Please provide me with the information as well.</p> <p>Email: Klslegal@yahoo.com</p>	
Marian Ukwamedua	More detailed and easier to understand	That is our goal, to make the information digestible
Veronica Kangavari	Graphics were great!	
Claudia Castaneda	<p>I like the colors and more visual and I like the details.</p> <p>I would like to add some things, CSC switch constantly and aren't well trained-like helping parents. Now parents that have SDP, it's hard to look for SVS. I think some of the vendors don't understand SDP. I would love NLA to either have a training for vendors about SDP. Every time I look for a sv for my son, I have to explain everything to vendor and sometimes they don't believe parent. It's hard, it's hard that we can't find sv under SDP.</p> <p>The vendor list needs to be updated, they gave me a list of social skills sv and only two served in this area-that's what I found out, both don't take SDP. Thats one thing that is wrong. Some parents can go to LA, but some people can't. It would be great if</p>	<p>Thank you for that, happy to hear that, we are taking notes and will review them. In hopes to make more improvements. Taking feedback seriously.</p> <p>We will take that back and follow up. Thank you.</p>

	<p>The vendor list needs to be updated, they gave me a list of social skills sv and only two served in this area-that's what I found out, both don't take SDP. Thats one thing that is wrong. Some parents can go to LA, but some people can't. It would be great if NLA can update the list. Too many challenges to find sv for families, having to contact and send multiple emails.</p>	
Ayelet Zandberg	<p>A challenge is feeling that you need to chase csc with standing sv, I want to know if sv are approved, as a mother its draining and wish there was a way for the caseworkers to reach out once a week or two weeks. I have been waiting for over a year for reimbursement for classes. It's so many emails.</p> <p>As a vendor, is there a place to post the nonprofit organization resources on website? and Vendor list.</p> <p>-Shared on chat:  <a href="https://www.maagalimcircles.org/classesandevents">https://www.maagalimcircles.org/classesandevents</a> this is our organization please feel free to share it with more families (ages 13-37)</p>	<p>Customer service is important to us. Speak to a CSS or director. We want our families and communities to be updated. If you are concerned, send a private msg to Cynthia.</p> <p>Yes, you can access the website, we can follow up on that.</p>



# NLACRC's POS ANNUAL REPORT FY 2023-24

## POS Notes – English Room 2 – March 25, 2025, 1PM Meeting

Asked by:	Question/Feedback:	Answer:
V. Berrey	From FFRC, the presentation was well organized and visually interesting for dense information.	
J. Alaimo	Santos did great presenting. Date for natural support is not always captured or services like respite are not being used by families. Are adult consumers being offered other services like P.A.?	Get back to you... But IPP does center around needs and services that apply to the person and will explain NLACRC services to the families.
V. Berrey	Mom of two consumers and work for FFRC, I think new visuals and charts that help explain the services have been helpful to see the variety of services available.	
V. Kuhlmann	From CBEM, families often time don't know about CBEM services	
V. Berrey	No challenges obtaining service, the challenges are with vendors being consistent and often have waitlist  Yes, I have. The CSC has offered different vendors.	Have you shared these challenges with CSC?
J. Alaimo	Questions about what "other social recreation" means in the data presented?	Idk, social recreation is a wide range of programs, and I don't know what it specifically covers when they say "others".
J. Alaimo	Giving advice: One page that explains the menu of services that NLACRC offers	We are looking into it right now.
V. Kuhlmann	CBEM is having difficulty obtaining POS for services because families do not have a CSC assigned to their case. Is your team using something to alert them when POS is about to expire?	Thank you for your feedback and we are hoping limiting the number of caseloads per CSC will help resolve this issue.
J. Alaimo	Hear a lot of consumers say they can't reach their CSC  No.	Have you seen any difference since we started decreasing the case load?
V. Berrey	The website is missing how people can research their CSC or supervisor when they need to reach them.	Taking note of suggestions being made. Want to make sure our website is accessible to our community

J. Alaimo	East LA, portal where you can message your Coordinator. Maybe accessibility and technology need to be improved for accessibility.	DDS is putting a new system in place. Talk to PI about placing where to access CSC somewhere easier to find
J. Alaimo	Some ways that NLACRC can improve services are increasing vendors who are reliable, increasing language accessibility for families.	
V. Kuhlmann	From CBEM: Fund translators during services being provided by vendor.	We are working on increasing the number of language specialists, that's including ASL translators.



# NLACRC's POS ANNUAL REPORT FY 2023-24

## POS Notes – Spanish Room 1 – March 25, 2025, 1PM Meeting

Asked by:	Question/Feedback:	Answer:
Gabriela Romero	"I appreciate the presentation and the attention to the graphics which made it easy for me to understand. I appreciate the effort it took to give this presentation.	
Gabriela Romero	I feel I have all the information that can benefit my son.	
Gabriela Romero	Comment: I would like for Regional Center (RC)'s CSCs to know more about conservatorship to help guide parents. My son is 17 and I am not looking forward to going through the conservatorship process.  Thank you.	Thank you
Tere Lara	For ILS who provides ILS services? My daughter wants to be independent in the future and eventually move out, will RC help with paying rent?	RC will not pay for rent; however, RC will offer supports for independent living. RC also offers different options such as group homes of different levels of care. If a consumer is unable to afford the rent, they can look at other options such as looking for a roommate that can share the rental expense.
Tere Lara	My daughter is 18 years old, can she receive AST if she is in a group home?	Consumers in group homes can continue to receive services and supports from RC.
Tere Lara	Is there a limit for respite hours?	All services are based on need. The needs of the consumers will be reviewed to determine how many

		hours are needed. For example, if hours are requested for a child in school age, they will be reviewed to determine how many hours are needed. It's important for the CSC to review all aspects of the child's life to determine how many hours are appropriate according to the needs of the child.
Tere Lara	Is it the same for PA hours?	Yes
Tere Lara	Are all parents invited to this meeting? Do CSCs notify parents about this meeting to increase attendance?	Yes, we try to notify all families about this meeting in various ways, we even send out emails with the information about this meeting to everyone who has provided us with their emails. We send out information in different ways and have the information on our website. We also offer 2 sessions, one in the afternoon and one in the evening to accommodate different schedules. After the pandemic, we began offering this meeting via Zoom which has increased our attendance. Prior to the Zoom option, we only had in person session with low attendance.



# NLACRC's POS ANNUAL REPORT FY 2023-24

Yanira Buitron	Can you review the services offered by RC?	There are many services and supports offered by RC, the services vary by age and need. For example, for school age RC offers respite, Personal Assistance, and adaptive Skills Training. School age children can get other behavior services through their insurance and if needed services are denied by their insurance, then RC will offer the services. For adults, we have ILS for consumers that want to become independent and move out on their own. For consumers over 18 years old, parents no longer have the responsibility to care for their child, therefore, adult consumers will need other services and support from RC.
Sandra Enriquez	My son is under-age, do you offer support for after-school programs such as piano classes?	Yes, we have social rec funds available, please discuss social rec needs with your CSC to discuss the best option. For example, once a need for social rec has been established with the CSC, parents can utilize Miji as an option to prevent any out-of-pocket expenses to pay for social recreation activities. Parents will provide information on social rec activity to Miji and Miji will process the payment for the activity.
Sandra Enriquez	It has been 2 years and I have not received reimbursement for what I paid for my son's music classes.	Please send me your information privately, and I can follow up on your request.
Sandra Enriquez	Can my son continue to receive music lessons as I continue to wait for reimbursement?	Discuss with your CSC the option of using Miji for future social rec funds.

## POS Notes – Spanish Room 1 – March 25, 2025, 1PM Meeting

Asked by:	Question/Feedback:	Answer:
Ruby Saldana (NLACRC parent)	Comment: Good presentation and enjoyed the visual effects. More importantly, she appreciated all the data that was discussed in the POS presentation.	
Ruby Saldana (NLACRC parent)	For Question #2 – Feedback: She would like to have NLACRC explain further/ or be able to understand as a parent of a consumer how to exactly access services with Regional Center & the criteria to be eligible for services.	
Cendy Topete - (NLACRC parent)	For question #2 – Feedback: Explained that she's been concerned because at times they have been waiting a long time to be assigned to a permanent service coordinator.	
Ruby Saldana - (NLACRC parent)	For question #3 – Feedback: Would like for NLACRC to have CSC'S improve the communication between them and families. Also, it stated that at times meetings with their CSC's can take up to weeks and the time for services to start also can take months.	
Cendy Topete - (NLACRC parent)	For question #3 – Feedback: Also expressed concern that the smaller breakout room. Also, parent reported that a certain Regional Center offers families an Attorney due to immigration/legal issues. Her main concern is the current matter that is currently happening in the community regarding immigration.	
Xochitl Gonzalez (DDS liaison)	Comment: she just participated in the POS presentation to learn more about North Los Angeles Regional Center.	

