

Expenditure Data for Fiscal Year 2018-19 Public Stakeholders' Meeting

Presented by
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March 11, 2020



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

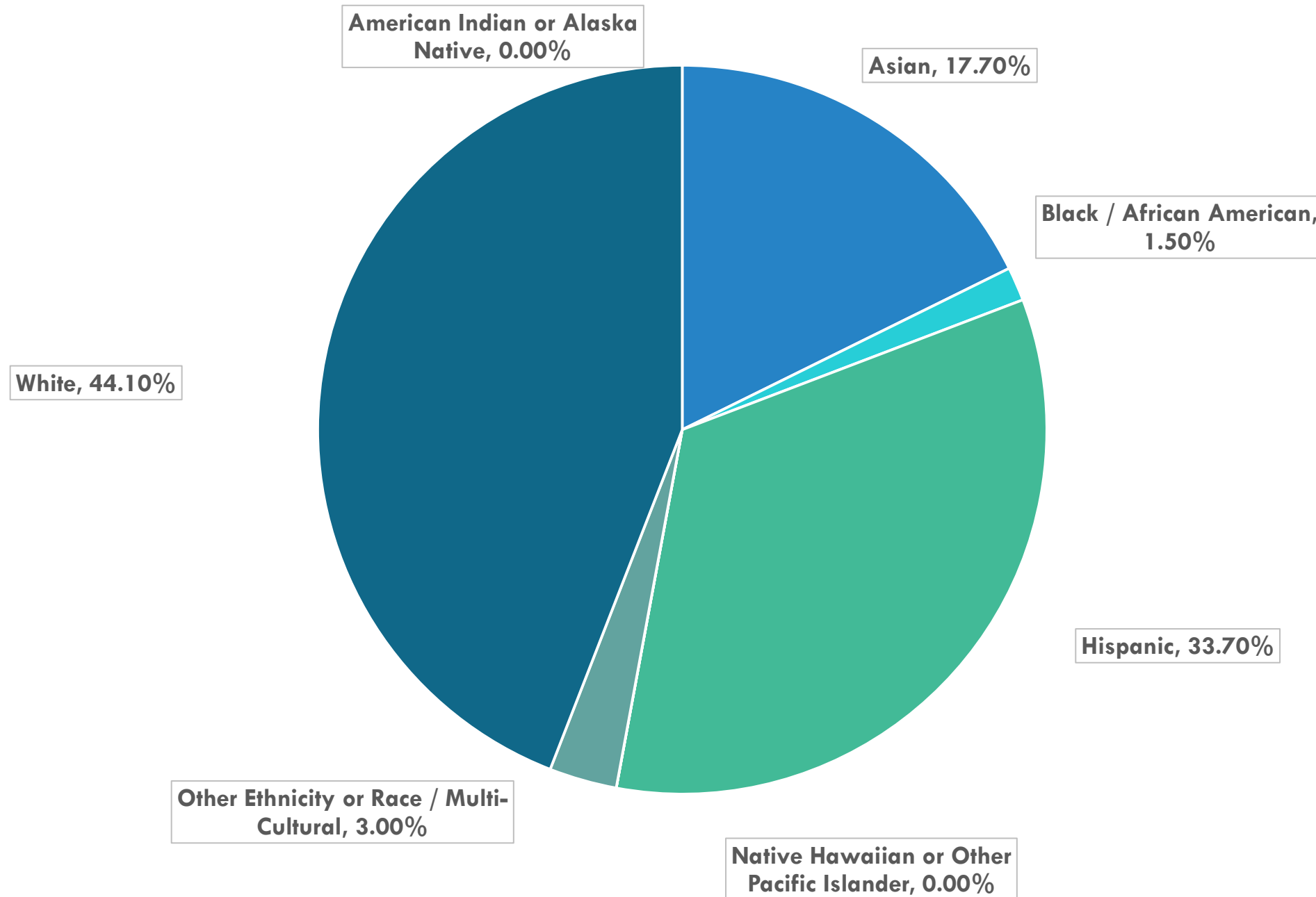
RCOC's Guiding Principles

- 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

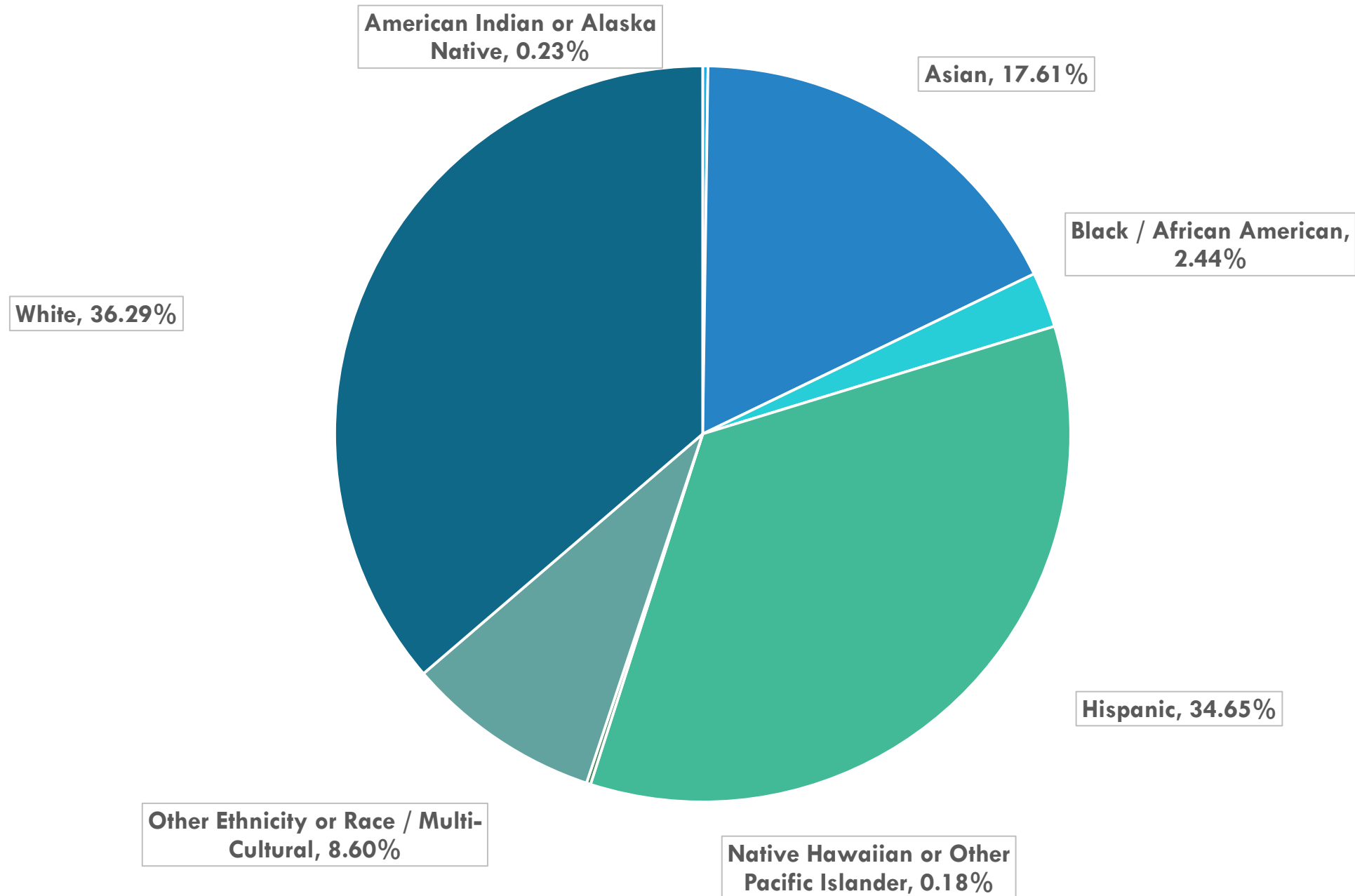
Who Are We?

