



**SANTA CLARA COUNTY**

March 31, 2015

300 Orchard City Drive  
Suite 170  
Campbell, CA 95008

P.O. Box 50002  
San Jose, CA  
95150-0002  
Tel: 1(408) 374-9960  
Fax: 1(408) 376-0586

Nancy Bargmann, Deputy Director  
Community Services Division  
California Department of Developmental Services

**SOUTH SANTA CLARA AND  
SAN BENITO COUNTY**

7855 Wren Avenue  
Suite A  
Gilroy, CA 95020  
Tel: 1(408) 846-8805  
Fax: 1(408) 846-5140

Dear Ms. Bargmann,

Please find enclosed with this letter San Andreas Regional Center's **Purchases of Service Disparities** report for fiscal year 2013-2014. Also enclosed are supporting documents, including our public presentation and attendee sign-in sheets. Should you or your representative have any questions, please do not hesitate to contact me at (408) 341-3828 or at [james@sarc.org](mailto:james@sarc.org).

**MONTEREY COUNTY**

344 Salinas Street  
Suite 207  
Salinas, CA 93901  
Tel: 1(831) 759-7500  
Fax: 1(831) 424-3007

Sincerely,

James F. Elliott  
Special Projects Manager

**SANTA CRUZ COUNTY**

1110 Main Street  
Suite 8  
Watsonville, CA 95076  
Tel: 1(831) 728-1781  
Toll Free  
within Santa Cruz County  
1(831) 688-7633  
Fax: 1(831) 728-5514

Cc: Brian Winfield, DDS  
Javier Zaldivar, Executive Director, SARC  
Mike Keeley, Director of Consumer Services, SARC

[www.sarc.org](http://www.sarc.org)

Member of the Association  
of Regional Center Agencies

**"Consumers First Through Service, Advocacy, Respect and Choice"**

Serving Persons with Developmental Disabilities

## San Andreas Regional Center Purchases of Service Disparities Fiscal Year 2013-2014

The Lanterman Developmental Disabilities Services Act requires that each regional center hold public Meetings regarding disparities in purchases of service for various demographic categories, such as ethnicity, diagnosis, and language (California Welfare & Institutions Code §4519.5). San Andreas Regional Center staff conducted Meetings in each of its counties and presented the data, as provided by the California Department of Developmental Services (DDS), from July 1, 2013 through June 30, 2014. The presentation is appended to this report.

Meetings were conducted on the following dates in the community:

- Santa Clara County, Greater Opportunities Day Program – January 21, 2015
- Santa Cruz County, Hope Services Day Program – January 22, 2015
- Monterey County, Paradigm Day Program – January 28, 2015
- San Benito County, Social Vocational Services Day Program – January 29, 2015

Translators in the regional center's two primary alternative languages – Spanish and Vietnamese – were made available for the meetings. The meetings were publicized using the our webpage and Facebook account on December 16, 2014, as well as through our network of vendors, advocates, and organizations, including Disability Rights California (DRC), State Council on Developmental Disabilities – Silicon Valley/Monterey Bay (SCDD-SV/MB), Parents Helping Parents (PHP), and Fiesta Educativa. The data provided by DDS was made publicly available on SARC's website on December 30, 2014, and physical copies of both the DDS data and SARC's presentation were made available to meeting attendees.

Attendance at each meeting was far in excess of the Meetings for 2012-2013 with a total 31 attendees (11, 10, 9, and 1 respectively); however, SARC is in agreement with DRC and SCDD-SV/MB that it is important for attendance to improve even more dramatically. SARC plans to send targeted mailings for the next year. Attendees included service providers, representatives of public agencies such as Department of Rehabilitation and Special Education Local Plan Areas, advocacy groups, and parents of individuals receiving services. The attendees provided a variety of useful feedback, including:

- Advertising the meetings in advance of the December holidays.
- A task force needs to be developed to encourage community participation and awareness to decrease disparity.
- SARC needs to maintain a more visible presence in the community, especially among vulnerable and under-served groups.
- SARC needs to be more open about services that are available. At times, it feels like the parents are relying on each other for information rather than the SC's evaluating and offering services.
- SARC needs to reassure parents that they are not a civil agency and they will not report back if services are used. Several examples were given that many families are undocumented and will not use services as they fear being reported to the immigration or other law enforcement agencies.