# NLACRC's POS ANNUAL REPORT FY 2023-24

## POS Notes – Armenian Room 1 – March 25, 2025, 1PM Meeting

Asked by:	Question/Feedback:	Answer:
Lusine Werdian (administrator from ARF group home - provider)	<p>Have a LGBTQ+ consumer</p> <p>The "Amazing Angels" group home had a consumer for 1.5 months before the individual moved to a Level 4 group home. However, it has been 5 months since then, and payment has not been made.</p>	<p>DEIB specialist provided DEIB LGBTQ+ specialist's information</p> <p>The Outreach Specialist requested the consumer's name, CSC information, and CSS information.</p> <p>In response, the Outreach Specialist provided details about our website and common services. Obtained provider's email, will follow up.</p>

## POS Notes – English Room 1 – March 25, 2025, 6PM Meeting

Asked by:	Question/Feedback:	Answer:
Mia Leskovar	<p>Do all services require a POS or is it a specific service?</p> <p>What is a generic service?</p> <p>Community outreach- tapping into the community through survey, informational graphics. I think that something NLA is already doing.</p> <p>I work for a vendor and that is how I found out. I think in this day and age, we need to reach out on social media. When I visited there were great pamphlets and brochures. Honestly, I think the site is user friendly. I'm not really sure how you would make it more user friendly. I think more on social media, Facebook groups, Instagram-maybe coordinator can enter Facebook groups and provide support. I wonder if there is a platform or somewhere where parents can discuss vendors or experience. That can be helpful for parents to find clarity.</p>	<p>If it is an RC service, it will. If it is a generic service, it does not require a POS.</p> <p>A generic service would be IHSS, Thank you for that feedback.</p> <p>Thank you for that feedback.</p>

Elena Tiffany	<p>How is it possible to go over 100 percent for AA/Black category under social rec?</p> <p>How is it over 100 percent utilization.</p>	<p>We will look at the slide and will contact you to review afterwards. Provide information to Cynthia in private chat we can contact you to review. If you can't send them to Cynthia. You can send it to me.</p>
Elena	<p>I am a nurse and work in NICU and a lot of parents want to know more about services and supports RC offers. I think we need to be able to.</p> <p>What are the nursing services for RC clients.</p> <p>It's difficult to gather health information, goal information for goals on nurse reports.</p>	<p>It depends on the needs.</p> <p>Thank you for that feedback.</p>
Regina Ervin	<p>I requested camps for kiddos and I know things have changed. Reimbursements take a long time. Is there a community or certain staff members that are going to community- trying to contact with regional? If someone has to pay 200 bucks- child misses again. Who has that amount of money when you have a child with special needs. We don't get extra respite hours. Maybe looking for a team to look for resources for vendors to be connected.</p> <p>Right now, I do have a good CSC. Unfortunately, everyone always gets a promotion, I am leaving somewhere else. I am a little frustrated that there are services that aren't told to you. 90 percent of services get told by another parent. It does not come from staff. It is</p>	<p>Thank you for that feedback. We have community services who look into vendors.</p> <p>Thank you for feedback and we will address that. We want to make sure we can address that. We are working on a plan to create plain language.</p> <p>A team is looking to make a list of services in plain language To be discussed during IPP meetings What are the supports needed to achieve this goal?</p>

# NLACRC's POS ANNUAL REPORT FY 2023-24

	<p>almost like we are gatekeeping. I want to be truthful and forthcoming. Like I said, like a parent with 3 little ones on the spectrum. It's hard to tell you what I need.</p> <p>Has been connected to FFRC since the COVID pandemic, but she has not heard from these people; where can we obtain an email address or phone number? If not discussed, parents sit and wait for it. They don't see this information. She signed up for a summer camp fair, assuming it was Theresa. The event was canceled, and she was not informed.</p>	<p>Shared for Regina FMS resources, the timeline of 30 days, more efficient process, FFRC Summer Camp Guide</p>
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I. Maldonado	<p>Services we would like to have available for consumer's is a gym membership or more workout/exercise programs.</p> <p>As a consumer, the Self-Determination program is too difficult for me to manage on my own and I would like other options to use funding for social recreational activities, like gym memberships.</p>	Thank you for your feedback
A. Hernandez	I haven't enrolled my son into NLACRC, but I would like to have programs to help with low self-esteem.	
I. Maldonado	I think there are a lot of great programs that NLACRC offers like CBEM, ABA, ILS and other programs that have helped me as a NLACRC consumer.	

## POS Notes – English Room 2 – March 25, 2025, 6PM Meeting

Asked by:	Question/Feedback:	Answer:
I. Maldonado	What is the ILS and SLS relating to the ethnicity data?	We will look for the data and share it again after the meeting.
A. Hernandez	I want to know how to seek services for my son.	After the meeting we can stay in contact so we can provide you with information.
I. Maldonado	Having the forensics department is helpful for consumers and I think this is an important service to have available.	
L. Schmieder	You need more CSC to tackle cases and prepare CSC better about the different services at NLACRC.	
I. Maldonado	I agree that NLACRC needs to hire more CSC and provide more literature about the services provided.	NLACRC is working on increasing the number of CSC to better serve our families.
L. Schmieder	CSC are not always informed about all the community resources available, and my family has been given the wrong information.	Thank you for the feedback, we are trying to find a way to communicate with our vendors to provide the most updated information.

## POS Notes – Spanish Room 2 – March 25, 2025, 6PM Meeting

Asked by:	Question/Feedback:	Answer:
The only participant was a parent named Hortencia Montanez Vidalla	Parent appreciated data provided regarding the purchase of services for different individuals that NLACRC currently serves based on (diagnosis, ethnic background, language etc.).	
	Parent shared that she's currently pending to be assigned to a new CSC. In the meantime, parent shared that another CSC helped their daughter get linked to a service.	
	No concerns reported.	
	Parent shared that she feels that NLACRC needs to ensure families understand and learn all about services. Mother also shared that she appreciated that she could connect with NLACRC through social media such as (Facebook and emails).	
	Would like to see more flyer distributions in the communities such as Parks, school, or other public places where people can learn about NLACRC.	

# NLACRC's POS ANNUAL REPORT FY 2023-24

## 2025 Purchase of Service Survey Questions

1. Who is completing the survey?
  - a. Individual served by the regional center
  - b. Family member
  - c. Guardian
  - d. Other
2. What is the age of the individual served by the regional center?
  - a. 0 to 3 years
  - b. 3 years to 17 years
  - c. 18 years and older
3. What is the primary language of the individual/family served by the regional center?
  - a. English
  - b. Spanish
  - c. Tagalog
  - d. Armenian
  - e. Farsi
  - f. Russian
4. How did first you learn about the North Los Angeles County Regional Center's (NLACRC) services?
  - a. Consumer Service Coordinator
  - b. NLACRC website, social media, brochures
  - c. Other publications about regional center services, for example Office of Client's Rights Advocacy and State Council on Developmental Disabilities
  - d. Family Focus Resource Center (FFRC)
  - e. From others (parents, vendors, or at a conference)
  - f. School district
  - g. Other
5. Has the North Los Angeles County Regional Center (NLACRC) explained the different services that may be available to you?
  - a. Yes
  - b. No
6. Have you experienced any cultural and/or language challenges to accessing or using NLACRC services?
  - a. Yes
  - b. No
7. What challenges have you experienced with accessing services?
  - a. Enter your answer
8. Are the communication and services you receive available in your preferred language?
  - a. Yes
  - b. No
9. Are the services you receive respectful of you and your family's culture?
  - a. Yes
  - b. No
10. Please share ideas or feedback on how NLACRC can remove barriers to accessing services.
  - a. Enter your answer
11. What other types of strategies or goals would you like NLACRC to focus on to reduce disparities?
  - a. Enter your answer

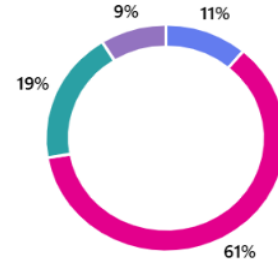


# NLACRC's POS ANNUAL REPORT FY 2023-24

## English Survey (90 Responses):

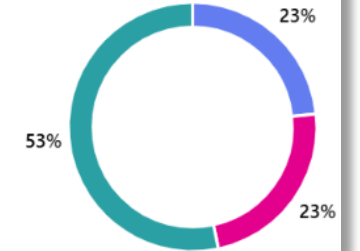
1. Who is completing the survey?