- RCOC is one of 21 regional centers in California
- We serve approximately 22,485 individuals with developmental disabilities in Orange County
- We are the fifth largest regional center
- Our Purchase of Service (POS) allocation in fiscal year 2018-19 was \$383.3 million
- We have 313 Service Coordinators
 - 73% are bilingual

Ethnicity of Orange County (2010 census)

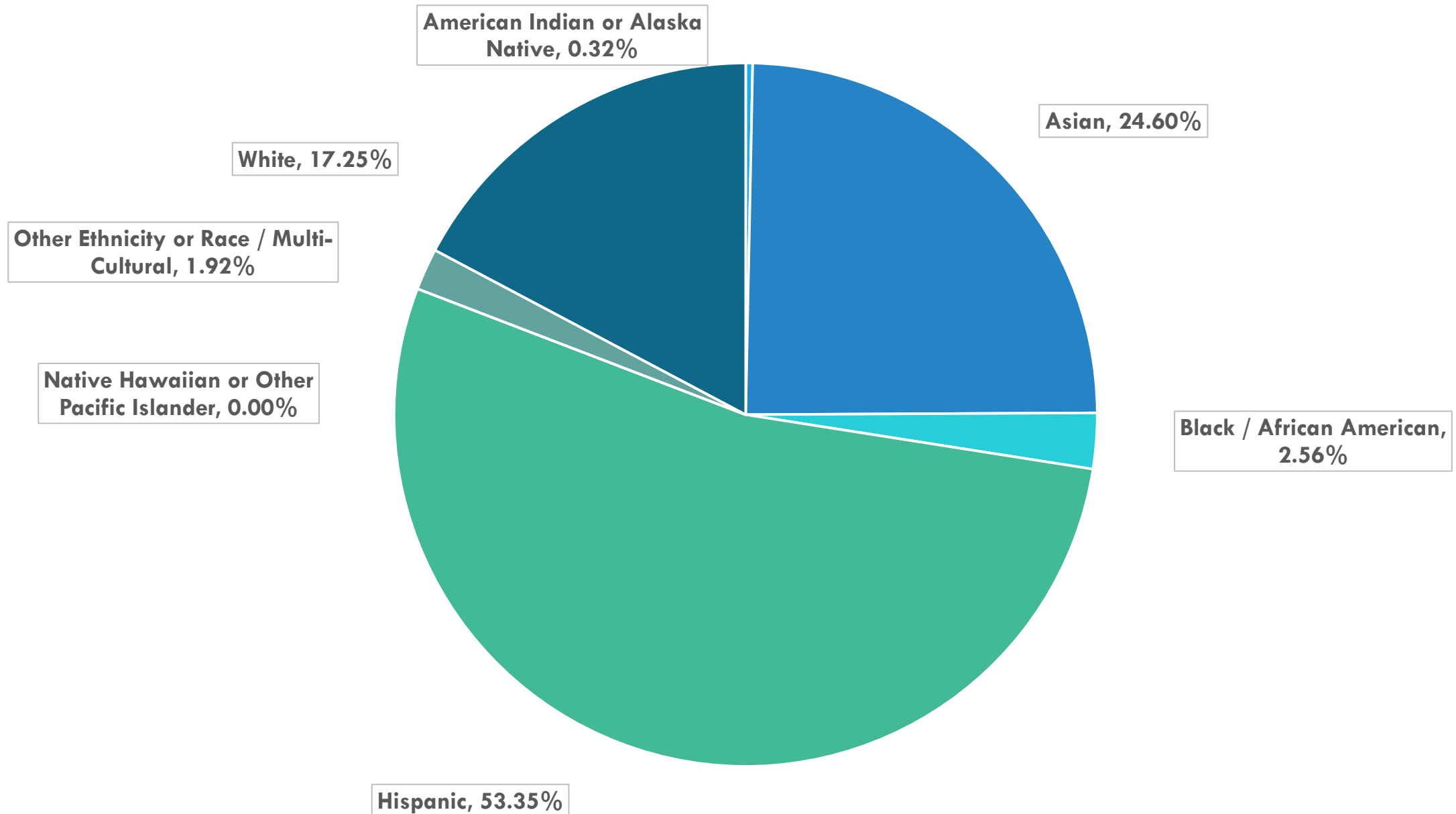


Ethnicity of Persons Served by RCO



NOTE: Based on self-report at the time eligibility is determined; total count of persons served was 22,485 as of February 11, 2020

Ethnicity of RCOC Service Coordinators



NOTE: Based on self-report at the of hire; total count of RCOC Service Coordinators was 313 as of February 11, 2020

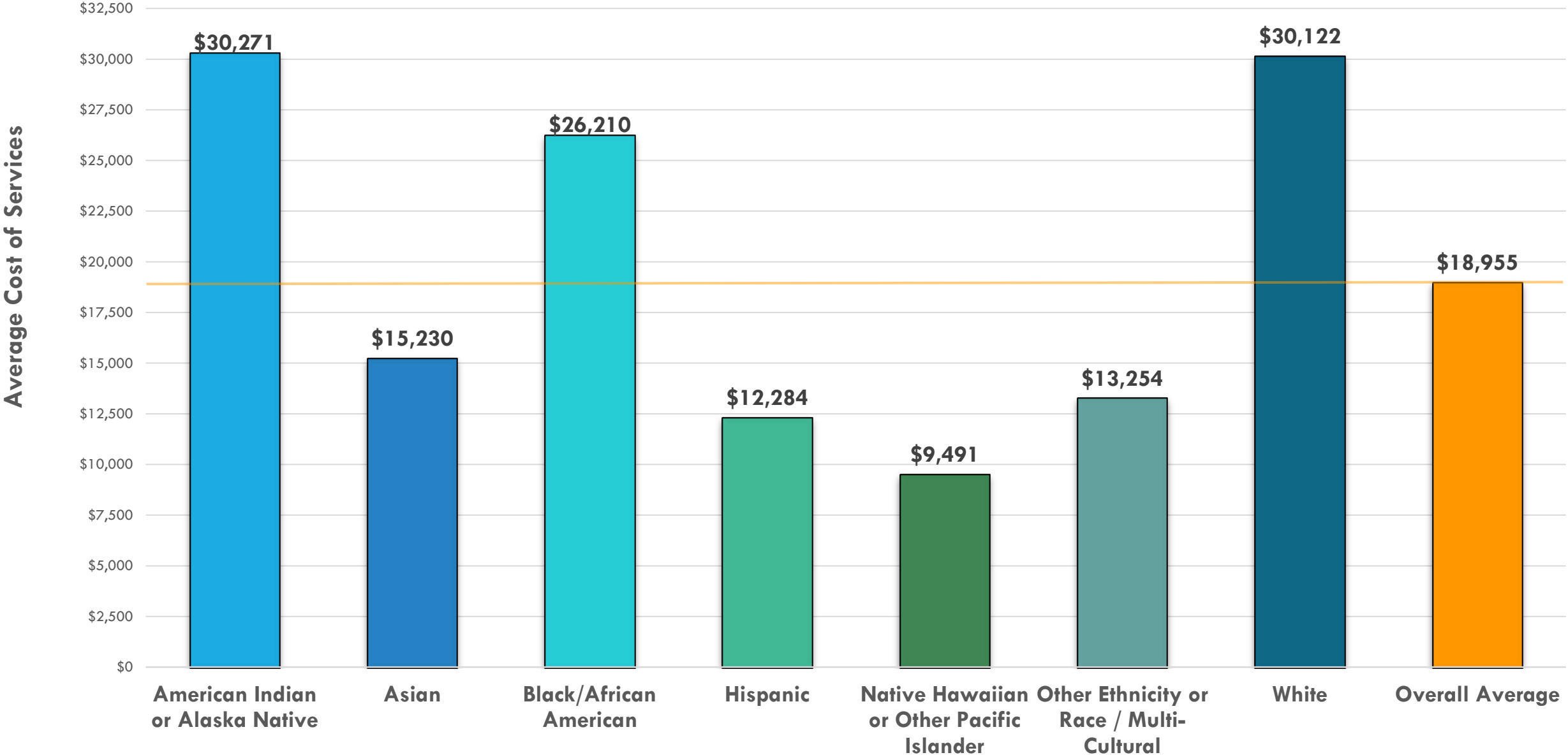
How Can We Put Expenditure Data in Context?

