



North Los Angeles County Regional Center

Main 818-778-1900 • Fax 818-756-6140 | 9200 Oakdale Avenue #100, Chatsworth, CA 91311 | www.nlacrc.org

May 29, 2026

Mr. Ernie Cruz
Deputy Director
Community Services Division
Department of Developmental Services
ernie.cruz@dds.ca.gov
Via Electronic Mail Only

Re: North Los Angeles County Regional Center (NLACRC) FY2024-25 Purchase of Service Annual Report

Dear Mr. Cruz,

This letter serves as NLACRC's FY2024-25 Purchase of Service public meeting summary held on March 24, 2026.

Public Meeting Summary

As part of NLACRC's ongoing efforts to foster transparent communication and inclusive participation, two virtual public meetings were held to provide updates and gather input from the community. To promote community engagement and facilitate meaningful feedback, the following steps were taken:

- Two virtual meetings were held on March 24, 2026, via Zoom to support broad participation:
 - A daytime session at 1:00 PM and an evening session at 6:00 PM
- Surveys to gather input in English, Spanish, Armenian, Farsi, and Tagalog:
 - Launched on March 18, 2026
 - Closed on April 8, 2026
- Meetings were conducted in English with Spanish and American Sign Language (ASL) interpretation available during both sessions.
- Presentation materials were available in English and Spanish.
- A total of four breakout rooms, two in English and two in Spanish, were facilitated for attendees to ask questions and share feedback in real time.

Meeting Notification

To ensure broad community awareness and participation in the public meeting, NLACRC implemented the following outreach efforts (Attachment A):

- Email invitations to the community sent on February 20, 2026
- Flyers in English, Spanish, Armenian, Farsi, and Tagalog
- Meeting Announcement on NLACRC Website

Meeting Materials

The presentation was made available on the NLACRC website (Attachment B):

- English and Spanish version

Community Engagement

NLACRC's commitment to inclusive and transparent community engagement was reflected in its facilitation of two public meetings, during which the community was invited to provide input by submitting feedback in the breakout rooms and/or via the circulated surveys (Attachment C):

- Attendance log for both meetings
- Meeting Transcript, Chat, and Breakout Room Notes for both meetings
- Summary of Survey Responses

Addressing Disparities

NLACRC analyzed POS data to identify disparities and implemented responsive actions to address gaps in service access and utilization:

1. Low Utilization / "No POS" Population

Actions Taken

- **Enhanced Service Coordination (ESC) Pilot**
 - Targets individuals with:
 - No POS
 - Very low utilization (<\$2,000)
 - Covers ~240 families
 - Reduced caseload (1:40 ratio)
 - Provides:
 - Intensive case management
 - Barrier identification
 - Direct service navigation
- **Targeted Barrier Analysis**
 - CSCs work closely with families to uncover:
 - System barriers
 - Personal or logistical challenges
- **Ongoing Data Monitoring**
 - Tracks:
 - POS vs no POS
 - Authorized vs utilized services

2. Lack of Awareness of Services

Actions Taken

- **Large-Scale Outreach Infrastructure**
 - 200+ outreach events annually
 - Includes:

- Schools
 - Community events
 - Cultural festivals
 - Resource fairs
- **Regional Center on Wheels**
 - Mobile outreach bringing services into communities
- **Education Tools**
 - Consumer guides
 - Service brochures
 - Parent University (videos + online training)
- **Workshops & Trainings**
 - Inclusion in Action Workshop
 - Community education sessions
- **Support Groups**
 - Language-based and identity-based groups for:
 - Spanish, Armenian, Farsi, Tagalog
 - LGBTQ+ community
 - Self-advocates

3. Language Barriers

Actions Taken

- **Language Access & Cultural Competency Plan (DDS-driven)**
 - Multilingual outreach
 - Language-specific engagement strategies
- **Bilingual Workforce Strategy**
 - Hiring staff that speak community languages
- **Interpretation Services**
 - Spanish and ASL interpretation for meetings
 - Closed captioning support
- **Language-Specific Programming**
 - Support groups
 - Community navigators
- **IPP Translation Tracking**
 - Monitoring requests and completion timelines