Individual served by the regional center	10
Family member	55
Guardian	17
Other	8



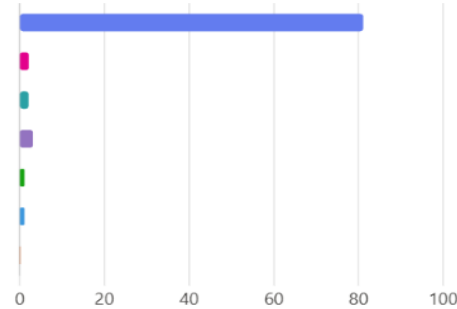
2. What is the age of the individual served by the regional center?

0 to 3 years	21
3 years to 17 years	21
18 years and older	48



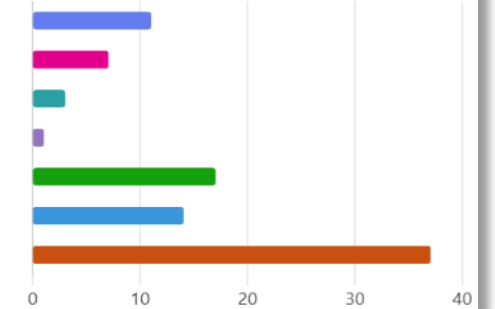
3. What is the primary language of the individual/family served by the regional center?

English	81
Spanish	2
Tagalog	2
Armenian	3
Farsi	1
Russian	1
Other	0



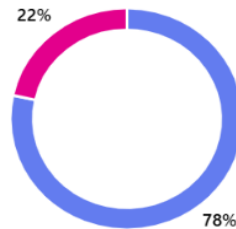
4. How did first you learn about the North Los Angeles County Regional Center's (NLACRC) services?

Consumer Service Coordinator	11
NLACRC website, social media, brochures	7
Other publications about regional center services, for example Office of Client's Righ...	3
Family Focus Resource Center (FFRC)	1
From others (parents, vendors, or at a conference)	17
School district	14
Other	37



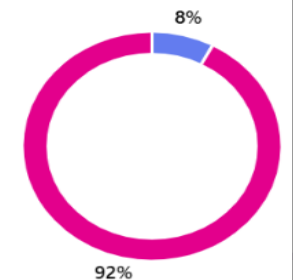
5. Has the North Los Angeles County Regional Center (NLACRC) explained the different services that may be available to you?

Yes	69
No	19



6. Have you experienced any cultural and/or language challenges to accessing or using NLACRC services?

Yes	7
No	83



## 7. What challenges have you experienced with accessing services?

55  
Responses

### 1. Service Provider Availability

- Lack of available service providers.
- High turnover of service coordinators.
- No service coordinator assigned for several years.
- Difficulty in getting a service coordinator.
- Living in rural areas with fewer vendors and services available.

### 2. Case Management Challenges

- Service coordinators (CSCs) lack experience and knowledge, especially in dealing with autism.
- Long wait times for food therapy.
- Difficulty in maintaining consistent vendors and their availability.
- Overwhelming experience initially.
- Delay in response from CSCs.
- Coordinators are ill-equipped with knowledge.
- Supervisors are rude.
- Intake process took forever.
- Delays in increasing services.
- Turnover of CSCs.
- Inexperienced independent facilitators taking advantage of special needs families.
- Unresponsive previous service coordinator, no call backs or responses to emails.
- Delay in seeing a clinician from initial intake.

### 3. Staff Knowledge and Training

- Staff's lack of knowledge about Self-Determination Program (SDP).
- Need for more training for CSCs on SDP to better assist clients.
- Coordinators do not communicate about services.
- Anything learned has been from other parents.

### 4. Communication and Transparency

- Frustration with being told what services are not available instead of what services are available.
- Requests for a list of available services.
- Not knowing what is available for son.
- Not knowing what to ask for.
- Delay in response from CSCs.
- Not informed about coordinator leave or change.

### 5. Reimbursement Issues

- Paid out for services but reimbursement requests are routinely ignored.
- Complicated paperwork.
- Wait times for payment for services.
- Caseworker does not help with reimbursement for recreational services.
- Previous way of reimbursement worked better.
- FMS is inundated and forgets follow-through.
- Packets sent by vendors are lost and need tracking.

### 6. General Challenges

- Racist manager.
- Need more programs for higher functioning autistics.
- Accessing day programs for young adults with behaviors.
- Programs seem to cater to high-functioning adults.
- Need buildings for programs, not meeting at parks.
- Restrictions on organizations trying to open programs.
- Need more day programs for individuals aging out of school.
- Need more programs for kids with behaviors.
- Too many restrictions on opening programs.
- Cut the red tape and open more day programs.

### Positive Feedback

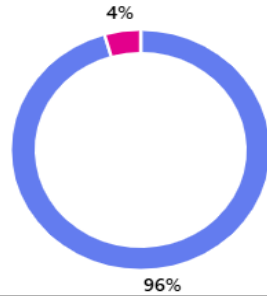
- **Comments:**
  - No problem.
  - Good service.
  - Positive experience with case manager Jessica Cuevas.



# NLACRC's POS ANNUAL REPORT FY 2023-24

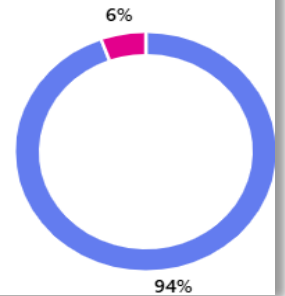
8. Are the communication and services you receive available in your preferred language?

● Yes 85  
● No 4



9. Are the services you receive respectful of you and your family's culture?

● Yes 85  
● No 5



10. Please share ideas or feedback on how NLACRC can remove barriers to accessing services. 55 Responses

## 1. Service Coordinators:

- Hire more and pay them better for retention.
- Train them about SDP (Self-Determination Program) and offer it as an option.
- Improve communication and responsiveness (emails, phone calls).

## 2. Training and Orientation:

- More training for coordinators.
- Provide sessions for each group or orientation.

## 3. Resources and Processing:

- Increase resources and update on equal opportunity.
- Faster processing of services.
- More vendors and shorter waitlists.
- Use plain language materials.

## 4. Language Access:

- Add more interpreters and provide translated materials.
- Ensure bilingual staff and create a clear process for language support requests.

## 5. Service Delivery:

- Provide a list of approved vendors to families.
- Ensure timely reimbursement for approved expenses.
- Create a "how-to" guide for starting services.
- Address frequent turnovers by hiring more Consumer Service Coordinators.
- Reduce client-to-counselor ratios.

## 6. Payment and Paperwork:

- Simplify vendor payment processes.
- Make paperwork for extracurriculars easier.

## 7. Restrictions and Accessibility:

- Reduce restrictions on services (e.g., allow both social skills and adaptive skills programs).
- Improve access to services and information.
- Provide more day programs for young adults with behaviors.

## 8. Communication and Awareness:

- Improve communication about new services.
- Increase community awareness about available services.
- Use social media and apps to inform and ease access.

## 9. General Feedback:

- Some users are satisfied with current services.
- Highlight the importance of timely responses and clear explanations.

# NLACRC's POS ANNUAL REPORT FY 2023-24

11. What other types of strategies or goals would you like NLACRC to focus on to reduce disparities? 34  
Responses

## 1. Vendor Availability:

- Increase the number of vendors in each area, especially underserved areas.
- Update the list of local vendors and provide orientations for parents on services.

## 2. Service Coordinators:

- Hire more Consumer Service Coordinators (CSCs) and recruit from universities.
- Improve communication between coordinators and consumers.
- Ensure coordinators help with finding potential vendors.

