

Regional Center of Orange County

Expenditure Data for Fiscal Year 2017-18 Public Stakeholders' Meeting

Presented by
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March 13, 2019

Why We Are Here Tonight?

- To inform you about RCOC's purchase of service expenditures based on ethnicity, race, language and disability. [POS](#)
- To gain insights from you about the reasons why differences in expenditures exist.
- To share what we are doing to address disparity and gather other ideas from you about how we address it.



RCOC's Guiding Principles

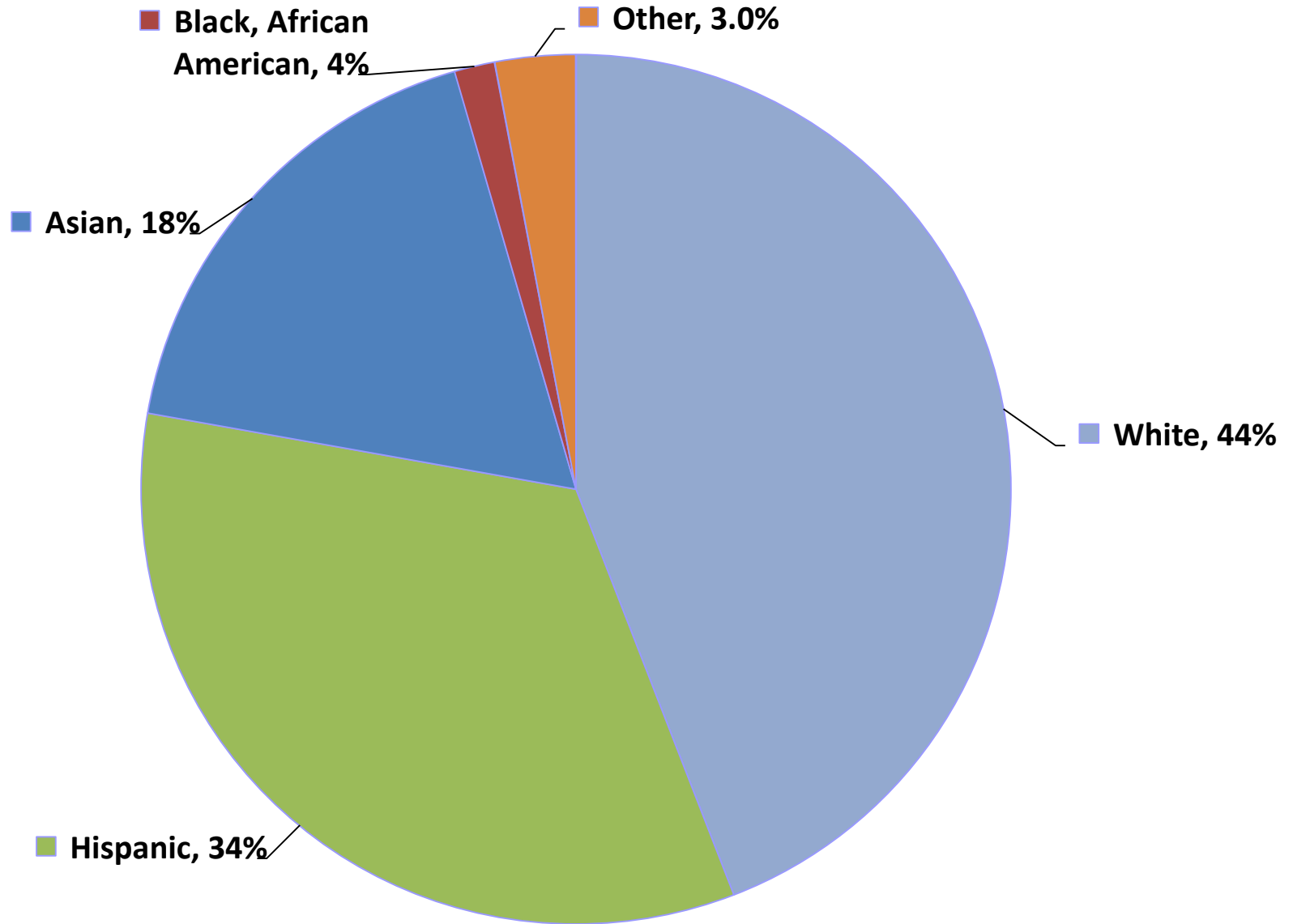
- Family support services are flexible and innovative in meeting the family's needs as they evolve over time, are tailored to the preferences of the individual family, and are consistent with their cultural norms and customs.
- Services and supports are sensitive to the diverse religious, cultural, language, socioeconomic and ethnic characteristics of their community.

Who Are We?

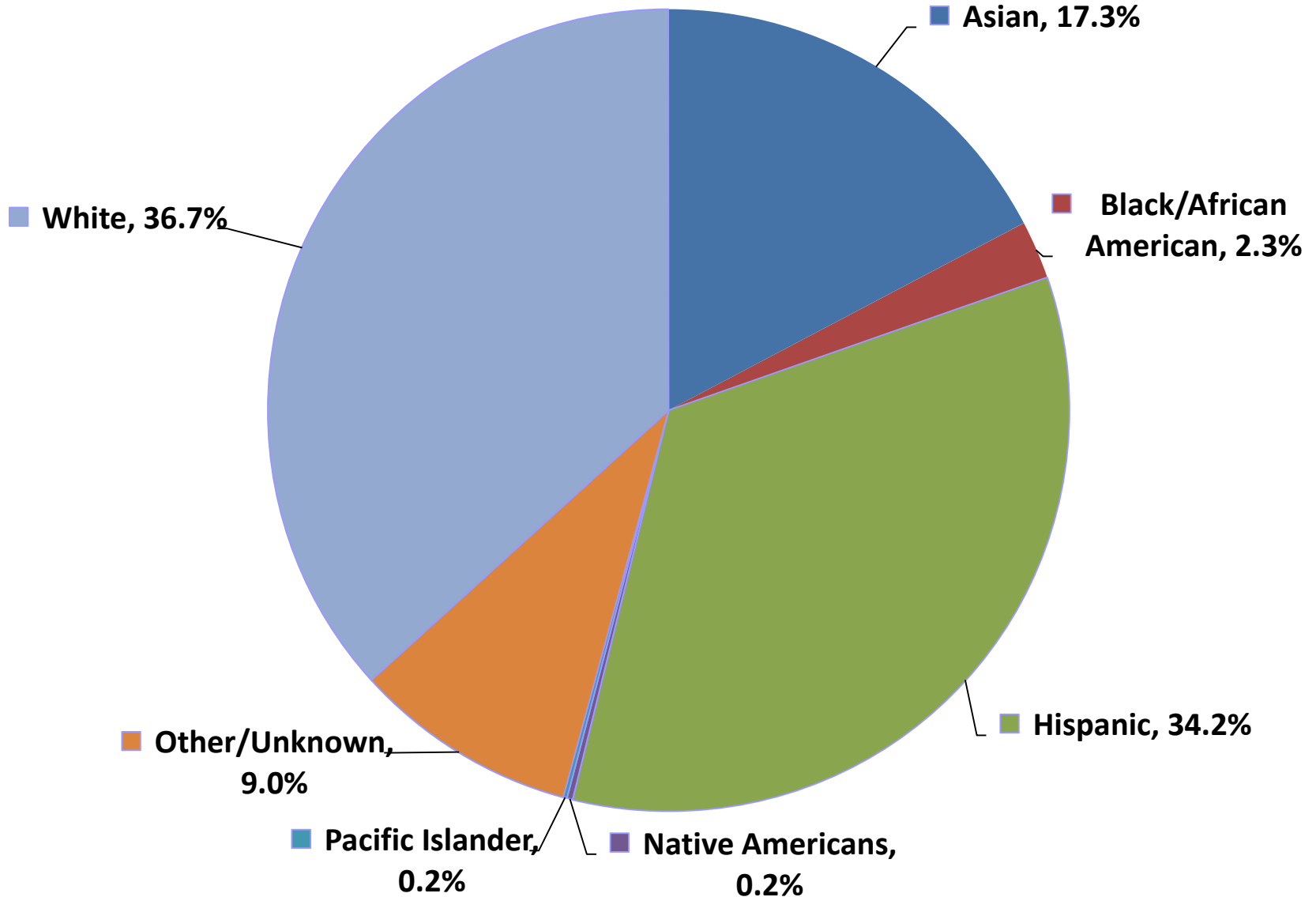
- RCOC is one of 21 regional centers in California
- We serve approximately 21,632 individuals with developmental disabilities in Orange County
- We are the fifth largest regional center
- Our Purchase of Service (POS) allocation in fiscal year 2017-18 was \$354,707.7 million
- We have 324 Service Coordinators (72% are bilingual)

Ethnicity of Orange County Population

(based on 2010 census)