- Represents expenditures for fiscal year 2018-19
- 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

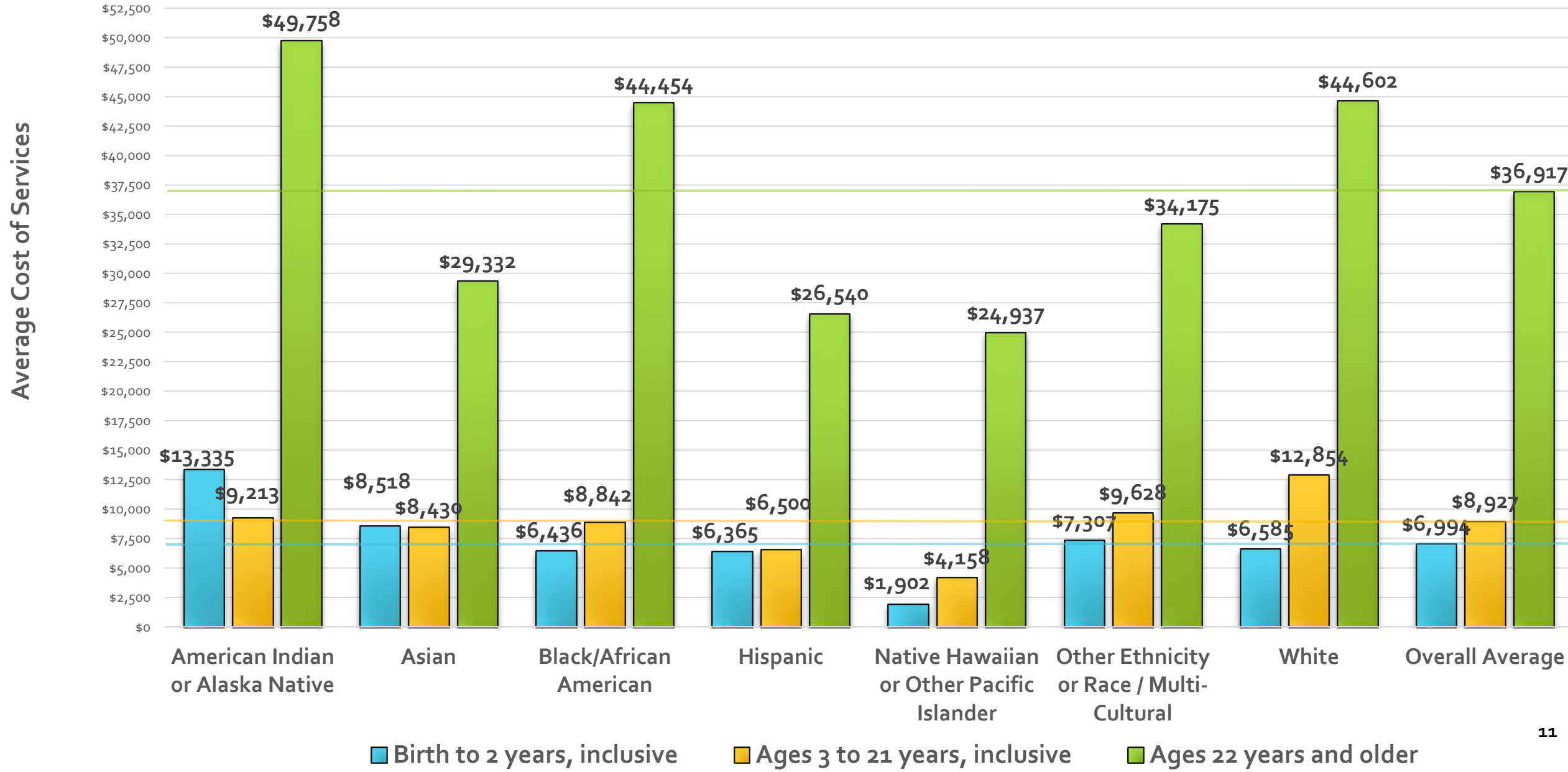
What Do We Need to Know When Interpreting Expenditure Data?