## 3. Information and Resources:

- Ensure equal distribution of information, services, and resources.
- Expand outreach and provide cultural competency training.
- Simplify processes and enhance advocacy support.

## 4. Job Opportunities:

- Increase job coaching and job opportunities for consumers.
- Target work programs to prevent consumers from being warehoused in daycare centers.

## 5. Programs and Services:

- Continue current efforts as staff strive to do what's best for clients.
- Develop programs for aging consumers.
- Increase the age range for services from 0-3 to possibly 4.
- Open more day programs and reduce restrictions for entities wanting to open programs.

## 6. Communication and Support:

- Respect families' needs and simplify financial coverage for social recreation.
- Support communication training for staff working with non-verbal or speech-delayed consumers.
- Improve communication with families about available services.
- Notify families about specific programs for their needs.

## 7. Language Access:

- Provide more translators for families with limited English understanding.
- Hold regular informational meetings about different services available.

## 8. Administrative Improvements:

- Hire better administrators as leadership impacts service quality.
- Evaluate the effectiveness and quality of care after initial sessions.
- Respond to phone calls and emails more promptly.

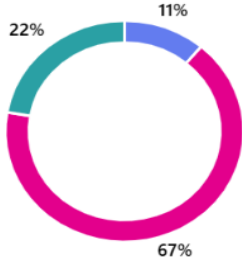


# NLACRC's POS ANNUAL REPORT FY 2023-24

## Spanish Survey (9 Responses):

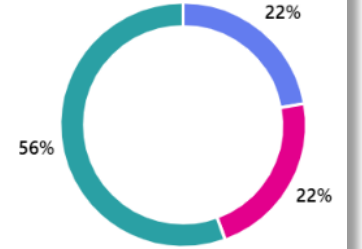
1. ¿Quién completa la encuesta?

Persona a la que atiende el centro regional	1
Familiar	6
Tutor	2
Other	0



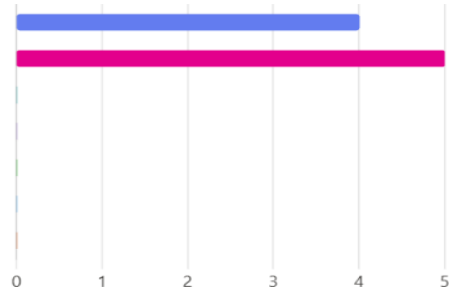
2. ¿Qué edad tiene la persona a la que atiende el centro regional?

De 0 a 3 años	2
De 3 a 17 años	2
Mayor de 18 años	5



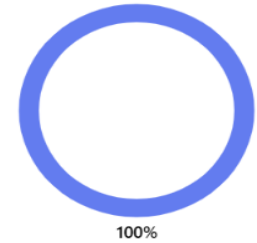
3. ¿Cuál es el idioma principal de la persona o familia a la que atiende el centro regional?

Inglés	4
Español	5
Tagalo	0
Armenio	0
Farsi	0
Ruso	0
Other	0



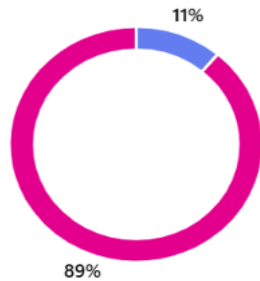
5. ¿El Centro Regional del Norte del Condado de Los Ángeles (NLACRC) le ha explicado los diferentes servicios que pueden estar disponibles para usted?

Sí	9
No	0



6. ¿Ha tenido alguna dificultad cultural o de idioma para acceder o utilizar los servicios del NLACRC?

Sí	1
No	8



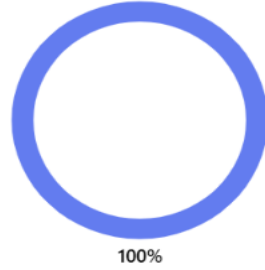
7. ¿Qué dificultades ha tenido para acceder a los servicios?

Comunicación entre la familia y los coordinadores
No me enteraba mucho de los servicios
Ninguna
nada
Las trabajadoras algunas no le informan todos los servicios
Ninguna

# NLACRC's POS ANNUAL REPORT FY 2023-24

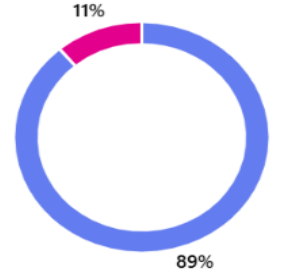
8. ¿Las comunicaciones y los servicios que recibe están disponibles en su idioma de preferencia?

● Sí 9  
● No 0



9. ¿Los servicios que recibe respetan su cultura y la de su familia?

● Sí 8  
● No 1



10. Proporcione ideas o comentarios sobre cómo puede el NLACRC eliminar las barreras para acceder a los servicios.

Crear una página con los pasos de cómo acceder a los servicios

Servicio a la comunidad por promoción fluyera por ejemplo

Ninguna

todo esta bien

Los centros que ofrecen servicios no son tan accesibles

Todo está muy bien

11. ¿En qué otro tipo de estrategias u objetivos le gustaría que se centrara el NLACRC para reducir las disparidades?

SDP

Por experiencia, familias hispanas no queremos aceptar que nuestro hijo tiene una discapacidad por temor a que se le etiquete como autista ( diría que por ignorancia). Tal vez si primero se educara a los padres en este aspecto .

Ninguna

todo es reciproco no hay ningun problema

Chequear todos esos centros si realmente que ofrecen sus servicios para uds. Reúnan la qualidades

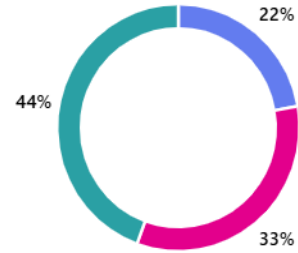
No tengo sugerencias por ahora

# NLACRC's POS ANNUAL REPORT FY 2023-24

## Tagalog Survey (9 Responses):

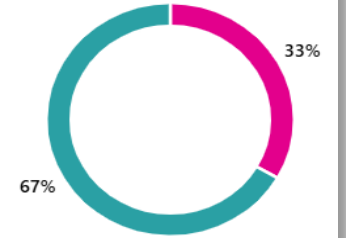
1. Sino ang magsasagot sa survey na ito?

● Indibidwal na nasa regional center	2
● Miyembro ng pamilya	3
● Tagapag-alaga	4
● Other	0



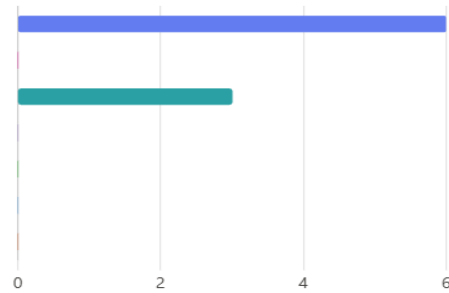
2. Ano ang edad ng indibidwal na nasa regional center?

● 0 hanggang 3 taong gulang	0
● 3 hanggang 17 taong gulang	3
● 18 taong gulang pataas	6



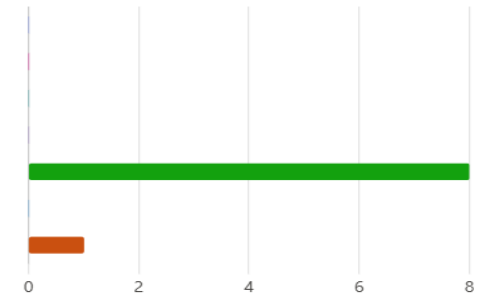
3. Ano ang pangunahing wika ng indibidwal/pamilyang nasa regional center?

● Ingles	6
● Espanyol	0
● Tagalog	3
● Armenian	0
● Farsi	0
● Ruso	0
● Other	0



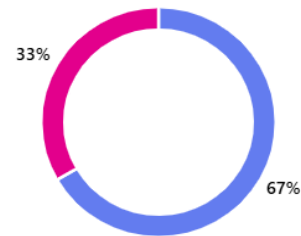
4. Paano mo unang nalaman ang mga serbisyo ng North Los Angeles County Regional Center (NLACRC)?