- Many parents do not trust unknown individuals working with their loved ones. Can SARC offer more vouchered programs for parents to direct their own services?
- Can SARC send letters out to parents if there is a POS that is not being used over a given period, such as 3-6 months of no use?
- Can SARC stop requesting financial and insurance information? Many parents are unwilling to give such information, and many have stopped using services as they do not want to access or provide requested financial information.
- San Andreas needs more professionals to work in the various geographic regions. Parents reported feeling stuck with vendors when there is little or no choice. How can SARC offer more vendors for the needed services?
- Why do parents need to provide information if they are divorced or in a situation where the parents are not communicating? It is not fair that things are considered equally when there may not be an equal situation.
- Why do some people get more services despite the fact that everything appears equal? Can SARC give the same services without variance?
- Many parents do not use more services as they do not have safe, secure housing. Can SARC do more to offer rental or other kind of housing assistance?
- Many parents are undocumented and are not eligible for any public services. Why can't SARC do more to fill in those GAPS if they do not report to the INS or other law enforcement agencies?

SARC has already begun working on a variety of initiatives to address many of these concerns as well as disparities in general:

- SARC's website is now available in dozens of languages, with new content being added all the time.
- SARC now maintains a multi-lingual social media presence on Facebook, with more avenues planned for the future.
- SARC collaborated with Stanford University's Hasso Plattner Institute of Design in creating a process to determine more innovative ways to reach out to its communities.
- On February 19<sup>th</sup>, SARC held its first drop-in "coffee social" for members of the community to come and learn more about SARC and the services we offer.
- On February 20<sup>th</sup>, Executive Director Javier Zaldivar met with a grass-roots advocacy group centered around migrant workers in Monterey County.
- On February 26<sup>th</sup>, SARC hosted its first "service orientation" for new families. The orientations will be held monthly, with translators available.
- SARC has partnered with SCDD-SV/MB, Parents Helping Parents, Easter Seals, Fiesta Educativa, and Hope Services to create a task force to address disparities in purchases of service, such as barriers to service and possible solutions. The task force first met on March 5<sup>th</sup> and will meet the first Thursday of each month. A draft action plan is appended to this report.
- On March 14<sup>th</sup>, SARC held its first Vietnamese-language public meeting at the Tully Community Library in San Jose. SARC staff hosted a panel of parents and



community advocates to discuss the Vietnamese community's concerns. Over 80 parents attended, resulting in two prospective board members.

- A Spanish-language public meeting is scheduled for May 30<sup>th</sup> at the Mayfair Community Center in San Jose, with dates to follow in Monterey, Santa Cruz, and San Benito counties.
- SARC will tap into existing community advocacy groups to spread word of its services.
- SARC remains committed to delivering services through the Individual Program Plan process without consideration of ethnicity, religion, language, or diagnosis.
- SARC will collaborate with the community, service providers, and other regional centers to advocate for substantive and effective legislative and political changes to improve the nature and quality of services for individuals who receive regional center services.
- SARC has made public computers with internet access available to its communities for individuals to better-access generic services.

SARC followed through on, and plans to continue, a number of goals from the previous fiscal year's disparities:

- All agency brochures are available in our primary languages – English, Spanish, and Vietnamese.
- New and replacement staff hires continue to focus on bilingual and/or transcultural professionals; nearly 80% of recent hires for 2013-2014 are bilingual and representative of our communities.
- SARC continues to make use of the language line and FAST face-to-face translation service. Additionally, SARC has contracted with a document translation vendor in order to comply with the Language Choice statutory requirements to provide families with IPPs and IFSPs in their preferred language.
- SARC continues to encourage vendors to hire culturally-sensitive and multi-lingual staff in order to better serve our communities.
- Service coordinators continue to receive trainings on working with families and individuals in a transcultural context through community members, local universities, and contracted agencies.
- SARC continues to provide all necessary services for an individual to live and thrive in their community as assessed in their individual program plan, regardless of language, ethnicity, religious identification, or sexual orientation.