- 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

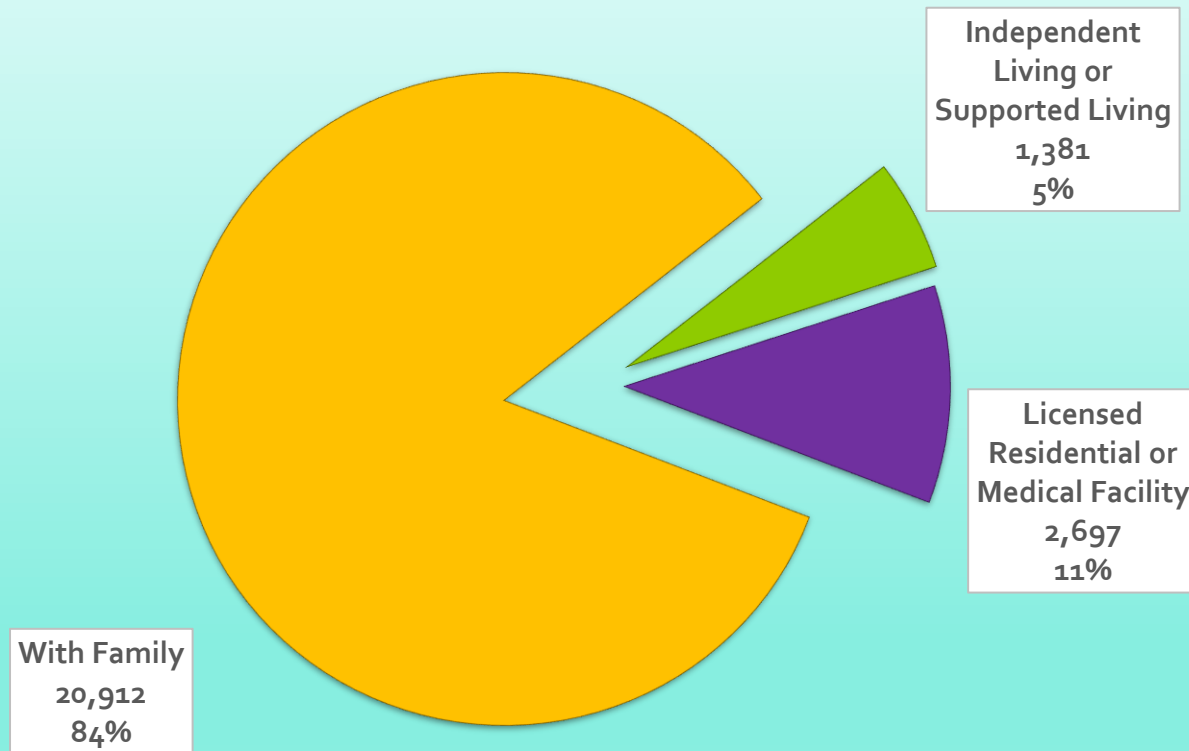


Average Cost of Services for Persons Served by Ethnicity and Age

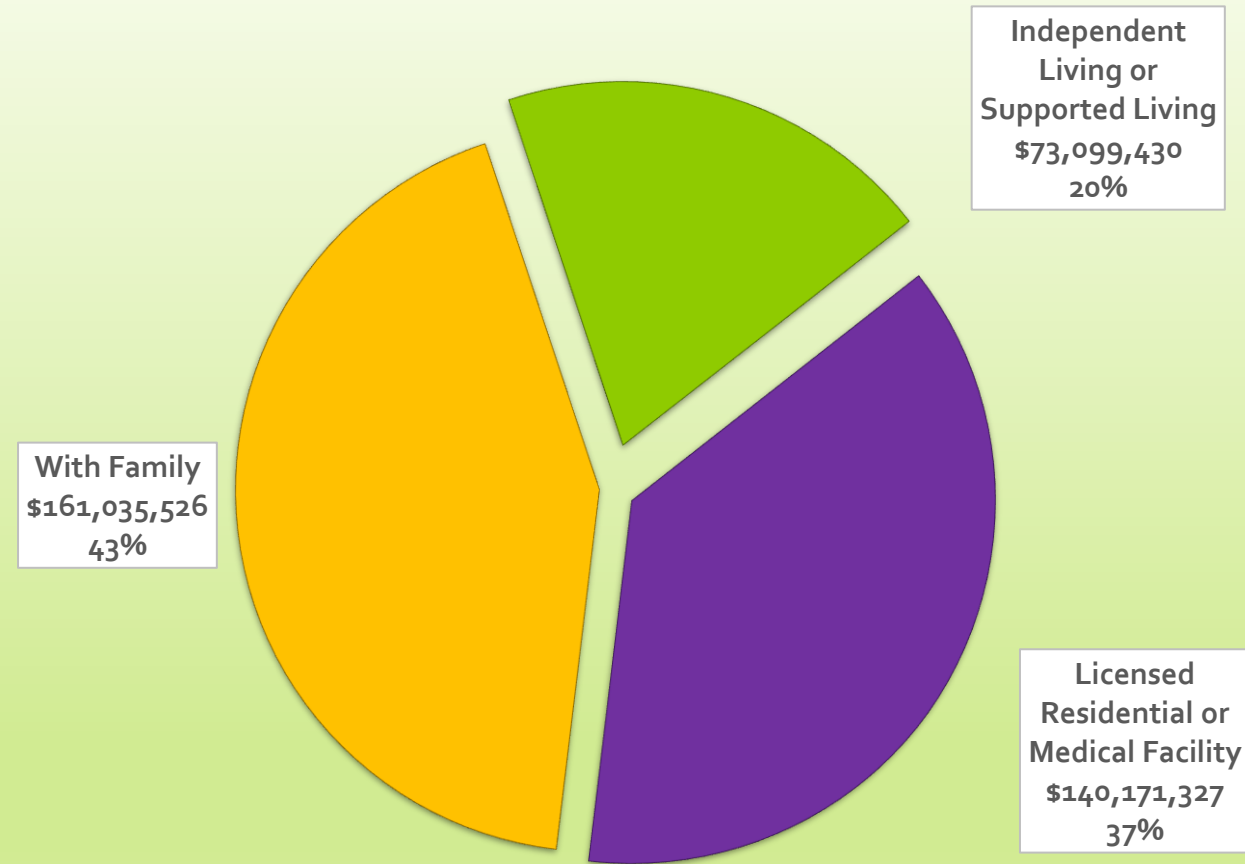


POS Expenditure Differences Based on Where Persons Served Live