● Consumer Service Coordinator	0
● Website, social media, brochures ng NLACRC	0
● Iba pang mga publikasyon tungkol sa mga serbisyo ng regional center, halimbawa Offi...	0
● Family Focus Resource Center (FFRC)	0
● Mula sa ibang tao (mga magulang, vendor, o sa isang kumperensya)	8
● School district	0
● Other	1



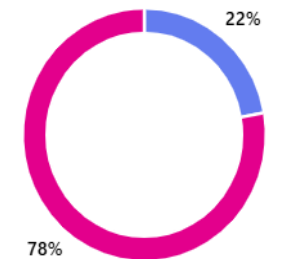
5. Ipinaliwanag ba ng North Los Angeles County Regional Center (NLACRC) ang iba't ibang serbisyong puwede niyong m atanggap?

● Oo	6
● Hindi	3



6. May mga naranasan ka bang challenges sa kultura at/o wika sa pag-access o paggamit ng mga serbisyo ng NLACRC?

● Oo	2
● Hindi	7



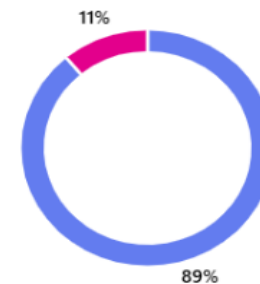
# NLACRC's POS ANNUAL REPORT FY 2023-24

## 7. Anu-anong mga challenges ang naranasan mo sa pag-access ng mga serbisyo?

1	anonymous	Lack of explanation about services
2	anonymous	The OTD and Supervisor were not responding to voicemails, emails and even certified mail.
3	anonymous	Kailangan ng Service Code 109 ipaliwanag mabuti
4	anonymous	Communication
5	anonymous	Hindi pagsagot sa telepono pag tumatawag ang mga clients or care provider.Hindi pinapaalam ng CSC kung ano ang merong servicio na pwedeng makamit ng care provider.
6	anonymous	mahirap mahagilap and mga gusto mong sagot nang nang ibang ahensiya.
7	anonymous	Para sa ikabubuti ng miyembro ng pamilya na meron kapansanan
8	anonymous	Dagdag kaalaman sa service ng nlacrc

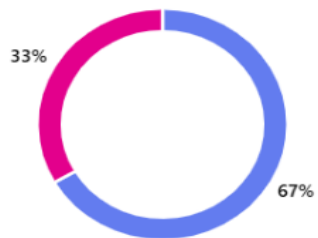
## 8. Nakukuha mo sa iyong gustong wika ang mga komunikasyon at mga serbisyong natatanggap mo?

● Yes 8  
● No 1



## 9. May respeto ba sa iyo at sa kultura ng iyong pamilya ang mga serbisyong natatanggap mo?

● Oo 6  
● Hindi 3



## 10. Paki-share ang mga ideya o feedback kung paano aalisin ng NLACRC ang mga hadlang sa pag-access ng mga serbisyo.

1	anonymous	Meron bang guidelines para malaman kung ano yung reqs/qualification for a specific service?
2	anonymous	NLACRC staff should be more responsive and value the consumer's needs.
3	anonymous	Kailangan na mabuting komunikasyon sa mga Vendor
4	anonymous	More information on how to access services.
5	anonymous	Pag sagot ng telepono pag tumawag.Ipaalam ng CSCkung anong mga pwedeng servicio ang pwedeng e claim ng vendor.I update ang IPP ng client.
6	anonymous	kung minsan walang sagot yung gusto mong lutasin.
7	anonymous	Sa tulong ng worker
8	anonymous	Palagian pag paliwanag sa amin

## 11. Anu-anong iba pang mga estratehiya o layunin ang gusto mong pagtuunan ng NLACRC para mabawasan ang mga disparity?

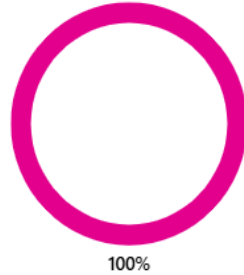
1	anonymous	Website maaccess ng parents on their own time, mas maraming info about qualification and requirements for the individual to receive the service. What are the steps? (e.g. physical therapy). CSC told them to go through insurance, get denied, and RC will cover.
2	anonymous	Case Management Satisfaction communication
3	anonymous	Be mindful of consumer's needs. Respond to calls/emails/letters within reasonable amount of time.
4	anonymous	Ang mabuting komunikasyon ay importante para sa mga Vendor at mag update sa mga IPP ng individual.
5	anonymous	Magbigay ng information kung ano din naman ang mga pwede namin i claim for service code 109 and how to go about it. I also feel na parang na shortchanged ako in the past regarding sa isang client na nahospital at na rehab for about two months na kami naman ang tinutumbok ng hospital sa mga kailangan niya for that time na nasa hospital at rehab siya. Ang mga gamit niya ay nag stay sa room niya at ang room niya ay hindi napa occupy sa mga buwan na iyon.Nag try ako na i claim yung service namin pero pinasaul sa amin yung 1 month na na claim namin na bayad.Parang yung CSC ko ang nagsabi sa accounting na hindi dapat i claim yun.Hindi na lang ako nagreklamo though nung tinanong ko ang LPA ko na bumisita one time sabi niya dapat nabayaran ako.I didn't pursue the claim.
6	anonymous	Kung pwede ako mag request ng ibang CSC.
7	anonymous	Just need cooperation from department kung sino ang maghandle yun gusto mong lutasin and problem.
8	anonymous	Palagiang pitong o komunikasyon
9	anonymous	Madaliang pagsagot sa aming pagtawag

# NLACRC's POS ANNUAL REPORT FY 2023-24

## Russian Survey (1 Response):

1. Кто заполняет опросный лист?

Лицо, обслуживаемое региональным центром	0
Член семьи	1
Опекун	0
Other	0



2. Каков возраст лица обслуживаемого региональным центром?

0–3 года	1
3–17 лет	0
18 лет и старше	0



3. Каков родной язык лица/семьи обслуживаемого(-ых) региональным центром?

Английский	0
Испанский	0
Тагальский	0
Армянский	0
Фарси	0
Русский	0
Other	1



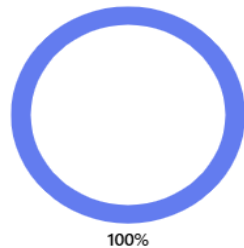
4. Откуда вы изначально узнали об услугах предоставляемых региональным центром округа North Los Angeles (North Los Angeles County Regional Center, NLACRC)?

От координатора потребительских услуг	0
Из информации на веб-сайте, в социальных сетях и брошюрах NLACRC	0
Из других изданий об услугах региональных центров, например, Office ...	0
От ресурсного центра Family Focus (Family Focus Resource Center, FFRC)	0
От других людей (родителей, поставщиков услуг или участников конференции)	0
От школьного округа	0
Other	1



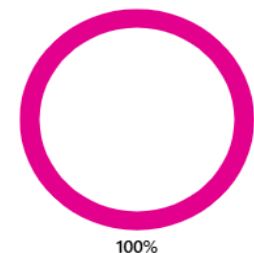
5. Проинформировал ли вас региональный центр округа North Los Angeles (NLACRC) о различных услугах, которые вы могли бы получить?

Да	1
Нет	0



6. Сталкивались ли вы с какими-либо культурными и (или) языковыми проблемами при получении доступа к услугам NLACRC или в их использовании?

Да	0
Нет	1



# NLACRC's POS ANNUAL REPORT FY 2023-24

7. С какими проблемами вы сталкивались при получении доступа к услугам?

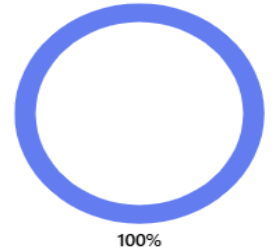
1  
Responses

Latest Responses

"Долго искали физиотерапевта"

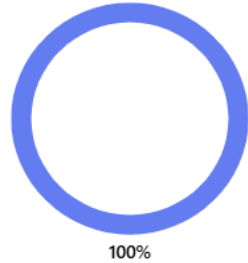
8. Коммуникация и услуги которые вы получаете предоставляются на предпочтительном для вас языке?

● Да 1  
● Нет 0



9. Получаемые вами услуги оказываются с уважением по отношению к вашей культуре и культуре вашей семьи?

● Да 1  
● Нет 0



10. Поделитесь пожалуйста мыслями, или мнением о том как NLACRC может устранить преграды препятствующие получению доступа к услугам.