SARC will continue to follow through on its previous commitments, and will additionally focus during this and following years on involvement with and awareness of the regional center among its various disparate communities through grassroots outreach, public events, and increased transparency.

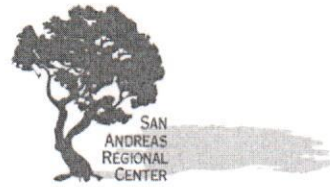
Should you have any questions or concerns regarding this report, the presentation, or the data provided here, please feel free to contact us:

James Elliott

Special Projects Manager

[james@sarc.org](mailto:james@sarc.org)

(408) 341-3828



## Purchase of Service Expenditures and Demographics for State of California Fiscal Year 2013-2014

San Andreas Regional Center

### San Andreas Regional Center

- San Andreas Regional Center is one of 21 non-profit corporations charged with brokering home and community-based services for all qualifying California residents with developmental and intellectual disabilities under either the Lanterman Developmental Disabilities Services Act (for ages 3+) or the Early Intervention Services Act (for children birth to 36 months).
- SARC serves over 15,000 residents of Monterey, San Benito, Santa Clara, and Santa Cruz Counties.



## Who We Serve Under the Lanterman Act

- Individuals must have an eligible diagnosis, as defined by law;
  - Intellectual Disability
  - Autism
  - Cerebral Palsy
  - Epilepsy
  - and/or a condition requiring services similar to intellectual disability (i.e. traumatic brain injury)
- The condition must occur before age 18;
- The condition must present a permanent, pervasive, and substantial disability.

## Individuals by Diagnosis and Age Range

Age	Autism	Intellectual Disability	Cerebral Palsy	Epilepsy	5 <sup>th</sup> Category	Other
Early Start 0-36 months	137	27	6	5	35	3,026
Lanterman 3-21 years	3,201	2,717	258	81	332	576
Lanterman 22+ years	681	4,554	241	143	414	47

## Some Notes

- Individuals may have more than one eligible diagnosis. This may sometimes result in over-counting in the data (i.e. someone with both autism and intellectual disability who receives no services will be counted in each category).
- Whichever diagnosis is entered first is the “primary” diagnosis and tracked as such in the following data.
- The raw data, as transmitted to SARC from the California Department of Developmental Services, is available to you today.
- This presentation and the data will be made available at <http://www.sanandreasregional.org>

## The Fiscal Year

- Regional centers are funded on exclusive contracts to the California Department of Developmental Services.
- Regional centers funding through the state is the only source of income available to them (i.e. we may not raise funds through foundations or charitable donations except for facilitating a small community donation fund).
- This data represents purchases of service from July 1, 2013 through June 30, 2014, as regional centers exist as line items in the state budget.

## Authorizations and Expenses

- San Andreas Regional Center provides case management services to all of the individuals. Many individuals receive a service provided by a vendor of San Andreas Regional Center.
- The planning team meets together to talk about a person's life and their goals. A few examples of these services are respite, day care, behavioral support, day programs, or residential placement.
- A service is authorized for a certain amount. Sometimes an individual or family will not use the entire amount of the service that was authorized.
- The following graphs show the total amount of funding that was authorized and used ("expenses") based on a person's diagnosis and their ethnicity. The "per capita" line graphs show the average amount of authorizations and expenses for a person for an entire year.

## Purchase of Service Approvals and Actual Expenditures by Ethnicity

Ethnicity	Count	Approved POS \$	Used POS \$	Per capita approved	Per capita used	% Utilized
Decline to state	615	\$4,006,755	\$2,922,556	\$6,515	\$4,752	72.9%
Asian	2,604	33,071,977	27,133,490	12,700	10,420	82.0%
Black	375	8,530,44	7,362,794	22,748	19,634	86.3%
Filipino	450	8,372,344	7,200,817	18,605	16,002	86.0%
Hispanic	6,126	89,356,890	71,757,058	14,587	11,714	80.3%
Native American	29	734,923	630,182	25,342	21,730	85.7%
Other	1,822	26,311,956	21,011,611	14,441	11,532	79.9%
Pacific Islander	43	939,521	805,883	21,849	18,741	85.8%
White	4,427	156,445,632	137,206,125	35,339	30,993	87.7%
<b>Total</b>	<b>16,491</b>	<b>327,770,442</b>	<b>276,030,516</b>	<b>19,876</b>	<b>16,738</b>	<b>84.2%</b>