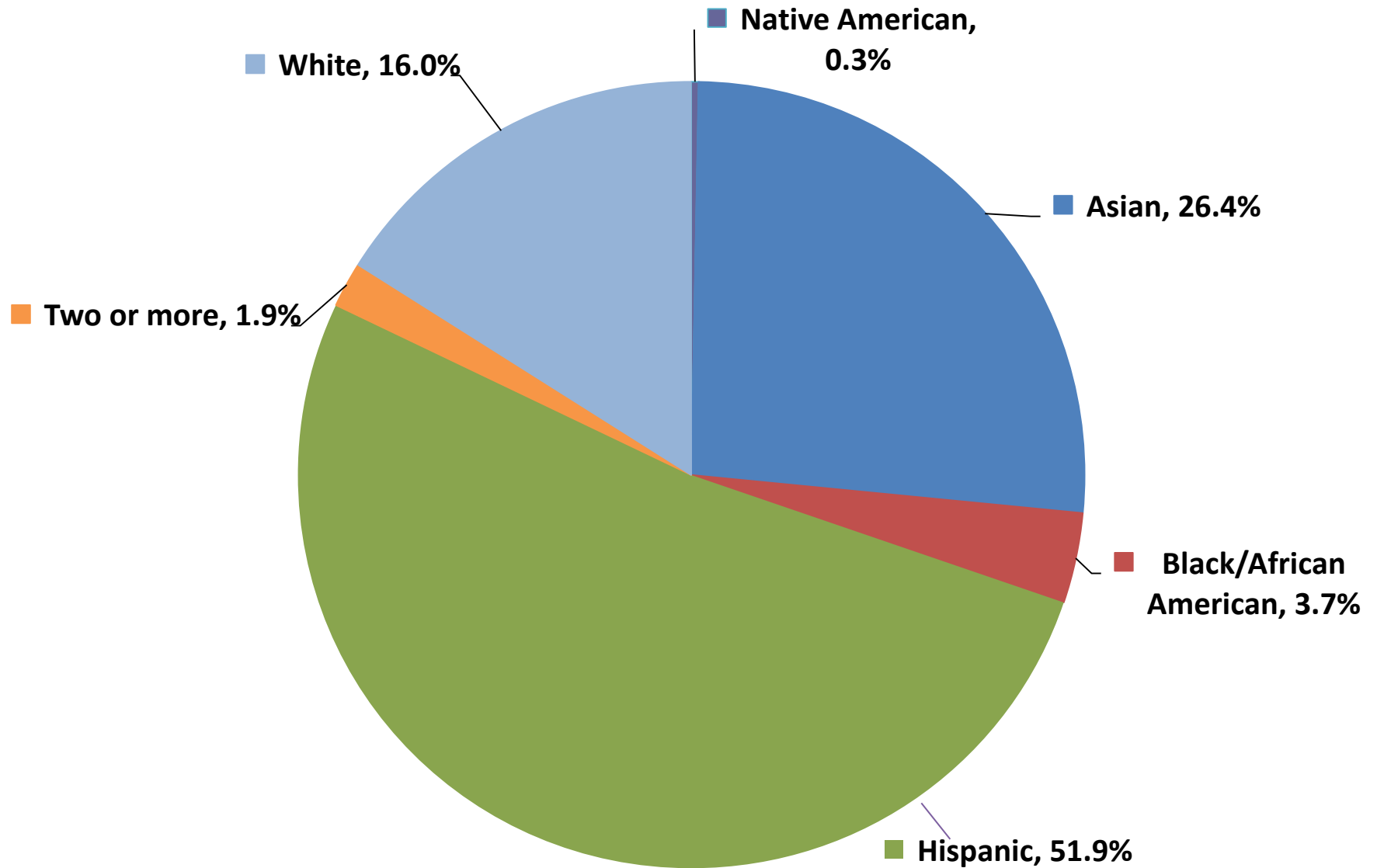


Ethnicity of Persons Served by RCOC



NOTE: Based on self-report at the time eligibility is determined; total persons served equals 21,632 as of February 25, 2019

Ethnicity of RCOC Service Coordinators



NOTE: Based on self-report at time of hire; RCOC Service Coordinator total equals 324 as of March 1, 2019

How Can We Put Expenditure Data in Context?

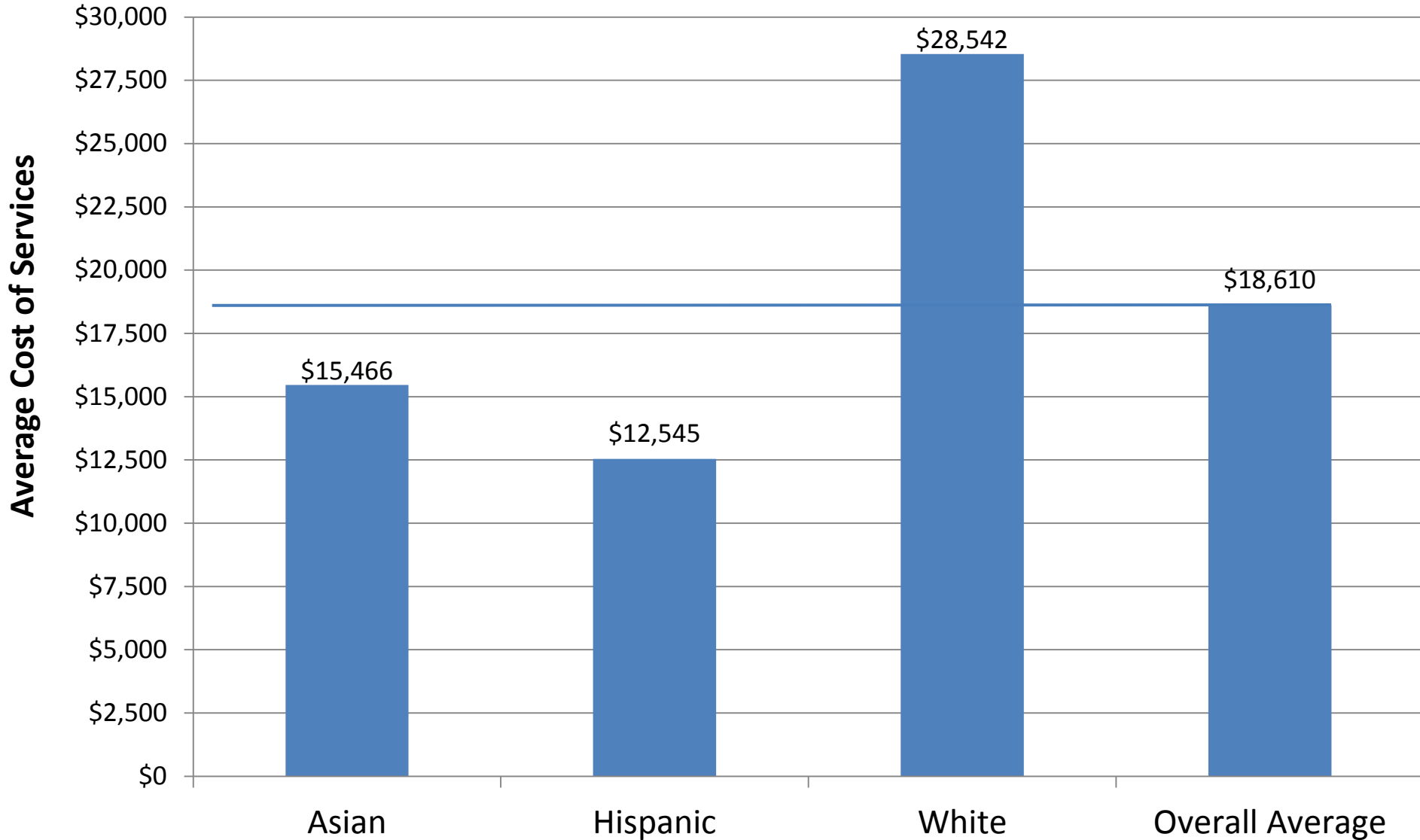
- Represents expenditures for fiscal year 2017-18
- Keep in mind limitations of the data:
 - Based on what regional centers paid for services provided to persons served during that time period.
 - Persons served count – total numbers are greater than current/actual caseload. Persons served included in data if they received services at any time during fiscal year.
 - Multiple diagnoses – many persons served have more than one diagnosis so some are counted in more than one category.
 - For example, diagnosis of autism and epilepsy, counted in both categories