0  
Responses

0 responses submitted



11. На каких еще видах стратегий и целей, по вашему мнению, NLACRC следует сосредоточиться для сокращения неравенства?

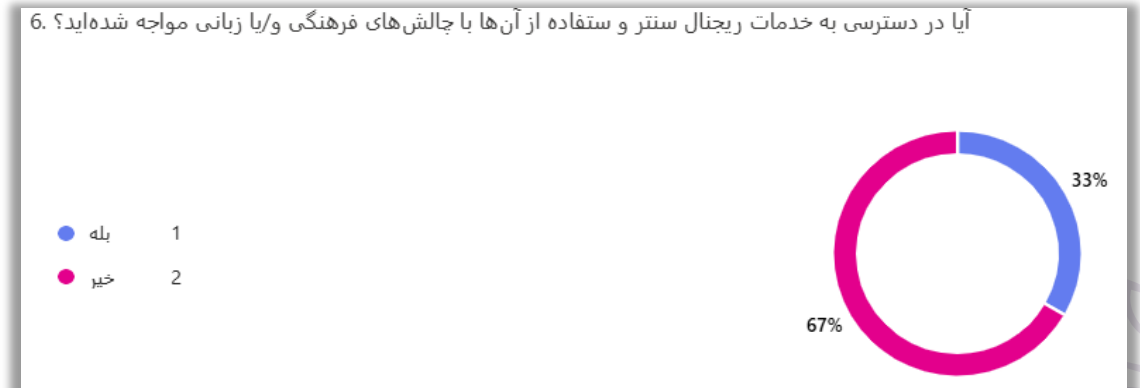
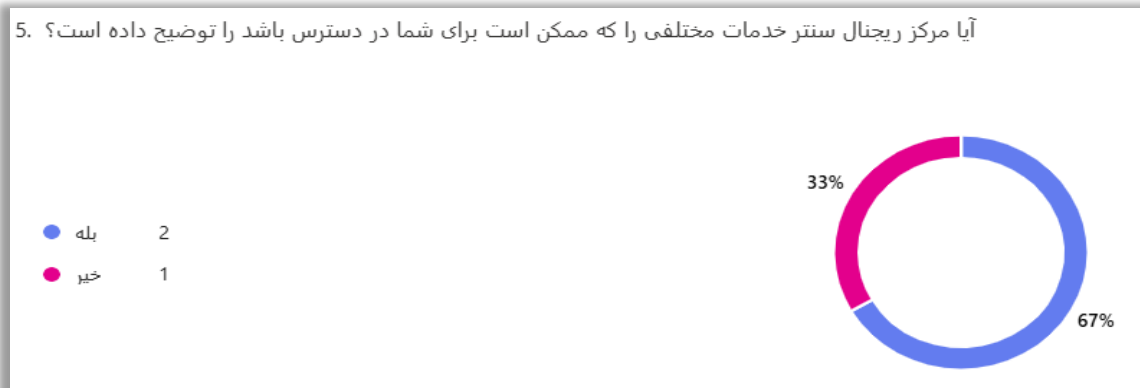
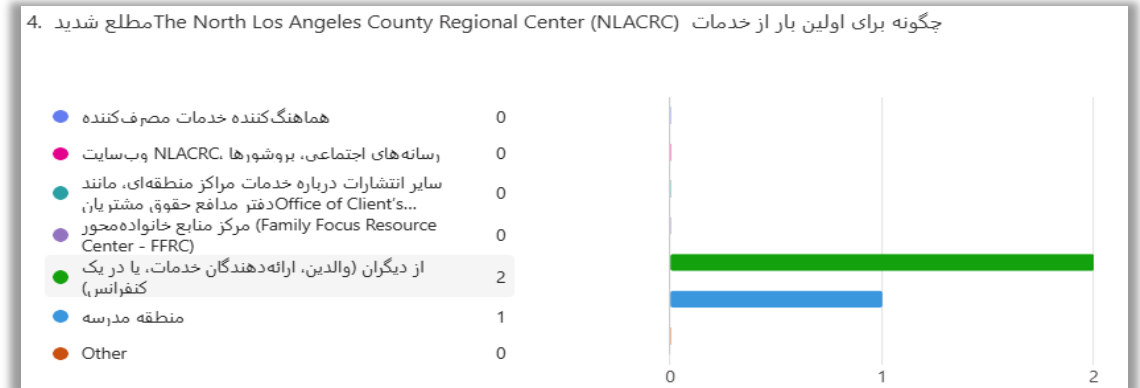
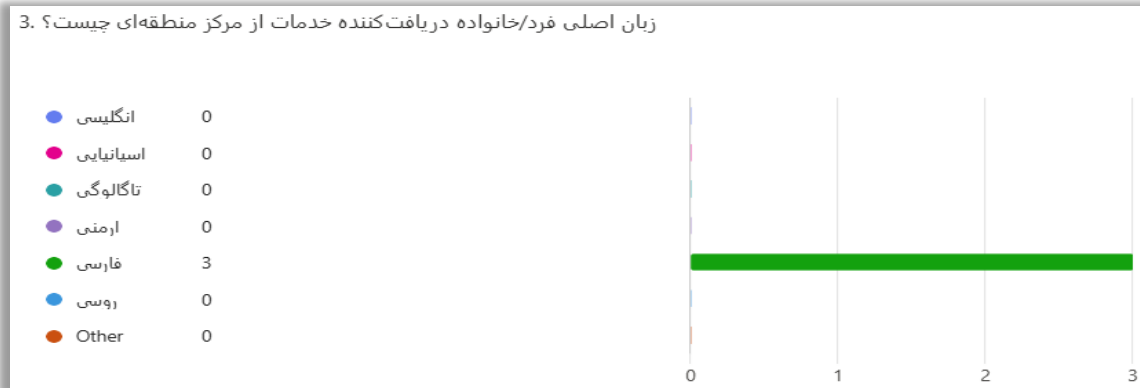
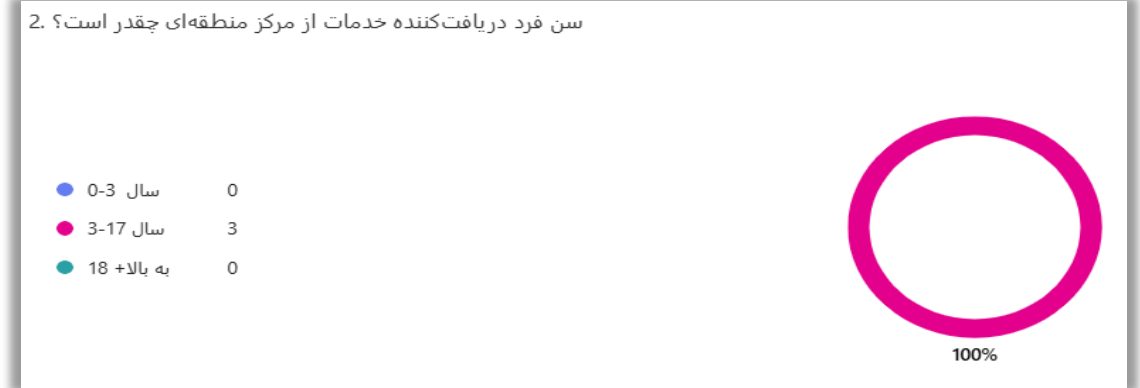
0  
Responses

0 responses submitted



# NLACRC's POS ANNUAL REPORT FY 2023-24

## Farsi Survey (3 Responses):



# NLACRC's POS ANNUAL REPORT FY 2023-24

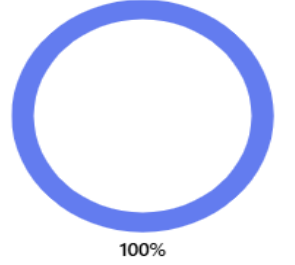
7. با چه چالش‌هایی در دسترسی به خدمات مواجه شده‌اید؟ پاسخ خود را وارد کنید.