4. IPP Translation Delays

Actions Taken

- **Active Translation Monitoring**
 - Tracking:
 - Total requests
 - Completion rates
 - Missed 45-day deadlines

- **Internal Staff Training**
 - Reinforcing compliance requirements
- **Family Awareness**
 - Encouraging families to request translations

5. Inequities by Race/Ethnicity

Actions Taken

- **Service Access & Equity (SAE) Grants** Targeted programs include:
 - Padres Poderosos (Latino family advocacy)
 - Korean Community Connector Program
 - LGBTQ+ equity initiatives
 - Tribal outreach (Harley's Hope)
- **Community Navigators**
 - Embedded support in:
 - Clinics
 - Communities
- **Disparity Committees**
 - Ongoing review of:
 - Barriers
 - Strategies

6. Cultural Barriers to Service Use

Actions Taken

- **Culturally Responsive Outreach**
 - Cultural events:
 - Festivals
 - Community celebrations
 - Tailored presentations
- **Community Partnerships**
 - Trusted organizations delivering:
 - Outreach
 - Navigation
 - Education
- **Customized Engagement**
 - Programs designed for:
 - Specific linguistic and cultural communities

7. CSC Capacity & System Navigation Challenges

Actions Taken

- **Enhanced CSC Model (Pilot)**
 - Lower caseloads
 - Intensive engagement
- **Specialist Support Structure** Supporting CSCs with:

- IDEA specialist (education/IEP)
- Systems of care specialist (youth systems)
- Employment specialists
- Aging specialist
- Social recreation specialist
- **Internal Training and Resources**
 - Tools for navigating:
 - Generic resources
 - Service systems

8. Social Recreation Underutilization

Actions Taken

- **Dedicated Social Recreation Specialist**
 - Supports staff
 - Promotes services
- **Increased Processing Capacity**
 - Associate CSCs handling request volume
- **Education and Outreach**
 - Presentations in support groups
 - Awareness campaigns
- **Vendor Coordination**
 - Communication with:
 - Providers
 - FMS agencies

9. Gap Between Authorization and Use

Actions Taken

- **Continuous POS Data Analysis**
 - Tracking:
 - Authorized vs expended
 - Utilization rates
- **Acknowledgment of Contributing Factors**
 - Family choice
 - Scheduling conflicts
 - Changing needs
 - Service availability
- **Improved IPP Planning**
 - Emphasis on:
 - “Reasonable” services
 - Family preference alignment

10. Lifecycle / Age-Based Service Gaps

Actions Taken

NLACRC

FY2024-25 Purchase of Service Public Meeting

Page 6 of 6

- **Lifecycle-Specific Support Model**
 - IDEA specialist → school services
 - Transition programs (Campus Connect, school partnerships)
 - Employment specialists → adults
 - Aging specialist → older individuals
- **School & Workforce Partnerships**
 - Engagement with:
 - School districts
 - Colleges
 - Employment programs

This concludes the NLACRC's FY 2024-25 Purchase of Service report. Please do not hesitate to contact me at apjohnson@nlacrc.org or (818) 756-6423 should you have any questions or require further information.

Sincerely,



Angela Pao-Johnson
Executive Director

Encls:

Attachment A – Meeting Notification
Attachment B – Presentation (English & Spanish)
Attachment C – Community Engagement

Cc: Office of Community Operations, DDS
Michi Gates, Chief Deputy Director, Program Services, DDS
Elizabeth Tom, Chief, Office of Community Operations, DDS
Xochitl Gonzalez, Primary Regional Center Liaison, DDS
Marianita Mendez, Secondary Regional Center Liaison, DDS
Sharmila Brunjes, President, NLACRC Board of Trustees
Carlo DeAntonio, Director, Clinical Services
Evelyn McOmie, Deputy Director
Vini Montague, Chief Financial Officer