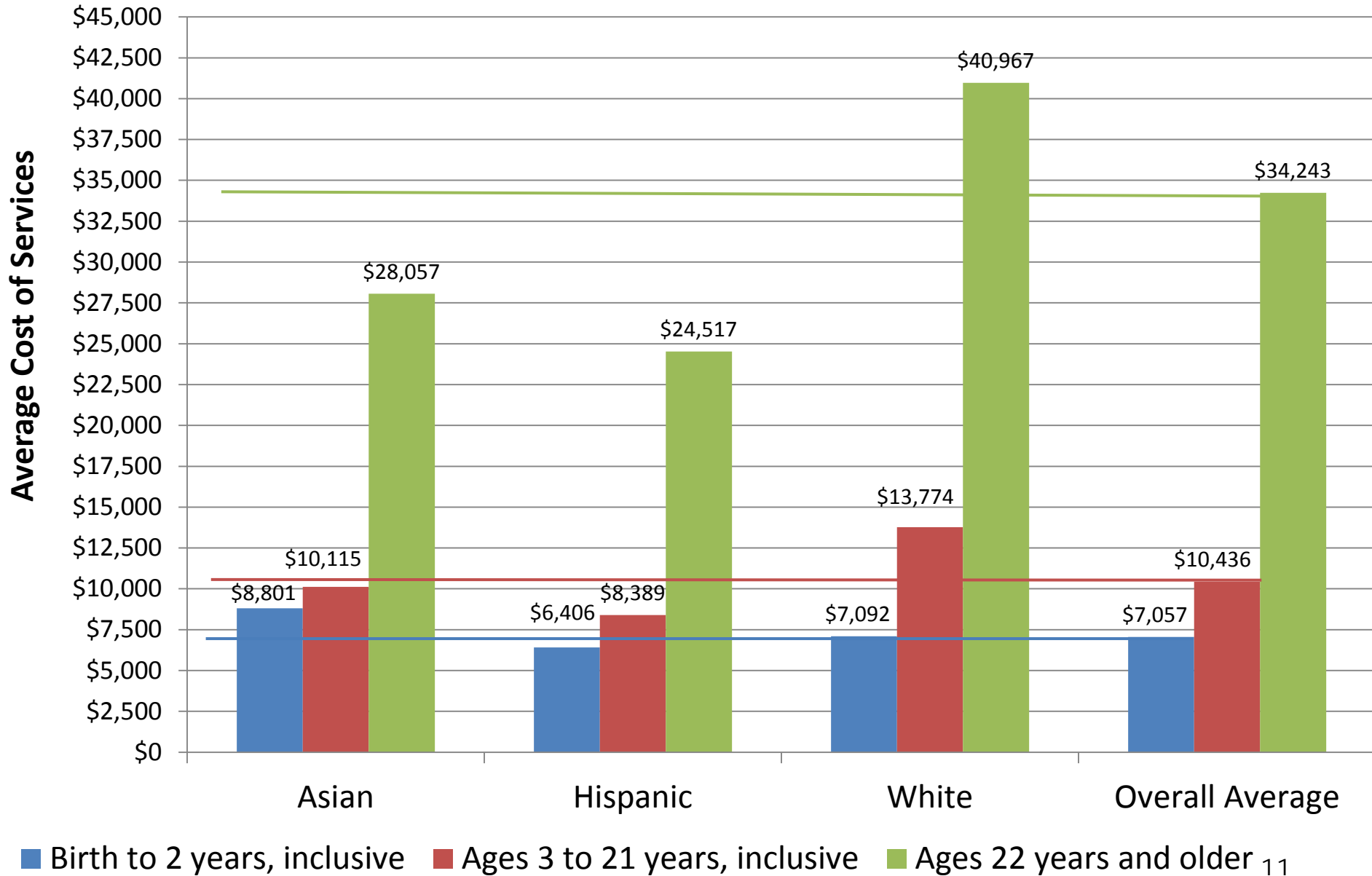
What Do We Need to Know When Interpreting Expenditure Data?

- The needs of the individuals we serve are different.
- Some services are more expensive than others.
- Differences in expenditures do not tell us whether or not individuals' needs are being met.
- The expenditure data do not answer questions about why differences exist.
- We don't know why differences exist without looking at other information.
- We don't know if the differences in expenditures are a problem without looking at other information.