2  
Responses

Latest Responses  
"هنوز بعد از 9 ماه هیچ خدماتی دریافت نکردم"  
"Nothing"

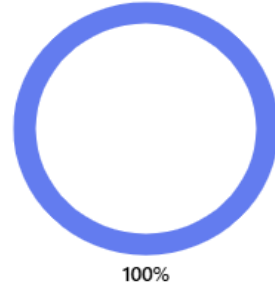
8. آیا ارتباطات و خدماتی که دریافت می‌کنید به زبان مورد ترجیح شما ارائه می‌شود؟

بله 3  
خیر 0



9. آیا خدماتی که دریافت می‌کنید، فرهنگ شما و خانواده‌تان را محترم می‌شمارند؟

بله 3  
خیر 0



10. لطفا ایده‌ها و بازخوردهای خود را درباره اینکه مرکز ریجنال سنتر چگونه میتواند دسترسی به خدمات را برطرف کند را به اشتراک بگذارید

2  
Responses

Latest Responses  
"در انجام کارها اصلا سرعت عمل ندارید"  
"Everything the best"

11. چه نوع راهبردها یا اهداف دیگری را می‌خواهید که مرکز ریجنال سنتر برای کاهش نابرابری‌ها بر آن‌ها تمرکز کند؟

1  
Responses

Latest Responses  
"نظری ندارم و از عملکرد رجینا سنتر راضی نیستم"

# NLACRC's POS ANNUAL REPORT FY 2023-24

## Armenian Survey (1 Response):

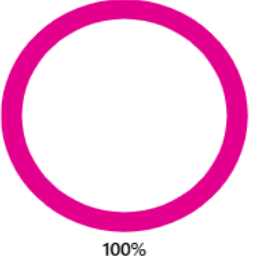
1. Ո՞վ է լրացնում հարցաթերթիկը:

● Տարածաշրջանային կենտրոնի կողմից սպասարկվող անհատ	0
● Ընտանիքի անդամ	0
● Ինսամակալ	1
● Other	0



2. Ի՞նչ տարիքի է տարածաշրջանային կենտրոնի կողմից սպասարկվող անհատը:

● 0-3 տարեկան	0
● 3 տարեկանից մինչև 17 տարեկան	1
● 18 տարեկան և բարձր	0



3. Ո՞րն է տարածաշրջանային կենտրոնի կողմից սպասարկվող անհատի/ընտանիքի մայրենի լեզուն:

● Անգլերեն	0
● Իսպաներեն	0
● Տազալերեն	0
● Հայերեն	1
● Պարսկերեն	0
● Ռուսերեն	0
● Other	0



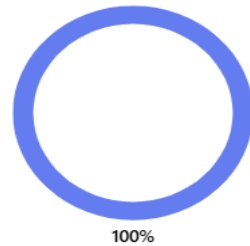
4. Ինչպե՞ս առաջին անգամ տեղեկացակ Հյուսիսային Լոս Անջելեսի տարածաշրջանային կենտրոնի (NLACRC) ծառայությունների մասին:

● Սպառողների սպասարկման համակարգող	0
● NLACRC կայք, սոցիալական ցանց, բրոշյուրներ	0
● Այլ հրապարակումներ տարածաշրջանային կենտրոնների...	0
● Ընտանիքների ուղղված ռեսուրսների կենտրոն (Family Focus Resource Center,...)	0
● Այլ անձանցից (ծնողներից, ծառայությունների մատակարարներից...)	1
● Շրջանային հանրակրթության վարչություն	0
● Other	0



5. Արդյո՞ք Հյուսիսային Լոս Անջելեսի տարածաշրջանային կենտրոնում (NLACRC) ներկայացրել եմ ձեզ հասանելի տարբեր ծառայությունները:

● Այո	1
● Ոչ	0



6. Դուք ունե՞ք որևէ մշակութային և/կամ լեզվական խնդիր, որը խոչընդոտում է NLACRC ծառայություններից օգտվել:

● Այո	1
● Ոչ	0



# NLACRC's POS ANNUAL REPORT FY 2023-24

7. Ի՞նչ խնդիրների հետ եք բախվել ծառայություններից օգտվելու հարցում:

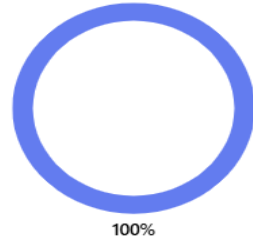
0  
Responses

0 responses submitted



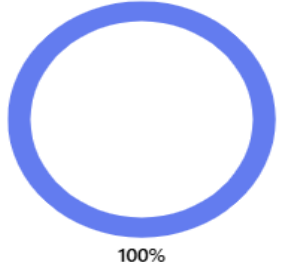
9. Արդյո՞ք ստացված ծառայությունները հարգում են ձեր և ձեր ընտանիքի մշակութային առանձնահատկությունները:

• Այո 1  
• Ոչ 0



8. Արդյո՞ք հաղորդակցությունը և ծառայությունները հասանելի են ձեր նախընտրած լեզվով:

• Այո 1  
• Ոչ 0



10. Կիսվե՞ք մեզ հետ գաղափարներով և կարծիքով այն մասին, թե ինչպես NLACRC-ը կարող է վերացնել ծառայություններից օգտվելու խոչընդոտները:

0  
Responses

0 responses submitted



11. Ի՞նչ այլ ռազմավարությունների կամ նպատակների վրա կցանկանայիք, որ NLACRC-ն կենտրոնացներ իր ուշադրությունը՝ անհավասարությունը նվազեցնելու համար:

0  
Responses

0 responses submitted



# NLACRC's POS ANNUAL REPORT FY 2023-24

## The types of disparities that were identified and discussed:

Ethnicity or Race	Individuals	% Utilized
American Indian or Alaska Native	48	58.4%
Asian	2344	63.6%
Black/African American	4011	65.0%
Hispanic	19839	67.1%
Native Hawaiian or Other Pacific Islander	21	68.4%
White	10261	67.9%
Other Race/Ethnicity or Multi-Cultural	4033	66.2%

Primary Language	Individuals	% Utilized
Chinese	*	58.4%
English	31,253	63.6%
Spanish	8,408	65.0%
Vietnamese	**	67.1%
All Other Languages	844	68.4%

*Language Representation	Individuals	% Utilized
English	28,296	77%
Spanish	7,894	21%
Armenian	274	0.74%
Farsi	120	0.33%
Russian	83	0.23%
Tagalog	63	0.17%
ASL	47	0.13%
Vienamese	43	0.12%
Korean	37	0.10%
Arabic	28	0.08%

Residence Type	Individuals	% Utilized
CCF: Community Care Facility	1,168	78.8%
FHA: Family Home Agency/Family Teaching Home	**	50.7%
ICF: Intermediate Care Facility	526	72.1%
ILS: Independent Living Skills	1,125	71.7%
In-Home	36,984	61.9%
SLS: Supported Living Services	426	79.3%
SNF: Skilled Nursing Facility	82	71.5%
State-Operated Facility	*	15.0%
†Other	182	73.6%

Diagnosis	Individuals	% Utilized
Autism	18,975	65.2%
Cerebral Palsy	2,694	67.5%
Epilepsy	2,476	70.7%
Fifth Category	1,816	62.5%
Intellectual Disability	12,992	70.1%
Other	9,787	63.6%

Primary Language	Individuals	% Utilized
Birth to Age 2	8,052	63.8%
Age 3-21 Years	21,567	61.3%
Age 22 Years & Older	10,938	70.2%

\*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.

†NLACRC Data

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

## Exhibit B



# NLACRC's POS ANNUAL REPORT FY 2023-24

Prior year's recommendations and NLACRC's plan/implementation are as follows:

The community feedback received highlights the need for improved access to services, better communication, increased resources, especially in remote areas, and more inclusive practices to support families and the community effectively.