## Purchase of Service Approvals and Actual Expenditures by Language

Language	#	Approved POS \$	Used POS \$	Per capita approved	Per capita used	% Utilized
Asian	1,301	16,025,832	13,675,505	12,318	10,512	85.3%
English	11,249	261,763,737	222,835,878	23,270	19,809	85.1%
Spanish	3,603	42,860,226	33,698,236	11,896	9,353	78.6%
Other	338	7,120,647	5,820,898	21,067	17,222	81.7%

## Purchase of Service Approvals and Actual Expenditures by Diagnosis

Diagnosis	#	Approved POS \$	Used POS \$	Per capita approved	Per capita used	% Utilized
Autism	4,019	67,035,675	54,912,105	16,680	13,663	81.9%
Intellectual Disability	7,298	202,481,545	176,022,743	27,745	24,119	86.9%
Cerebral Palsy	505	11,967,900	9,860,293	23,699	19,525	82.4%
Epilepsy	229	7,202,336	6,044,572	31,451	26,396	83.9%
5 <sup>th</sup> Category	791	16,445,187	13,433,200	20,790	16,983	81.7%
Other	3,649	22,637,800	15,757,603	6,204	4,318	69.6%

## Purchase of Service \$ Approvals by Diagnosis and Age Range

Age	Autism	Intellectual Disability	Cerebral Palsy	Epilepsy	5 <sup>th</sup> Category	Other	Total
Early Start 0-36 months	5,321,955	327,181	81,525	104,385	631,124	18,277,337	24,743,507
Lanterman 3-21 years	27,892,838	21,824,038	2,630,360	679,079	2,840,991	2,720,232	58,587,538
Lanterman 22+ years	33,820,882	180,330,326	9,256,014	6,418,872	12,973,073	1,640,231	244,439,397

## Purchase of Service \$ Actual Expenditures by Diagnosis and Age Range

Age	Autism	Intellectual Disability	Cerebral Palsy	Epilepsy	5 <sup>th</sup> Category	Other	Total
Early Start 0-36 months	3,677,712	\$208,267	56,890	52,828	439,129	12,387,566	16,822, 391
Lanterman 3-21 years	20,505,344	16,625,020	1,960,972	576,407	2,059,353	1,828,611	43,555,707
Lanterman 22+ years	30,729,048	159,189,457	7,842,430	5,415,338	10,934,719	1,541,426	215,652,418



## Individuals Receiving No Purchases of Service

- Of SARC's 16,491 eligible individuals during the fiscal year, 2,770 (16.8%) did not receive a purchase of service.
  - For Early Start (under 3), 248 (7.6%) of 3,246 recipients did not receive a purchase of service.
  - For individuals eligible for Individual Education Plan services (7,165 individuals), 1,963 (27.4%) did not have a purchase of service.
  - For adults (6,080 individuals), 559 (9.2%) did not receive a purchase of services.

## Purchases of Service by Ethnicity

Ethnicity	Receiving POS	No POS	Total
Asian	2,142	462	2,604
Black	310	65	375
Filipino	380	70	450
Hispanic	5,028	1,098	6,126
Native American	25	4	29
Pacific Islander	30	13	43
White	3,753	674	4,427
Other	1,522	300	1,822
Decline to state	531	84	615

## Co-Payment/Co-Insurance Reimbursements by Ethnicity

Ethnicity	Early Start (0-36 months)	Lanterman 3-21 years	Lanterman 22+ years	Expected total (based on White use)	Actual total
White	1	2	0	N/A	3
Asian	4	8	0	1	12
Hispanic	0	2	0	2	2
Black	0	0	0	0	
Polynesian	0	0	0	0	0
Filipino	0	1	0	0	1
Native American	0	0	0	0	
Other	0	2	0	0	2

## Moving Forward

- \*Ensure that all brochures and literature are available in the main languages represented by the San Andreas community and will be made available on the internet.
- \*Continue to hire services coordinators and managers who are reflective of the community and bilingual/bicultural.
- \*Service Coordinators will continue to have access to the language line, which can have live translators available in over 50 languages, and access to specific vendors for face-to-face and document translation.
- \*San Andreas will continue to work with vendors to ensure that they hire staff who are both competent and able to communicate effectively with various communities
- \*San Andreas will continue to work with many community partners to provide outreach and information. They include JEENA (East Indian), Fiesta Educativa, and Fiesta Familiar (Latino), and SELPA's, and other such organizations.