Average Cost of Services for Persons Served by Ethnicity Across All Ages

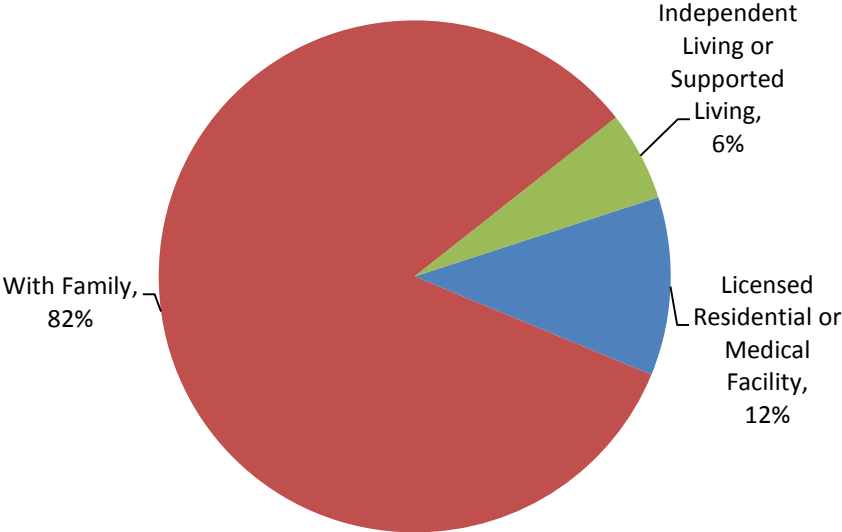


Average Cost of Services for Persons Served by Ethnicity and Age

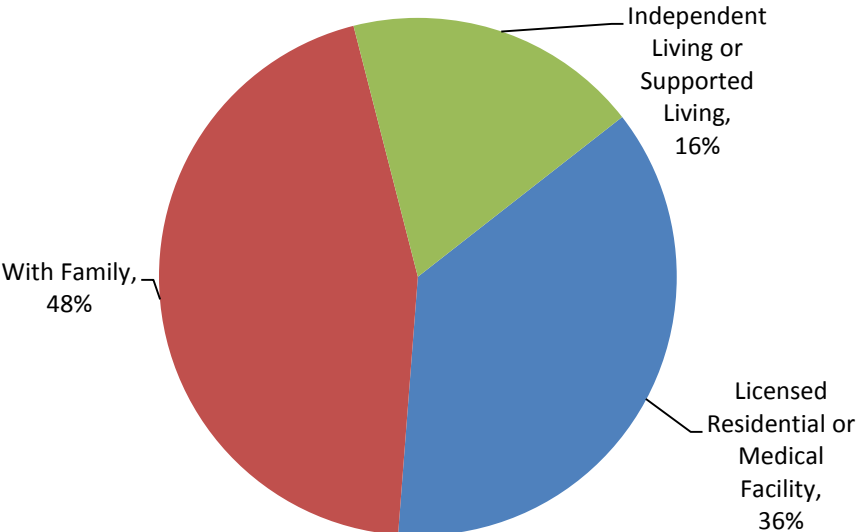


POS Expenditure Differences Based on Where Persons Served Live

Where Persons Served Live

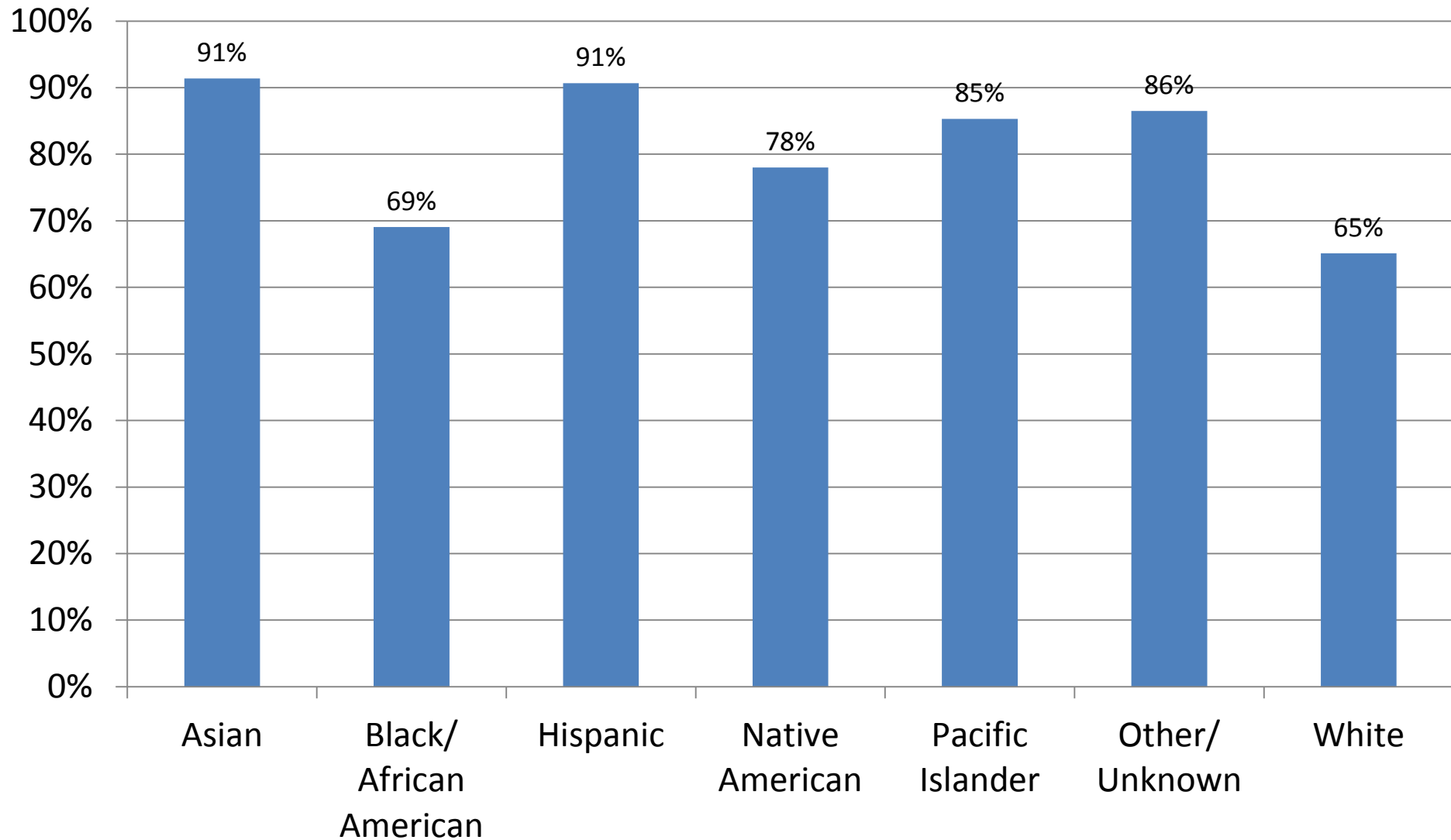


POS Expenditures by Residence Type



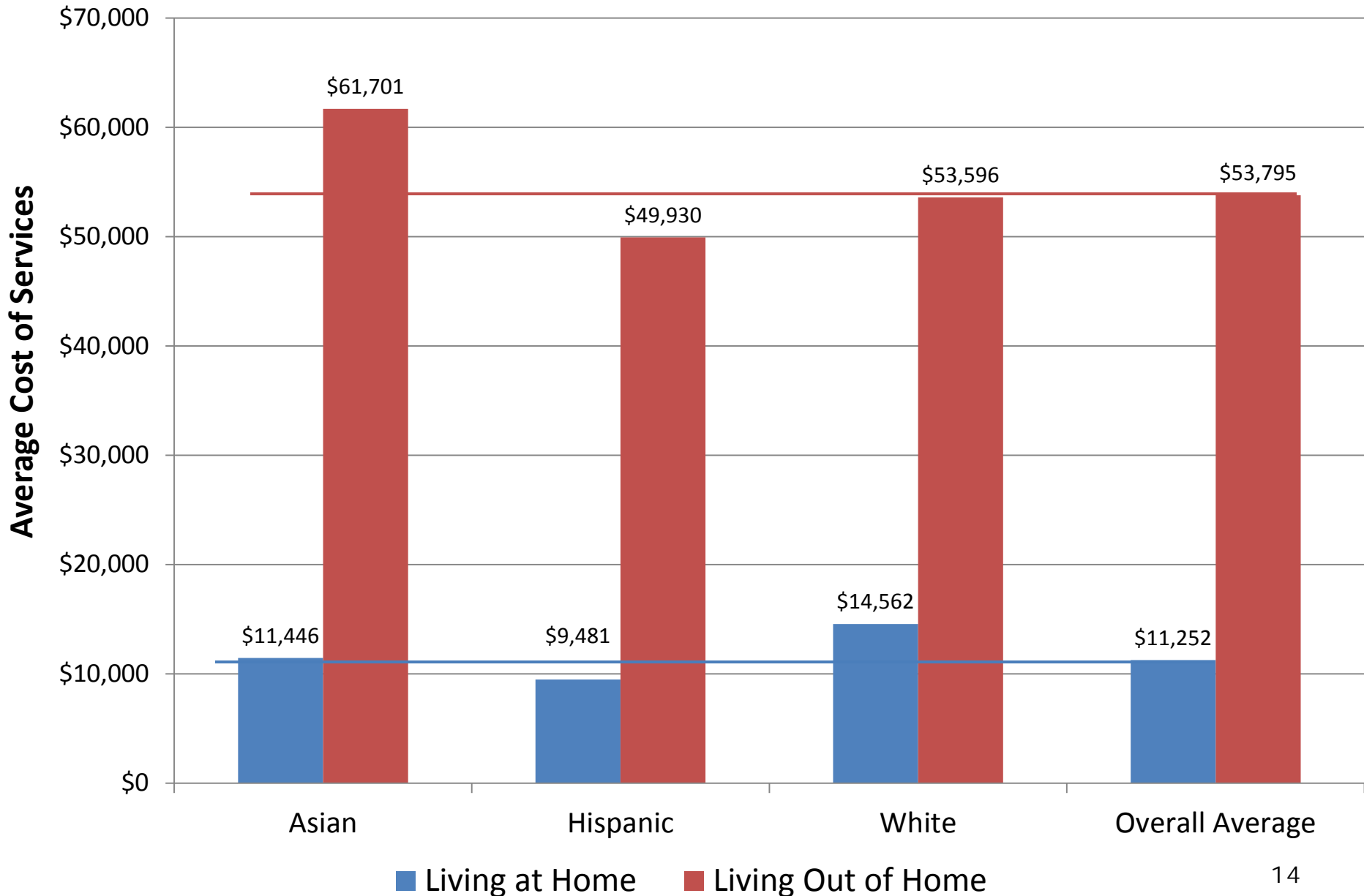
NOTE: Total persons served by RCOC equals 21,632 as of February 25, 2019

Ethnicity of Persons Served by RCOC Living at Home with Family

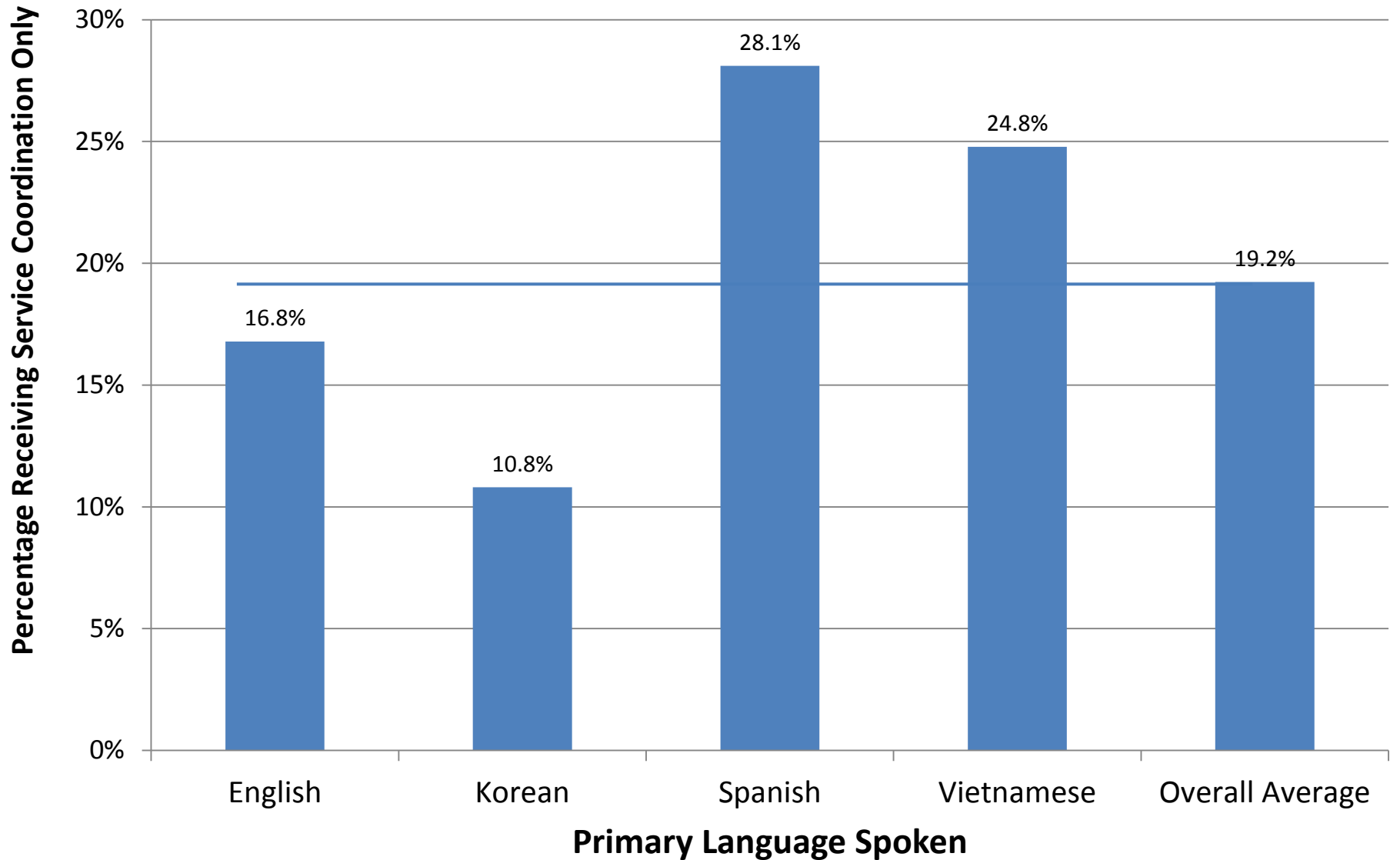


NOTE: Based on self-report at the time eligibility is determined; total persons served equals 21,632 as of February 25, 2019

Average Cost of Services for Persons Served by Ethnicity, Residence Type and Across All Ages



Percentage of Persons Served Receiving Service Coordination Only by Primary Language