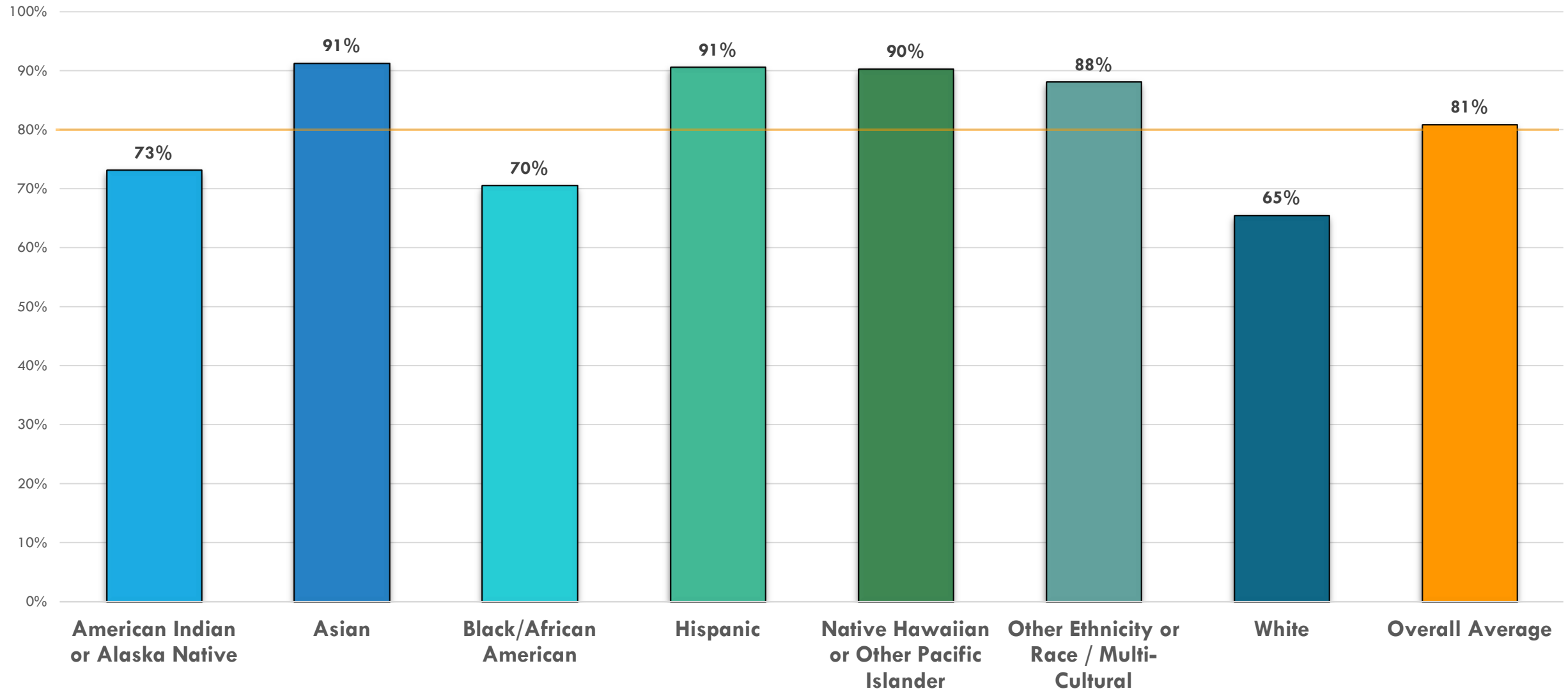
Where Persons Served Live



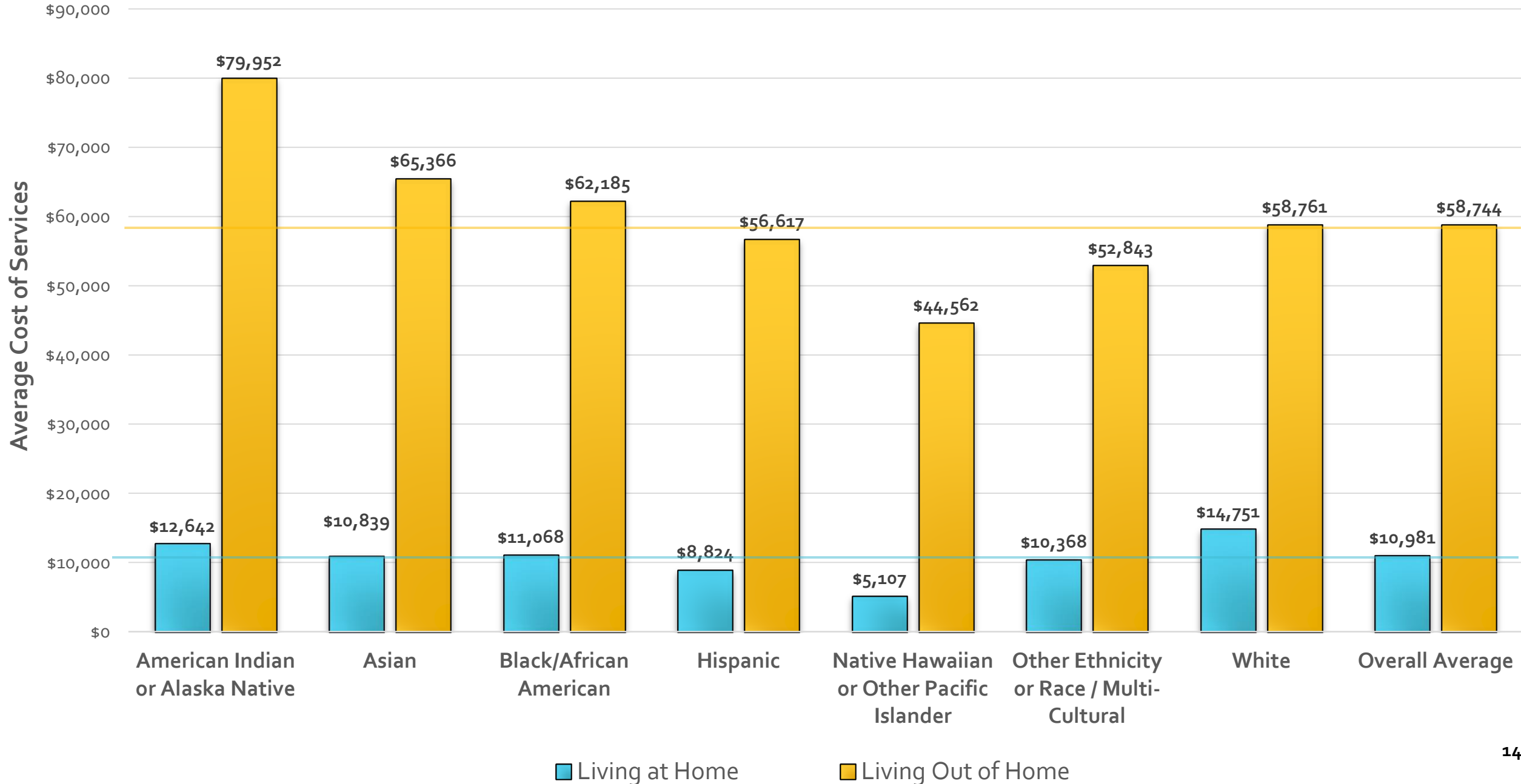
POS Expenditures by Residence Type



Ethnicity of Persons Served by RCOC Living at Home with Family

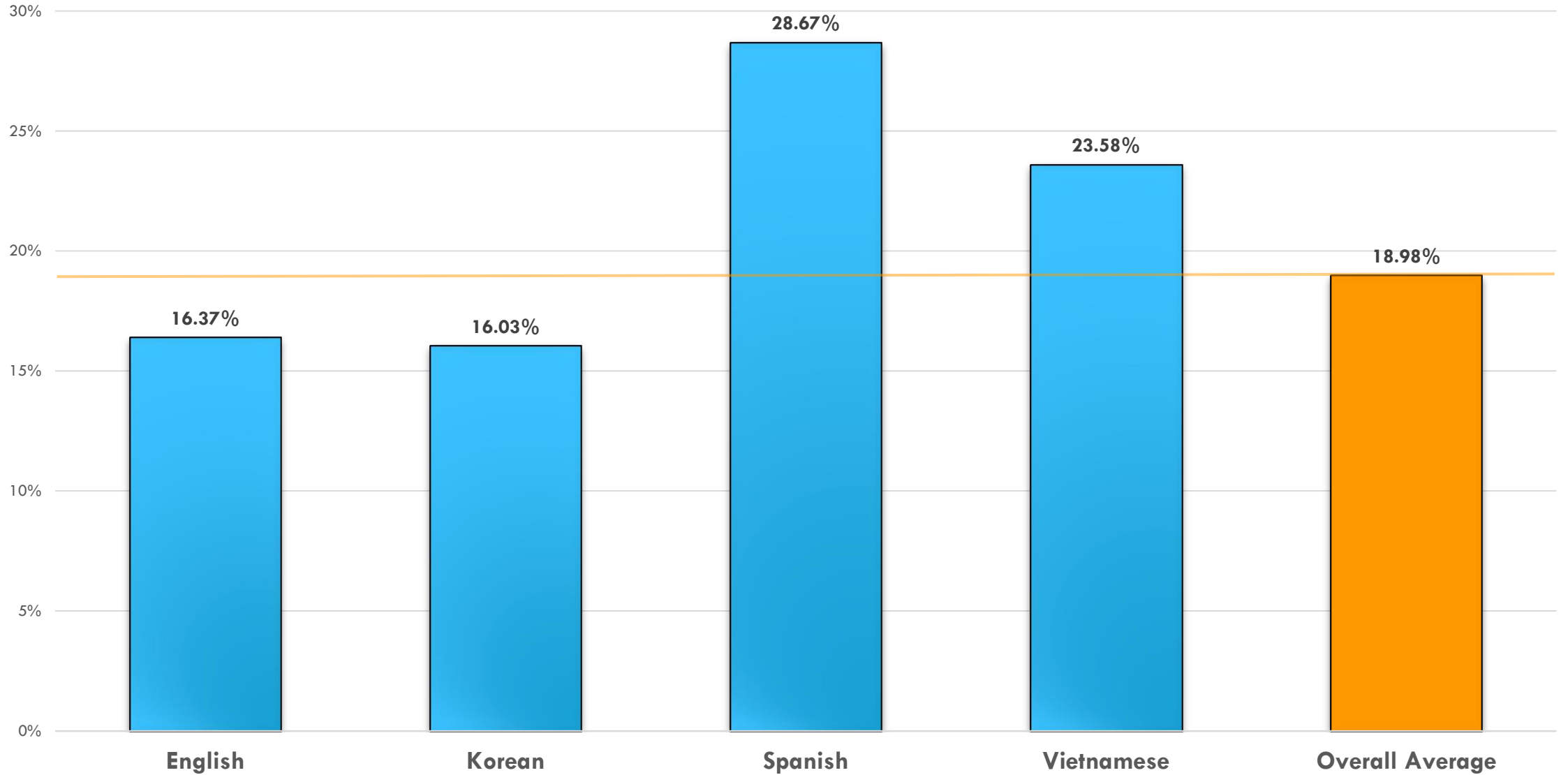


Average Cost of Services for Persons Served by