<u>Recommendations</u>	<u>NLACRC's Plan/Implementation</u>
<p><b>Early Start Speech Therapy:</b></p> <ul style="list-style-type: none"> <li>Starts at 18 months.</li> <li>Families with children under 18 months often denied services for language developmental delay.</li> <li>Suggestion: Offer infant stimulation services while waiting for the child to turn 18 months.</li> </ul>	<ul style="list-style-type: none"> <li>All children starting at the age of 16 months (not 18 months) have a speech evaluation. If any parent has a concern about their child's language development and the child is under 16 months, NLACRC regularly provides a child development specialist (CDS) to work in the area of language. A CDS can work on all areas of development, including language.</li> </ul>
<p><b>Transition Age Services:</b></p> <ul style="list-style-type: none"> <li>Disconnect between knowledge of services and family familiarity.</li> <li>Need for better communication and education about available services.</li> </ul>	<ul style="list-style-type: none"> <li>NLACRC will continue to promote knowledge about Transition Age Services through a variety of resources including, but not limited to, the following:               <ul style="list-style-type: none"> <li>Life after High School community events</li> <li>New Parent Orientation</li> <li>NLACRC website</li> <li>Common Services brochure for each age group, including Transition</li> <li>Training and vendor fair events are provided for CSCs to gain knowledge on available services and generic resources for this age group.</li> <li>NLACRC continues to recruit and hire for vacant positions, as well as implement training for new hires which results in increased knowledge for CSCs of available services for clients, families, community, service providers, and all stakeholders.</li> </ul> </li> </ul>
<p><b>NLA Policy Concerns:</b></p> <ul style="list-style-type: none"> <li>NLA doesn't cover services within 30 miles from residence, creating barriers.</li> <li>This affects all age groups.</li> </ul>	<ul style="list-style-type: none"> <li>When there is a service request for a vendor that is not in our catchment area but can provide services in our area, CSC completes an Out of Are Request to courtesy vendor the agency. This opens options for service delivery beyond NLACRC.</li> <li>NLACRC- Community Service Department actively seeks to vendor qualified agencies for all age groups that can provide services across our catchment area.</li> <li>The Self-Determination Program is available to those that struggle with finding NLACRC vendors in their area.</li> </ul>

## Exhibit C

# NLACRC's POS ANNUAL REPORT FY 2023-24

## **Reimbursement for Social Recreation:**

- New FMS for social recreation delays payment until NLA pays first, causing delays.

- Effective 2/1/2024, FMS has been available for direct payment to non-vendored businesses of camp/social recreation, non-medical therapy services. Use of FMS for direct payment will no longer require an individual/family member to pay out of pocket for services and wait for reimbursement. This is the preferred method of payment when the business is not a regional center vendor.
- Effective 3/1/2025, FMS use has been expanded to process reimbursements for camp/social recreation, non-medical therapy services when direct payment by FMS is not possible or due to individual/family member's request. The transition of purchase reimbursements from being processed internally by NLACRC to FMS eliminates the need for the individual/family member to complete required vendor application and reimbursement agreement forms which resulted in additional time for processing and delays in payment.
- Effective 3/24/2025, NLACRC hired a Social Recreation Specialist will be the point of contact for individuals, families, caregivers, community members, and DDS regarding social recreation/camp/non-medical therapy and any updates on policies, procedures, and directives related to these services. The Social Recreation Specialist will assist case management and the NLACRC community in reviewing barriers to service access/requests and will assist with facilitating communication between individuals/families and their assigned CSC. The Social Recreation Specialist will conduct ongoing training for case management, provide resources/information to individuals and families, and function as liaison between NLACRC and FMS with monthly partnership meetings.
- Information on the process for funding social recreation/camp/non-medical therapy and current vendors has been posted for the community on the NLACRC website: <https://www.nlacrc.org/camping-social-and-recreational-services-and-supports/>

## **Geographical Distance:**

- AV geographical distance is a concern.
- Limited resources and vendors in remote areas.
- Families often placed on waiting lists for social recreation services.

- The AV geographical area is wide and it's a growing community. There are ongoing efforts to increase services in the area.
- NLACRC continues to promote and seek out qualified vendors in all three catchment areas. This past year, NLACRC has vendored 138 vendorizations throughout the three catchment areas of which 41% (57 vendors) provide services in the Antelope Valley. NLACRC also offers Participant directed Services and Self-Determination program to individuals and families.
- NLACRC has published Request for Vendorization (RFV) for Social Recreation on our website and is ongoing until resource needs are met. NLACRC offers Participant Directed Services to pay for non-vendored social recreation, camping, and nonmedical therapies. Additionally, parental reimbursement for social recreation activities is an available option.

# NLACRC's POS ANNUAL REPORT FY 2023-24

## **Outreach and Resources in Remote Areas:**

- Need for more outreach and resources in remote areas.
- Example: Lack of adaptive skills services.
- Suggestion: Offer engaging activities like visits to local zoos to enhance consumer experience.

- NLACRC continues to do various outreach events and is involved in the community. Our DEIB department has done over 350 events and presentation in the last year. Social Recreation, camping, and nonmedical therapies continues to be available service for individuals and families.
- Family Focus Resource Center (FFRC) promotes various resources and events for families that are free or low-cost, in addition to resources shared by NLACRC through the various social media platforms.
- NLACRC currently has 46 Adaptive Skills Training programs.

## **Main Barriers:**

- Difficulty reaching service coordinators.
- Language barriers due to a lack of interpreters.
- Need for more vendor outreach and group homes for deaf clients.

- NLACRC updated the “Contacting NLACRC” section of the NLACRC website to ensure that we uphold our value to give timely responses and communications to our clients, families, vendors, community, and all stakeholders.
- The “Contacting NLACRC” section also provides escalation steps for speaking to a supervisor if a response has not been received after 3 business days for a non-urgent matter or if further assistance is needed.
- We are available to communicate via phone, text and email to promote communication choice for those we serve.
- NLACRC continues to recruit for and fill vacant CSC positions which results in improved customer service for our clients, families, vendors, community, and all stakeholders.
- NLACRC continues to seek out qualified language interpreting agencies to be vendored (currently three vendored services).
- To increase the use of interpreters, NLACRC created a tool to help service coordinators secure interpreters for meetings.
- NLACRC is offering beginner and intermediate ASL classes, both in person, remote, and self-paced to our providers and individuals/families.
- Providers are offered Health and Safety Waivers to secure funding to hire qualified interpreters to meet the individualized preferred communication needs. NLACRC has 2 Health and Safety Waiver Specialist located in the SFV and AV.

# NLACRC's POS ANNUAL REPORT FY 2023-24

## Vendor Process:

- More funding needed for bilingual staff to ensure equal pay.
- NLACRC Request for Proposal (RFP), Request for Vendorization (RFV), and Open Proposal Period (OPP), information about language(s) services can be provided is collected. The available languages offered by programs are shared with case management for new vendors.
- Providers are offered Health and Safety Waivers to secure funding to hire qualified interpreters to meet the individualized preferred communication needs. NLACRC has 2 Health and Safety Waiver Specialist located in the SFV and AV.

## Meeting Structure:

- Breakout rooms feel segregated; all attendees should be together and allowed to ask questions.
- Need for clarity on the “other” category in data.
- Suggestion to split data between traditional and SDP.
- Quarterly meetings to help families understand data better.
- All attendees are together for the presentation and in order to give the community an opportunity to share feedback or have questions answered, breakout rooms are made available in an individual's preferred language to facilitate dialogue in accordance with NLACRC's Language Access Plan: <https://www.nlacrc.org/wp-content/uploads/2024/10/Lang-Access-Plan>.
  - Designated breakout rooms in threshold languages has been well received by the community, as they enabled people to comfortably speak in their own native languages.
- The “Other” category as referenced in race, developmental disability, or residence, is defined in DDS' Annual POS Reports Methodology
  - Race categories: American Indian or Alaskan Native, Asian, Black/African American, Hispanic, Native Hawaiian or Other Pacific Islander, White, or Other Race or Multi-Cultural. If an individual has more than one race reported, they are included in the Other Race or Multi-Cultural category.
  - Developmental disability categories: Autism, Cerebral Palsy, Epilepsy, Intellectual Disability, Fifth Category, Other. Other is for any diagnosis that does not fall into one of the listed developmental disability categories.
  - Residence types: CCF, FHA, ICF, ILS, In-Home, SLS, SNF, State-Operated facility, and Other. Other is for out-of-state, hospice, transient/homeless, prisons, youth authority, county/city jail, treatment and rehabilitation center, hospitals, and other (residence codes 9, 40-43, 81-86, 89, 90, and 98).  
[https://www.dds.ca.gov/wp-content/uploads/2024/12/AnnualPOSReports\\_MethodologyOverview.pdf](https://www.dds.ca.gov/wp-content/uploads/2024/12/AnnualPOSReports_MethodologyOverview.pdf)
- NLACRC receives the data from DDS, regional centers do not have the ability to separate the data.
- NLACRC created a POS Disparity Committee, which meets every month.