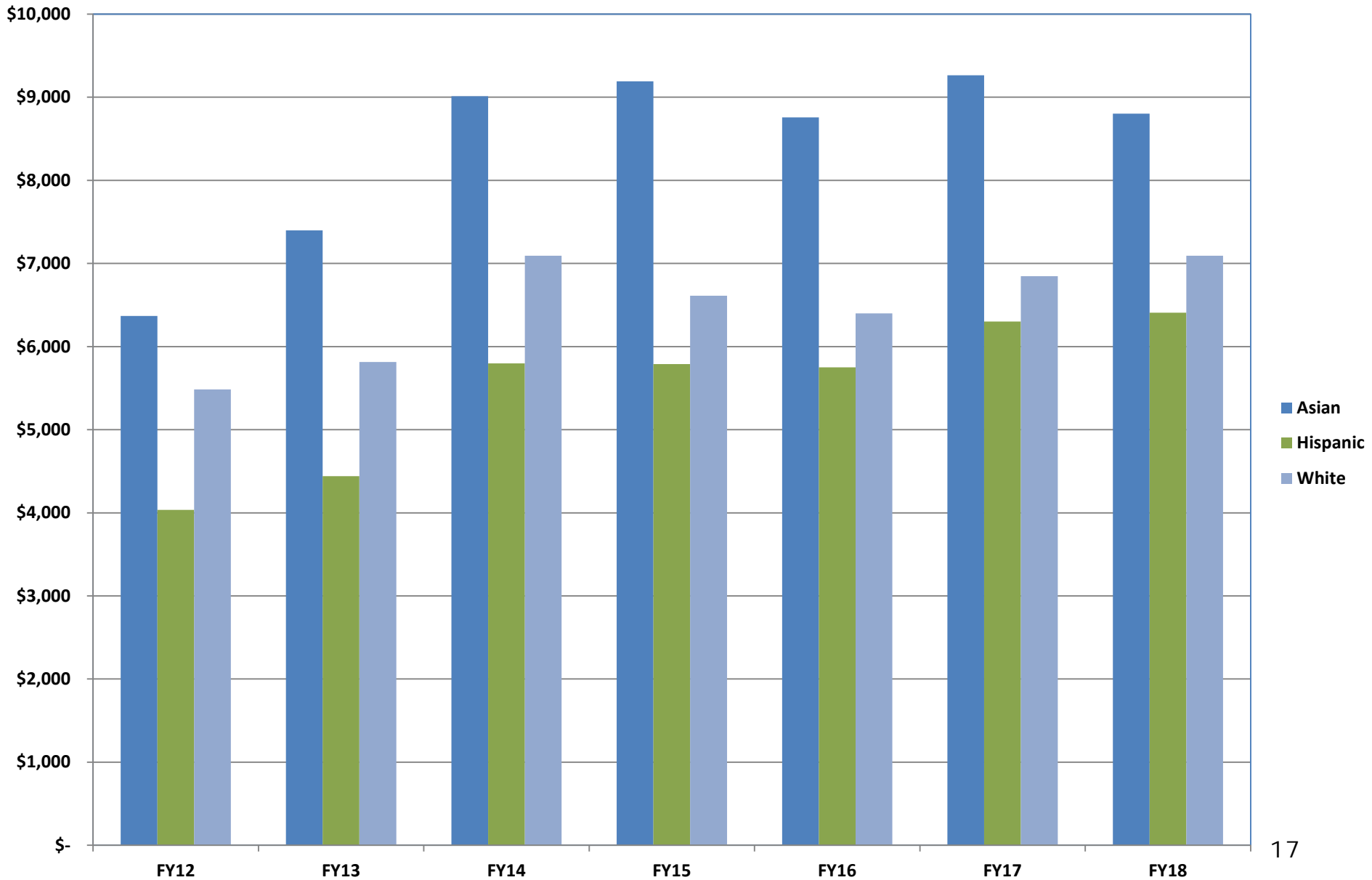
Per Capita Authorized Services by Age for Seven Fiscal Years