Ethnicity, Residence Type and Across All Ages



Percentage of Persons Served Receiving Service Coordination Only by Primary Language

Percentage Receiving Service Coordination Only



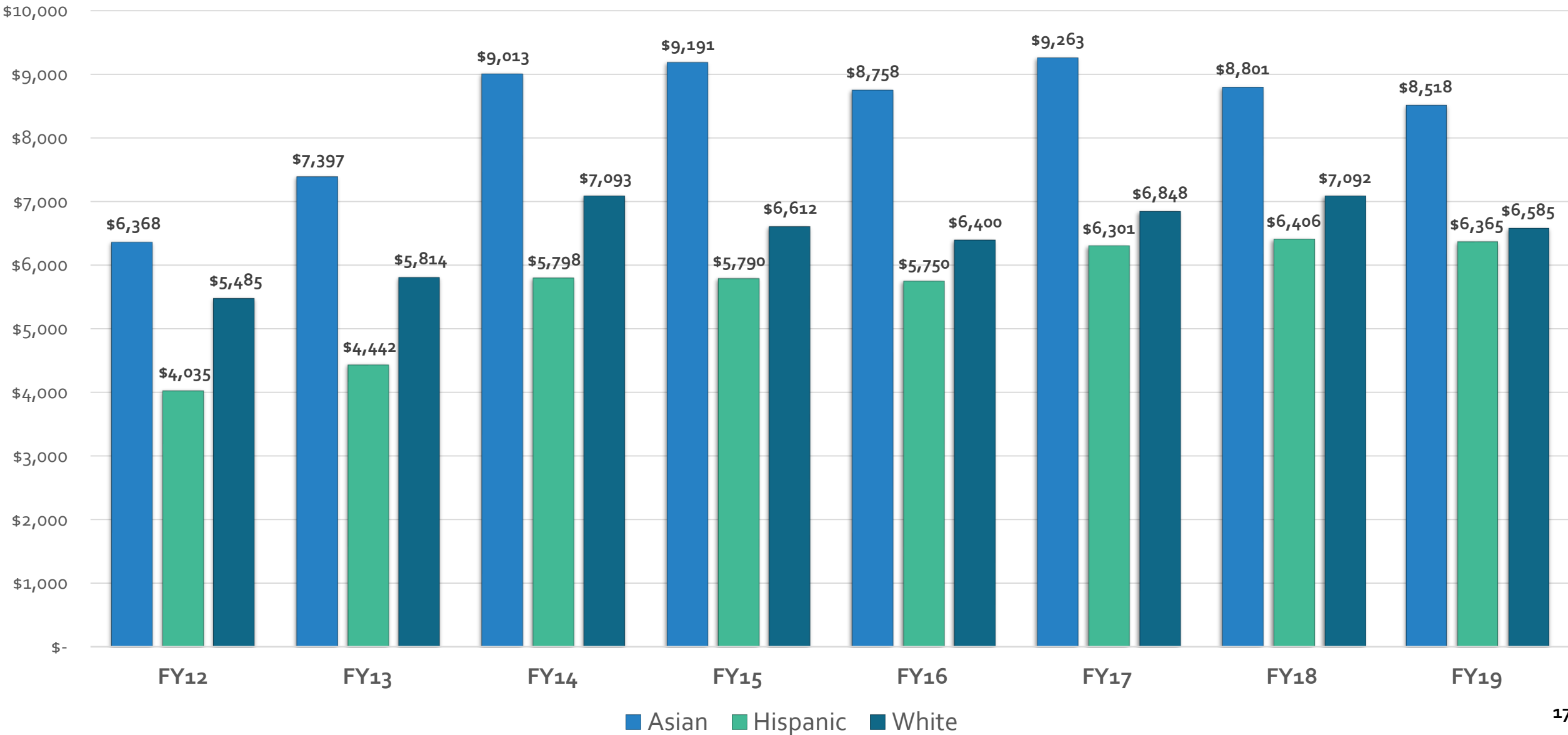
Per Capita
Authorized
Services
by Age
for Eight
Fiscal Years