## Moving Forward (cont.)

- \*Service coordinators will continue to receive training on being both culturally sensitive and responsive .
- \*San Andreas will continue to provide services as identified in the IPP's regardless of the race or language of the individuals.
- \*San Andreas website is now more accessible to people with different language needs.
- \*Language choice was fully implemented in 2014 with the ability to choose which language to hold the meeting and which language to receive reports and documentation in.
- \*New outreach events in Spanish and Vietnamese have been developed and will be piloted on March 14<sup>th</sup> (Spanish) and April 30<sup>th</sup> (Vietnamese).

## Barriers to Moving Forward

- **Issues beyond regional center control – Regional centers must implement required statutory and regulatory standards, many of which were put in place in response to state-level fiscal pressures. Some of these measures may disproportionately impact the ability of those in underserved communities to access needed services.**
  - b. Early Start service exclusions, including interpreters and translators (Government Code 95020) -- 2009
  - c. Parent participation in ABA or intensive behavioral intervention services (WIC 4686.2) – 2009
    - i. Group training session for behavioral intervention
    - ii. Data collection
    - iii. Participation in meetings
    - iv. Purchase of behavior modification materials
  - d. Suspension of social recreation, educational services (ages 3-17), and nonmedical therapy (WIC 4648.5) – 2009

## Barriers to Moving Forward (cont.)

- e. Respite hour limitations (WIC 4686.5) – 2009
- f. Median rates (WIC 4691.9) – 2008 (update 2011)
- g. Annual Family Program Fee (WIC 4785) – 2011
- h. Vendor Electronic Billing (WIC 4641.5) – 2011
- i. Preference for natural environment for Early Start (17 CCR 52016)
- j. Family Cost Participation Program



SCDD SV/MB: 3/5/15, San Andrea Regional Center / Disability Task Force Collaboration: Barriers & Response Worksheet

<u>Barrier</u>	<u>Current RC Response</u>	<u>Potential Task Force Input</u>	<u>Priority</u>
Legal Status		<ul style="list-style-type: none"> <li>• Training and Education</li> </ul>	
Home Settings vs. Privacy		<ul style="list-style-type: none"> <li>• Language Compliance / Simplification (RCEB Model)</li> </ul>	
Language Needs	<ul style="list-style-type: none"> <li>• RC Handbooks</li> </ul>		
Authority and Empowerment	<ul style="list-style-type: none"> <li>• Leadership Development (Parent Training),</li> <li>• RC Orientations: Intake</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership Development</li> <li>• Expand RC Orientations: to transition age, elder needs</li> <li>• Parent Outreach (RCEB Model)</li> </ul>	
Stigma	<ul style="list-style-type: none"> <li>• Parent Support Group</li> <li>• Family Stress Management Workshops</li> </ul>	<ul style="list-style-type: none"> <li>• Training and Education</li> </ul>	
Complexity of Service System	<ul style="list-style-type: none"> <li>• RC Handbook</li> <li>• SARC Strategic Plan</li> <li>• Coffees and Outreach</li> <li>• Consistency in Service Coordination</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership Development</li> <li>• System Navigation Training</li> </ul>	
Cultural Obstacles to Vendorization		<ul style="list-style-type: none"> <li>• Vendor Mentor Program</li> </ul>	
Quality of Service Coordination	<ul style="list-style-type: none"> <li>• Statewide Training Group Module;</li> <li>• Mentoring</li> <li>• Satisfaction Surveys</li> </ul>	<ul style="list-style-type: none"> <li>• Case Management Training (RCEB Model)</li> <li>• Training Certification</li> </ul>	
Quality of Service Delivery	<ul style="list-style-type: none"> <li>• Self Determination in underserved communities.</li> <li>• Community Complaint Process</li> </ul>	<ul style="list-style-type: none"> <li>• Quality Management Service model (GGRC model)</li> <li>• Parent/Provider Collaboration</li> </ul>	
Outreach to all Communities: Cultural and Geographic	<ul style="list-style-type: none"> <li>• Coffees</li> <li>• Community Meetings</li> <li>• New Website, Facebook</li> </ul>	<ul style="list-style-type: none"> <li>• Community / RC Collaboration</li> </ul>	