Fiscal Years 2012 - 2018

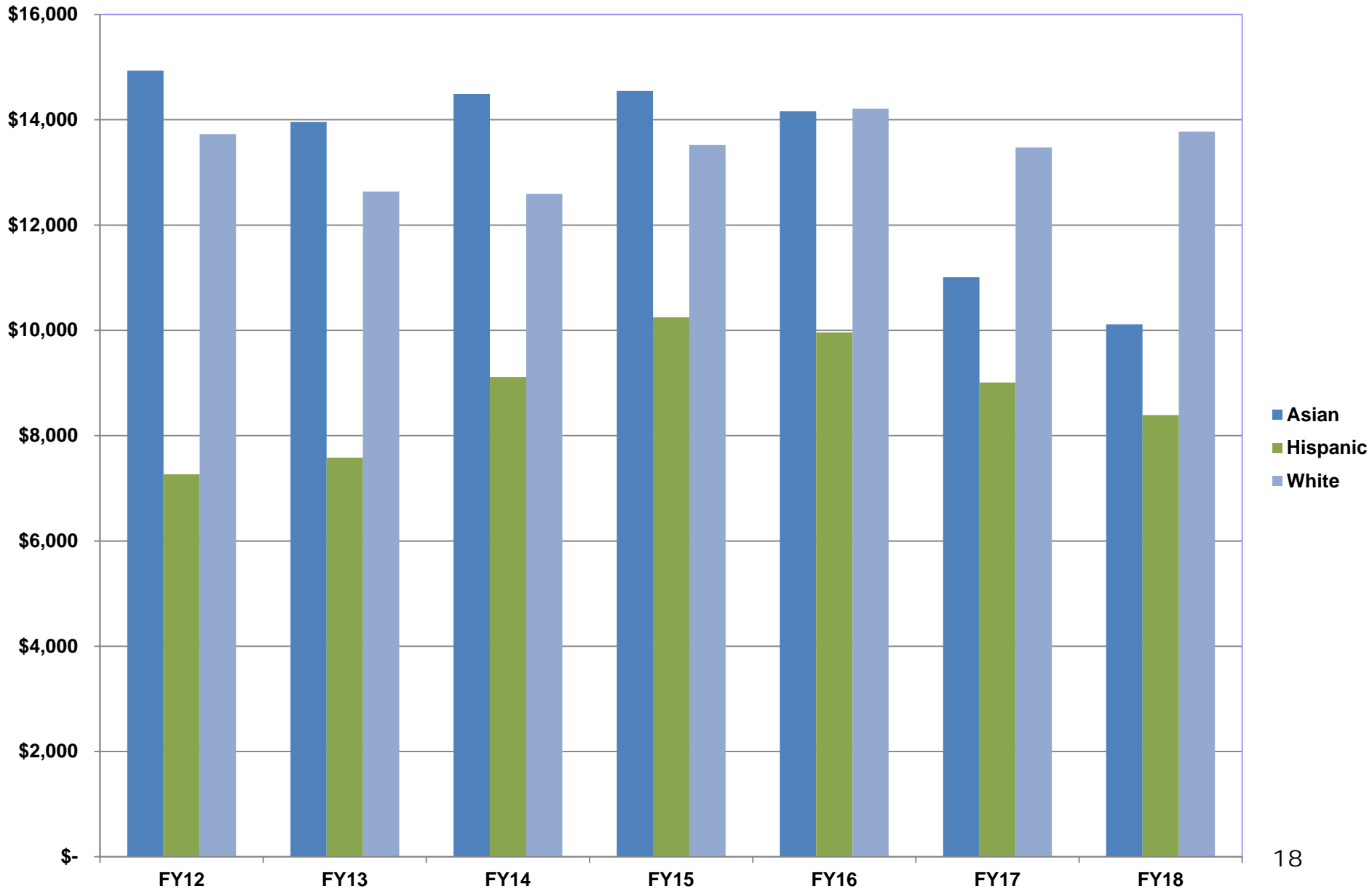
By Ethnicity

Birth to Two Years of Age

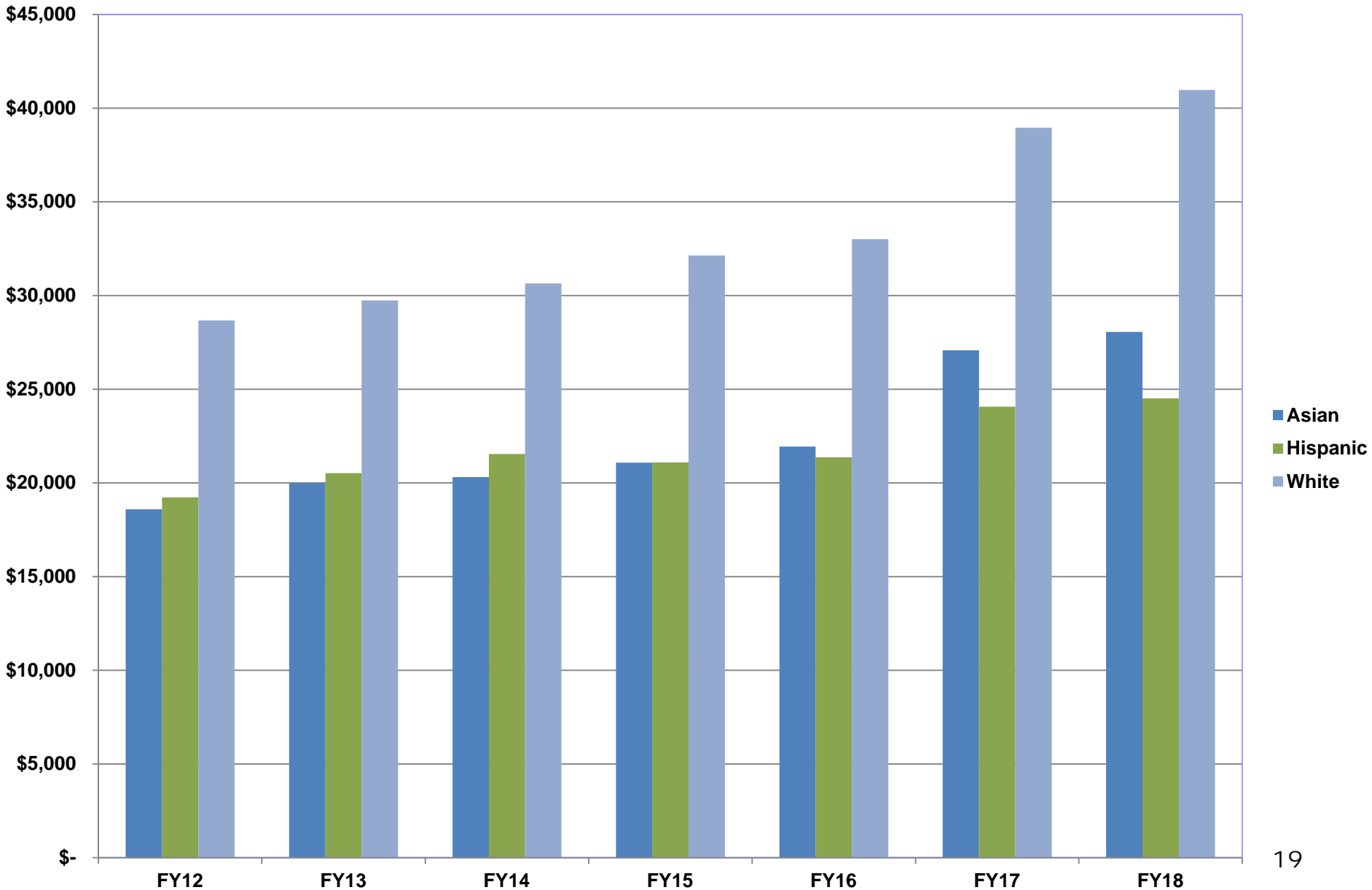
Per Capita Authorized Services



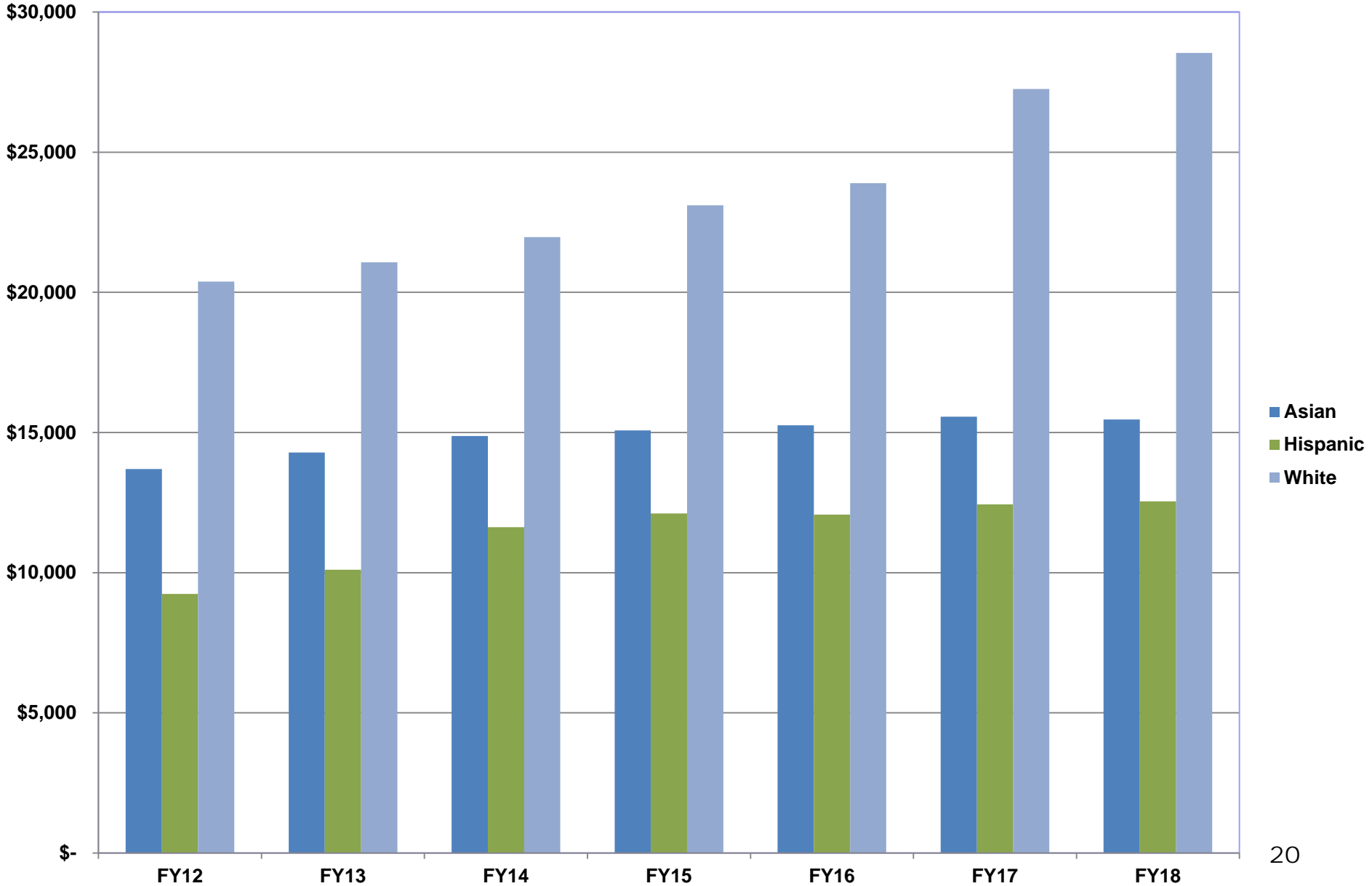
By Ethnicity Three to 21 Years of Age Per Capita Authorized Services



By Ethnicity 22 Years of Age and Older Per Capita Authorized Services



By Ethnicity For All Ages Per Capita Authorized Services



What We've Learned So Far

- Whether a loved one lives at home with their family or away from home varies depending on the family's ethnicity.
- Living away from home is more costly than living with family regardless of ethnicity.
- Disparity across ethnicities exists regardless of whether or not a loved one lives at home or away from home.
- Expenditure for Hispanics is lower across all age ranges and residence types.

What Other Information Can Help Us Understand Expenditure Data?

Are there differences in expenditures?

Yes.

Do these differences mean that people's needs are not being met?

Not necessarily.

What other information is available?

National Core Indicators (NCI)

National Core Indicators (NCI) Surveys in a Nutshell...

- NCI is a multi-state collaboration
- NCI surveys are used by many states to assess outcomes of services provided to individuals with intellectual and developmental disabilities and their families



Core Indicators of Interest

- Access and Support Delivery
 - Services and supports meet needs of persons served and their families
 - Services delivered in a way that is respectful to the family's culture
 - Support workers/translators available to provide information, services/supports in the person's/family's primary language