Fiscal Years 2012 - 2019

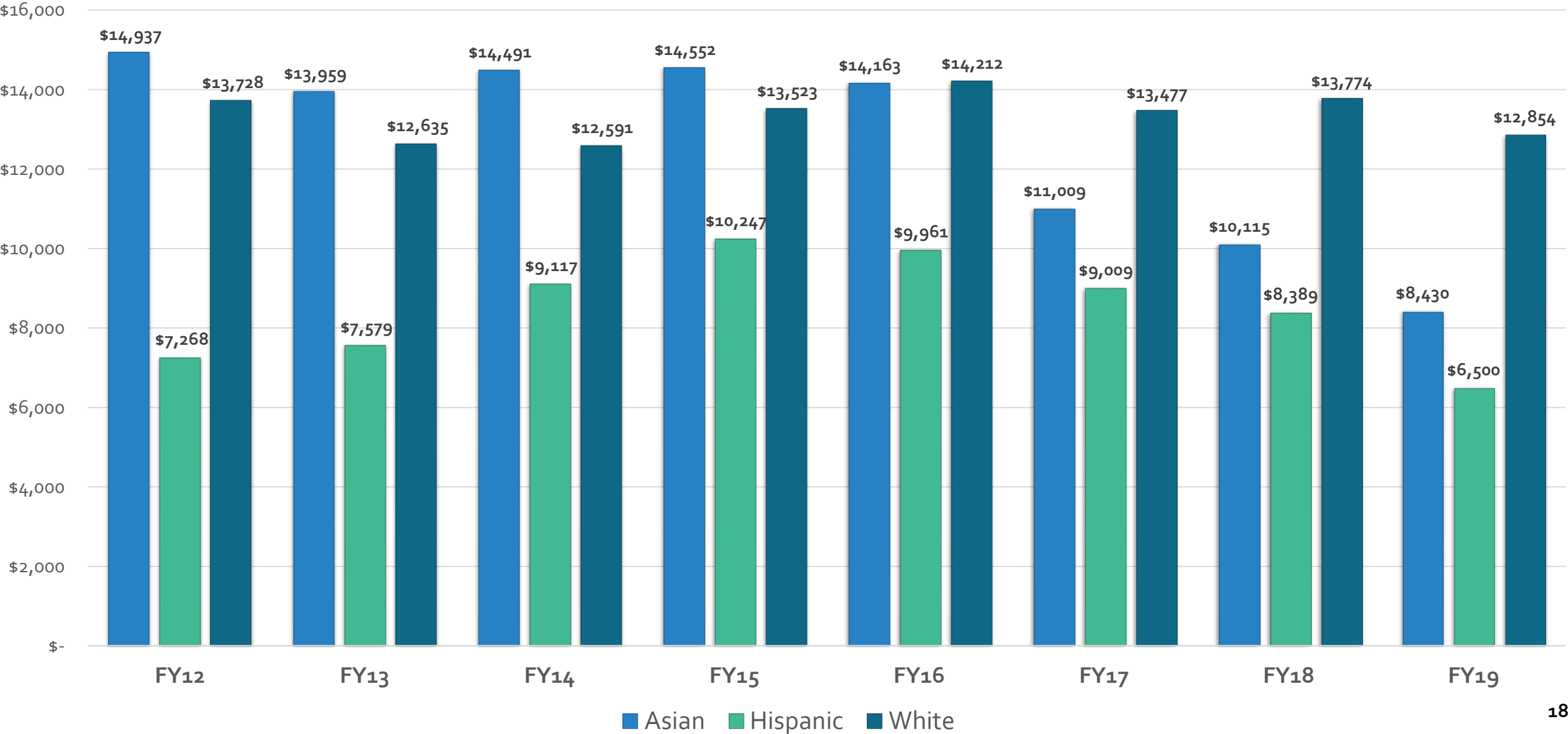
By Ethnicity

Birth to Two Years of Age

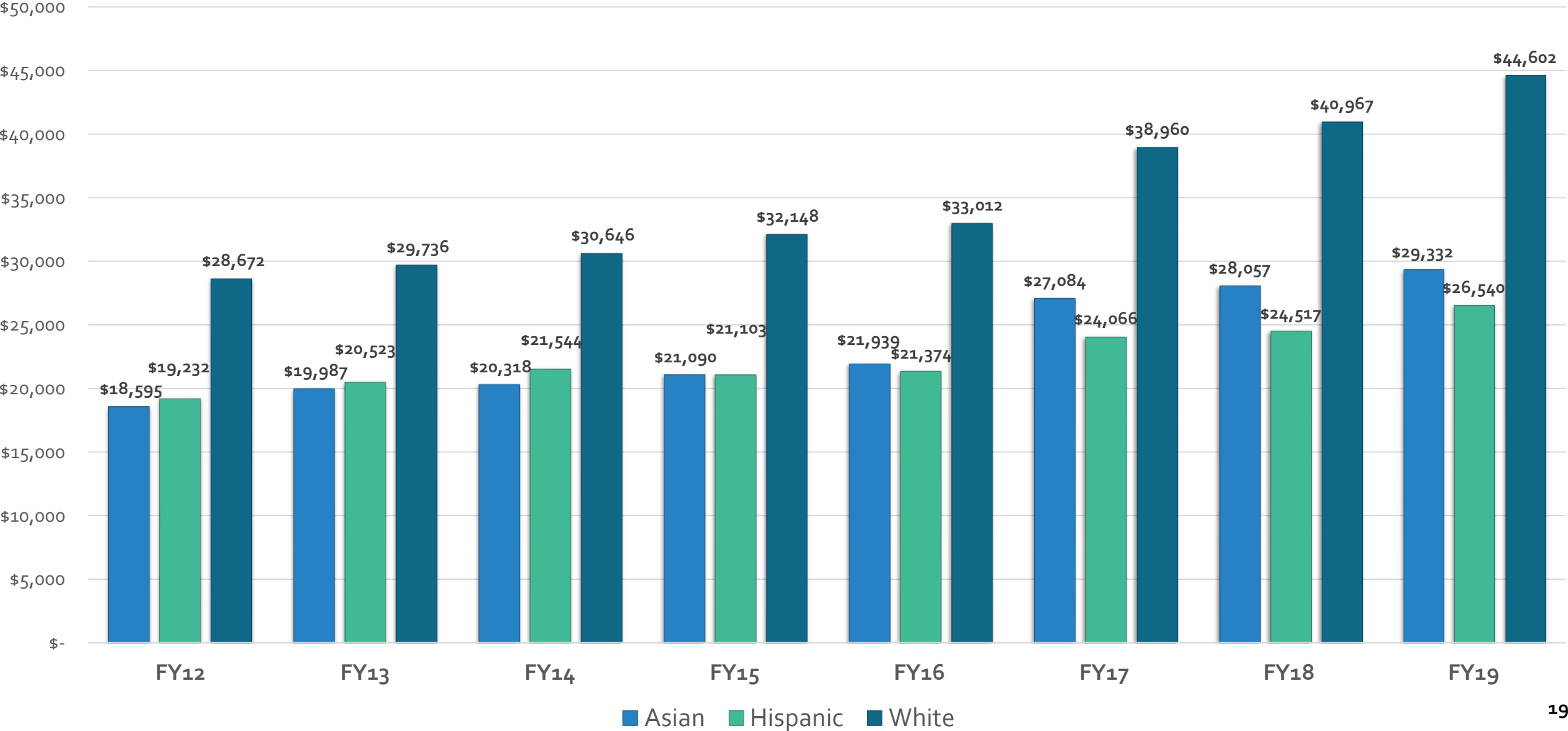
Per Capita Authorized Services



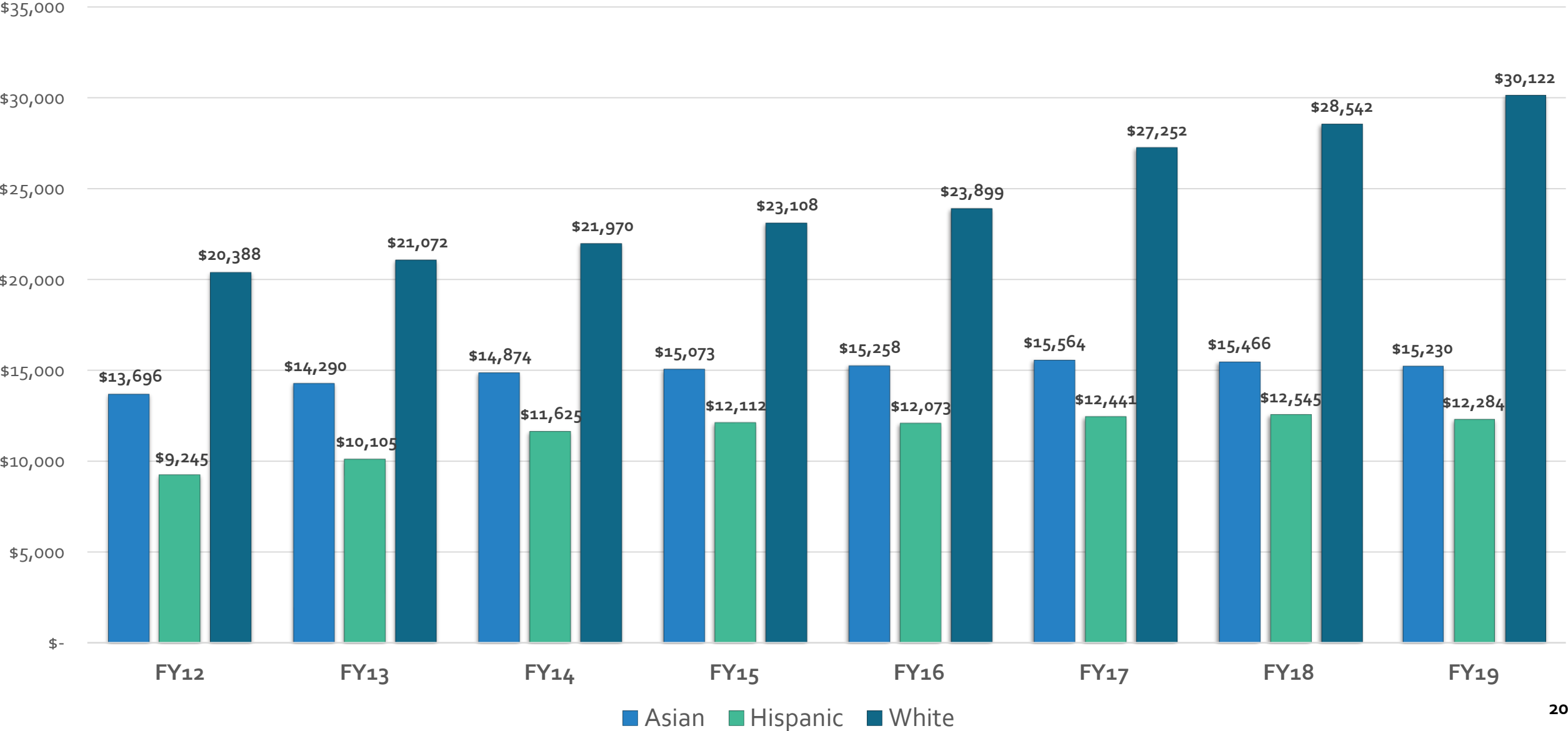
By Ethnicity
Three to 21 Years of Age
Per Capita Authorized Services



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 voluntary effort by public developmental disabilities agencies to measure and track their own performance