*[Handwritten scribbles]*





# Sign-In

Salinas, CA  
1/28/15

Stella Lauerman

Easter Seals Central CA

Mary Peitso

Marciana Lazaro

Rosalee Montoya

Rosa Lopez

Jeff Owen

Debbie Ellis

Regional Advisory Committee  
(formerly Area Board 7)

CHUPARROSA

900 Walnut AV APT B

CHUPARROSA

Chuparrosa

Paradigm

SPAC

Adriana Melgoza

Parent

Miguel Ramirez

Community Member

Rexa Lara

SARC SC

Rita DeFilippis

Office of Clients' Rights  
Advocacy - (Clients Rights  
Advocate)



Hollister  
1/29/15

# Sign-In

Ronny Y. Liem

- SARC

Mawa C. Martney - SARC

Jennifer Lucas -

Francisco

Jim

Javier

) SARC

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

1600 NINTH STREET, Room 320, MS 3-9  
SACRAMENTO, CA 95814  
TDD 654-2054 (For the Hearing Impaired)  
(916) 654-1958



February 26, 2015

**TO: REGIONAL CENTER DIRECTORS AND BOARD PRESIDENTS**

**SUBJECT: SB 1093 – DISPARITY DATA COLLECTION**

The purpose of this correspondence is to ensure regional centers are aware of recent changes to statute resulting from the passage of Senate Bill 1093 (SB 1093) (Chapter 402, Statutes of 2014), regarding disparity data collection. These changes, which became effective January 1, 2015, are in addition to other existing disparity data collection requirements. The statute related to disparity data collection is enclosed.

While this correspondence provides a high level summary of SB 1093, a complete and thorough review of the bill is imperative for regional centers' statutory compliance. Clarifying information regarding implementation of SB 1093 is included in several areas below. The Department will continue to work with regional center representatives regarding any changes to reports made necessary as a result of SB 1093.

Section 4519.5 of the Welfare and Institutions Code (WIC) was amended to require the following:

- The Department and regional centers to annually collaborate to compile data related to purchase of service authorization, utilization, and expenditure by residence type, subcategorized by age, race or ethnicity, and primary language.
- The Department and regional centers to maintain previous years' data on their respective websites.
- Regional centers to hold public meetings related to this data separately from regional center board meetings.
- Regional centers to provide participants of the public meetings with the data and any associated information, with discussion in a manner that is culturally and linguistically appropriate for that community, including providing alternative communication services.
- Regional centers to consider the language needs of the community and schedule the meetings at times and locations designed to result in a high turnout by the public and underserved communities.

**"Building Partnerships, Supporting Choices"**



Regional Center Directors and Board Presidents  
February 26, 2015  
Page two

- Regional centers to annually report to the Department regarding its implementation of the requirements of WIC section 4519.5, with regional centers and the Department annually posting these reports on their respective websites by August 31. The report shall include, but shall not be limited to, all of the following:
  - Actions the regional center took to improve public attendance and participation at stakeholder meetings, including, but not limited to, attendance and participation by underserved communities.
  - Copies of minutes from the meeting and attendee comments.
  - Whether the data described in this section indicates a need to reduce disparities in the purchase of services among consumers in the regional center's catchment area. If the data does indicate that need, the regional center's recommendations and plan to promote equity, and reduce disparities, in the purchase of services.

If you have any questions regarding this correspondence, please contact Brian Winfield at (916) 654-1569.

Sincerely,

*Original signed by:*

NANCY BARGMANN  
Deputy Director  
Community Services Division

Enclosure

cc: Association of Regional Center Agencies