More Core Indicators of Interest

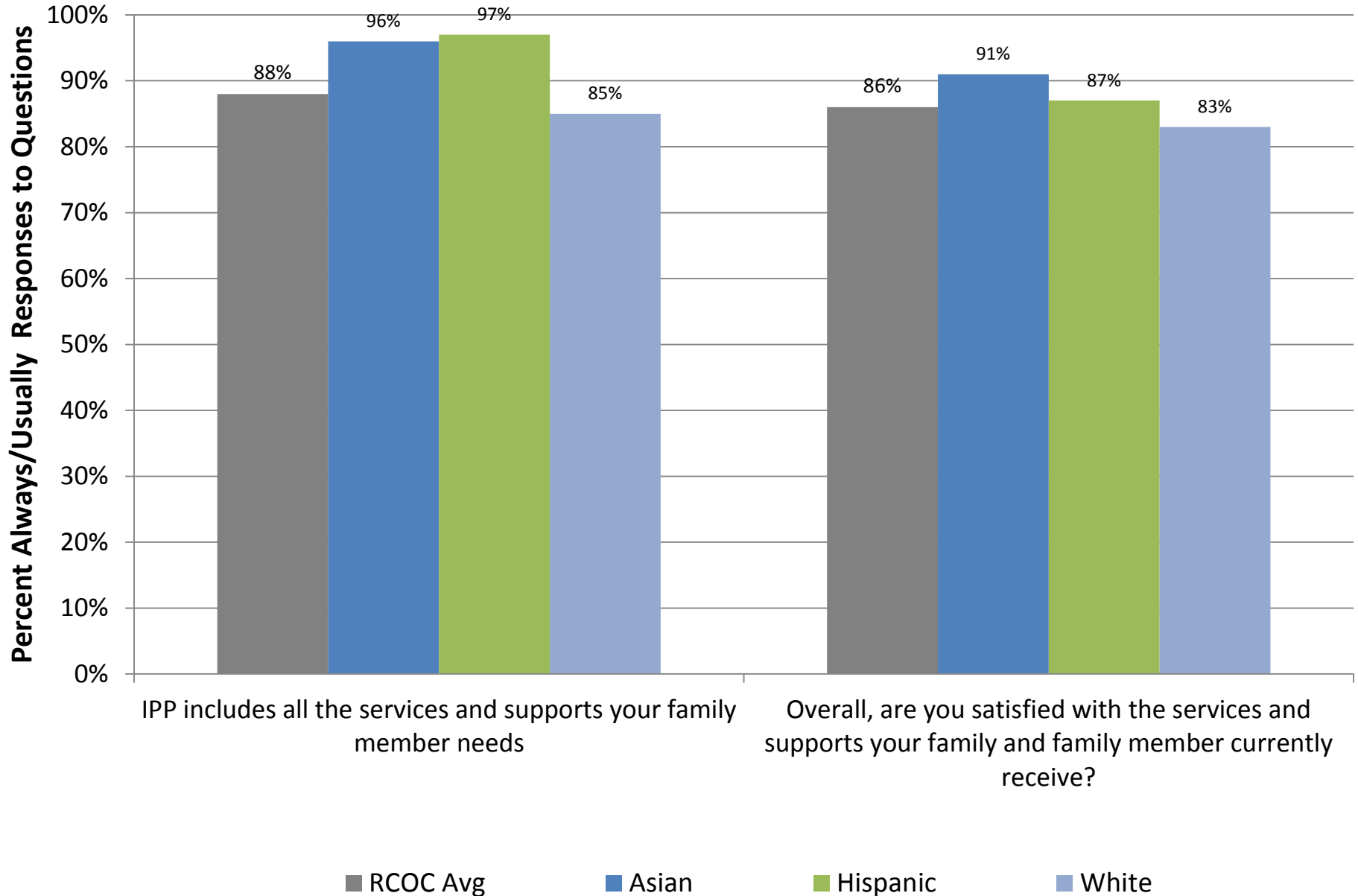
- Satisfaction

- Satisfaction with services and supports received

- Family Outcomes

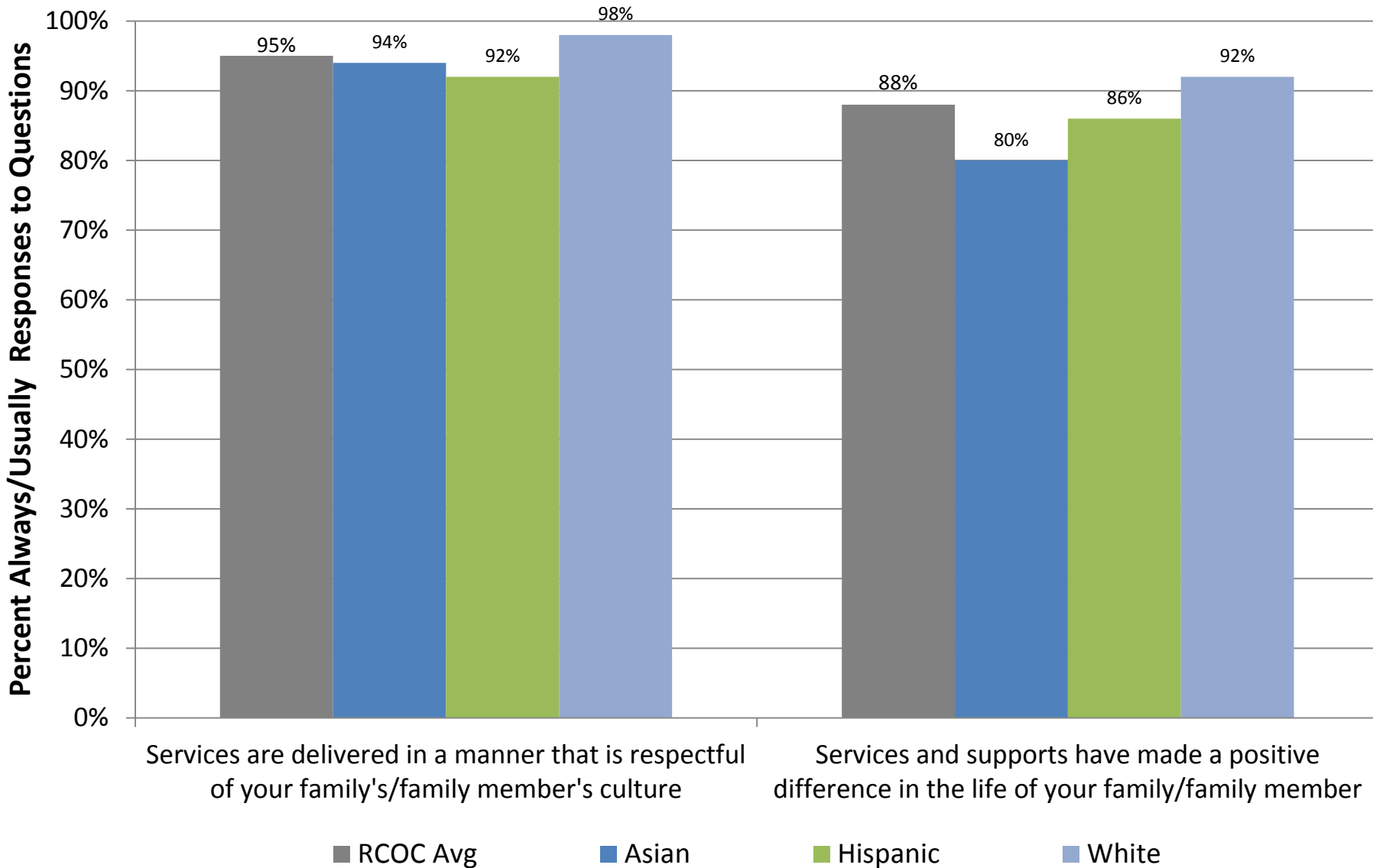
- Services/supports make a difference in family's lives

NCI RCOC Adult Family Survey Results by Ethnicity



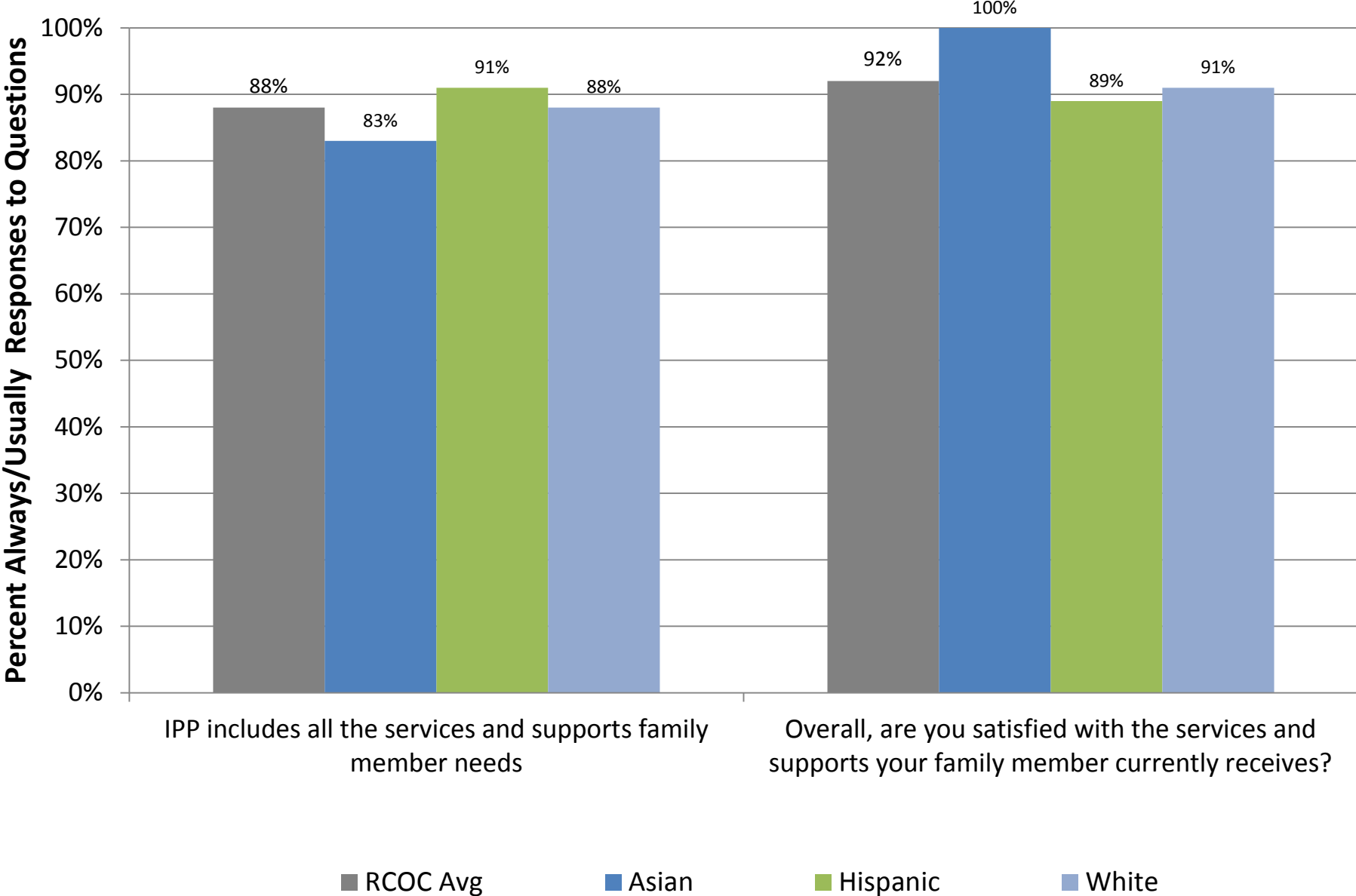
NOTE: Based on results from NCI Adult Family Surveys returned by 275 families in FY16/17

NCI RCOC Adult Family Survey Results by Ethnicity



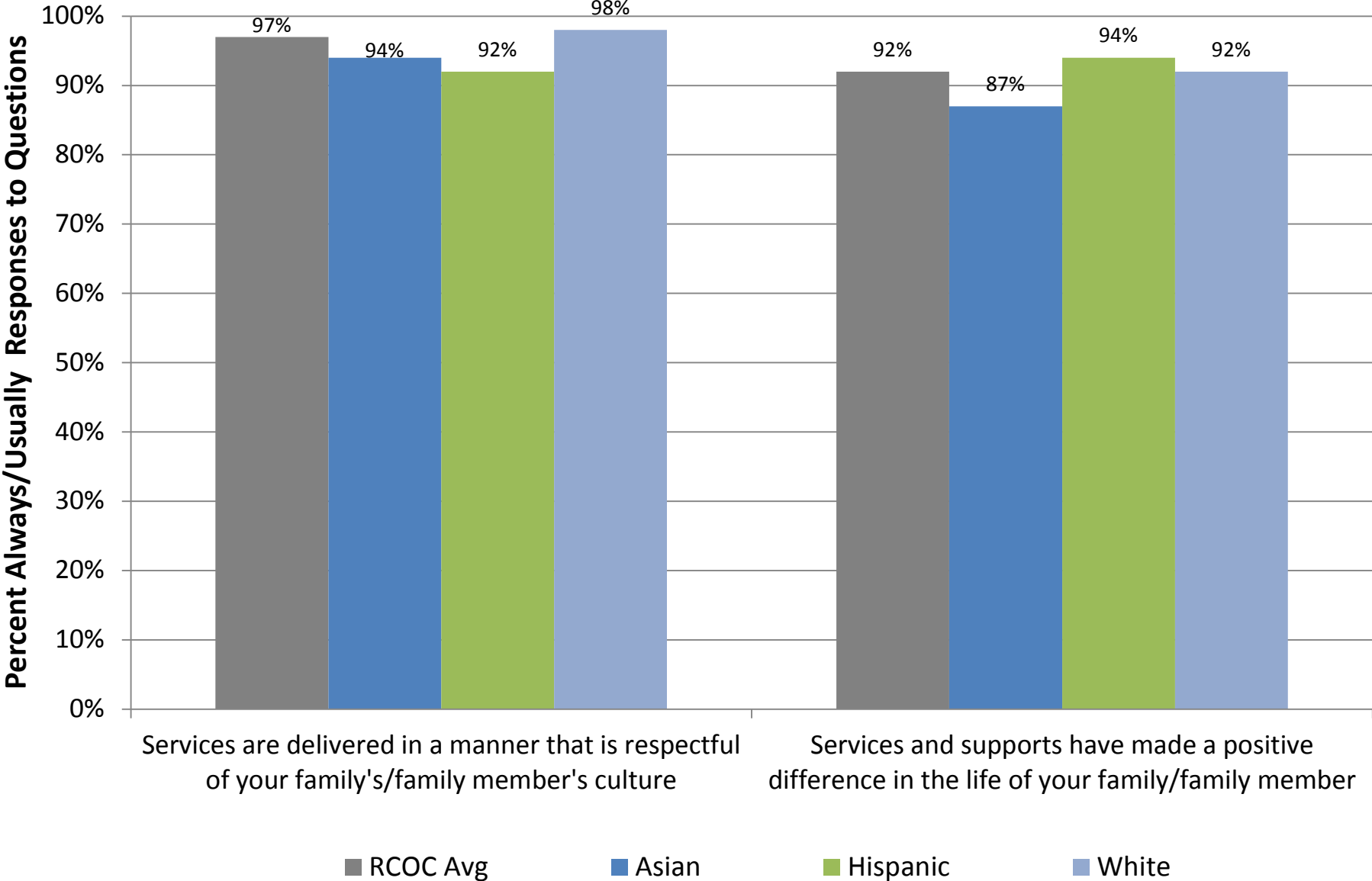
NOTE: Based on results from NCI Adult Family Surveys returned by 275 families in FY16/17

NCI RCOC Family Guardian Survey Results by Ethnicity



NOTE: Based on results from NCI Family Guardian Surveys returned by 237 families in FY16/17

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What Has RCOC Done to Address Disparity?

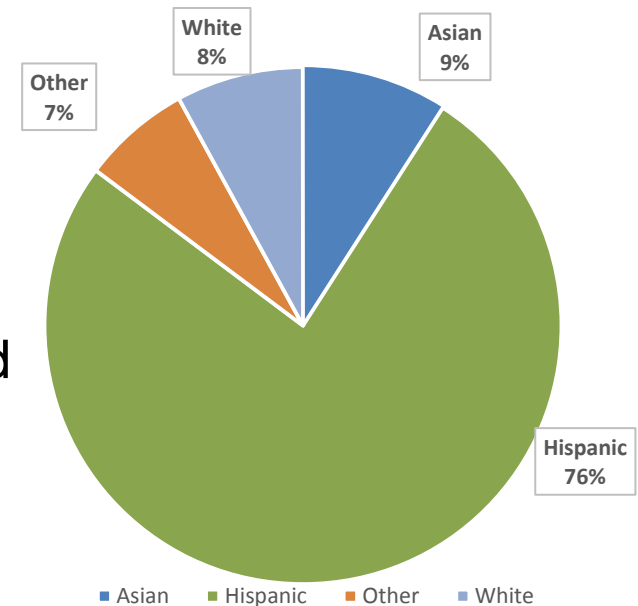
- Expanded family outreach and support

- Family Mentor Programs

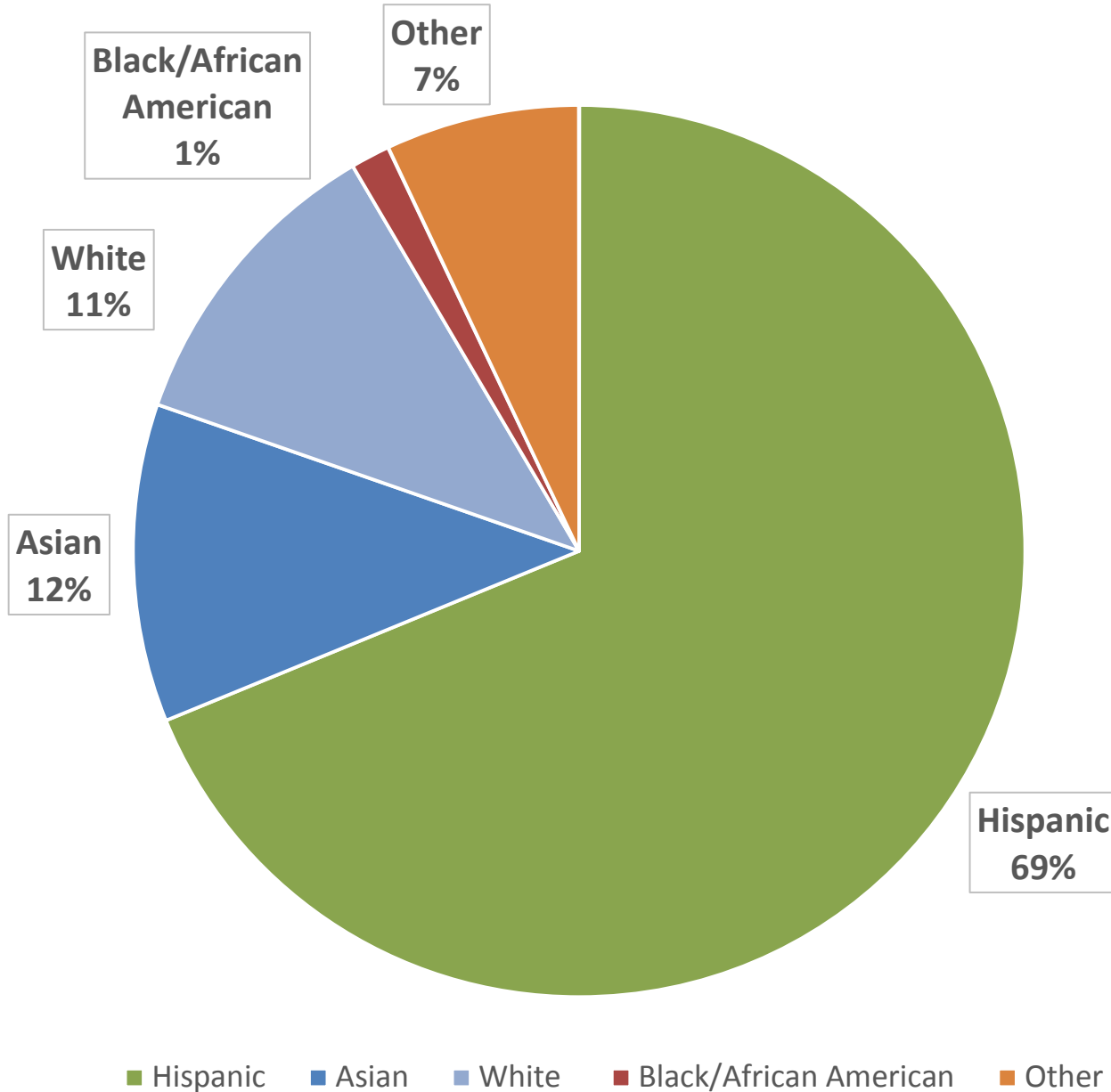
- Started November 2018
- 86 families currently involved

- Parent support groups

- Developmental screenings



Developmental Screenings Fiscal Year 2017-18



What Has RCOC Done to Address Disparity? (continued)

- Service Coordinators are trained in person-centered thinking and planning, over 1,500 One Page Descriptions have been created
- Simplification and translation of more documents
- Increased provision of interpreting services and updated equipment

What Has RCOC Done to Address Disparity? (continued)

- Increasing collaboration with outside agencies, such as
 - Parent Support Group Leaders
 - Family Support Network
 - Social Services Agency
 - Mental Health Services

What Has RCOC Done to Address Disparity? (continued)

- Increasing community outreach
 - Community clinics
 - Faith-based organizations
 - Local Education Agencies
 - Children's Home Society
 - Information via e-mail (simple send) in language of family



Summary – RCOC's Commitment

- RCOC's Board of Directors has a set of Guiding Principles that communicate their values to the community.
- RCOC is committed to meeting the needs of those it serves regardless of age, ethnicity, race, language or diagnosis.
- RCOC values the IPP as the driving process for person-centered planning and individualized services.



Questions?