- The core indicators are standard measures used across states to assess the outcomes of services provided to individuals and families
- Indicators address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety



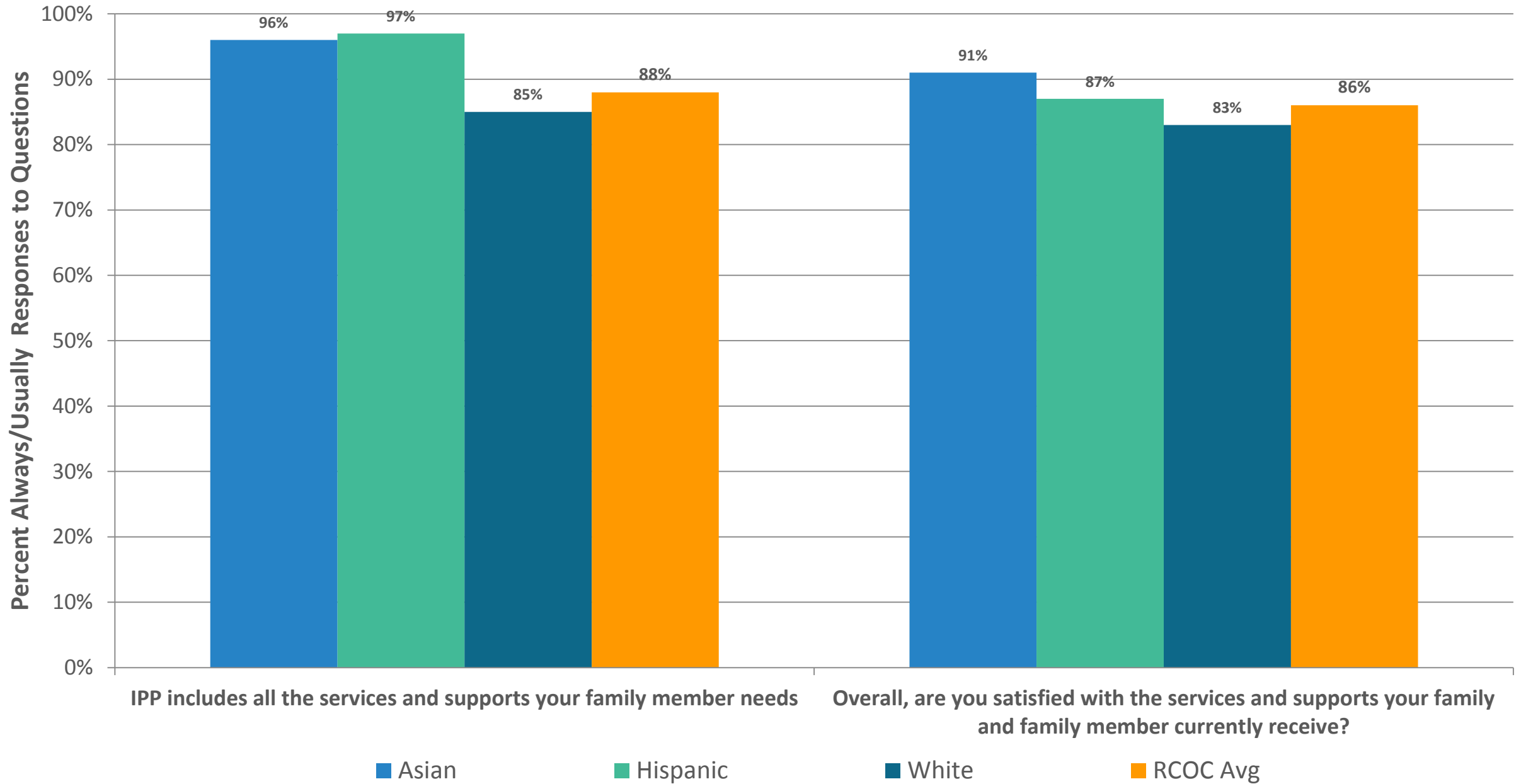
Core Indicators of Interest

- 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

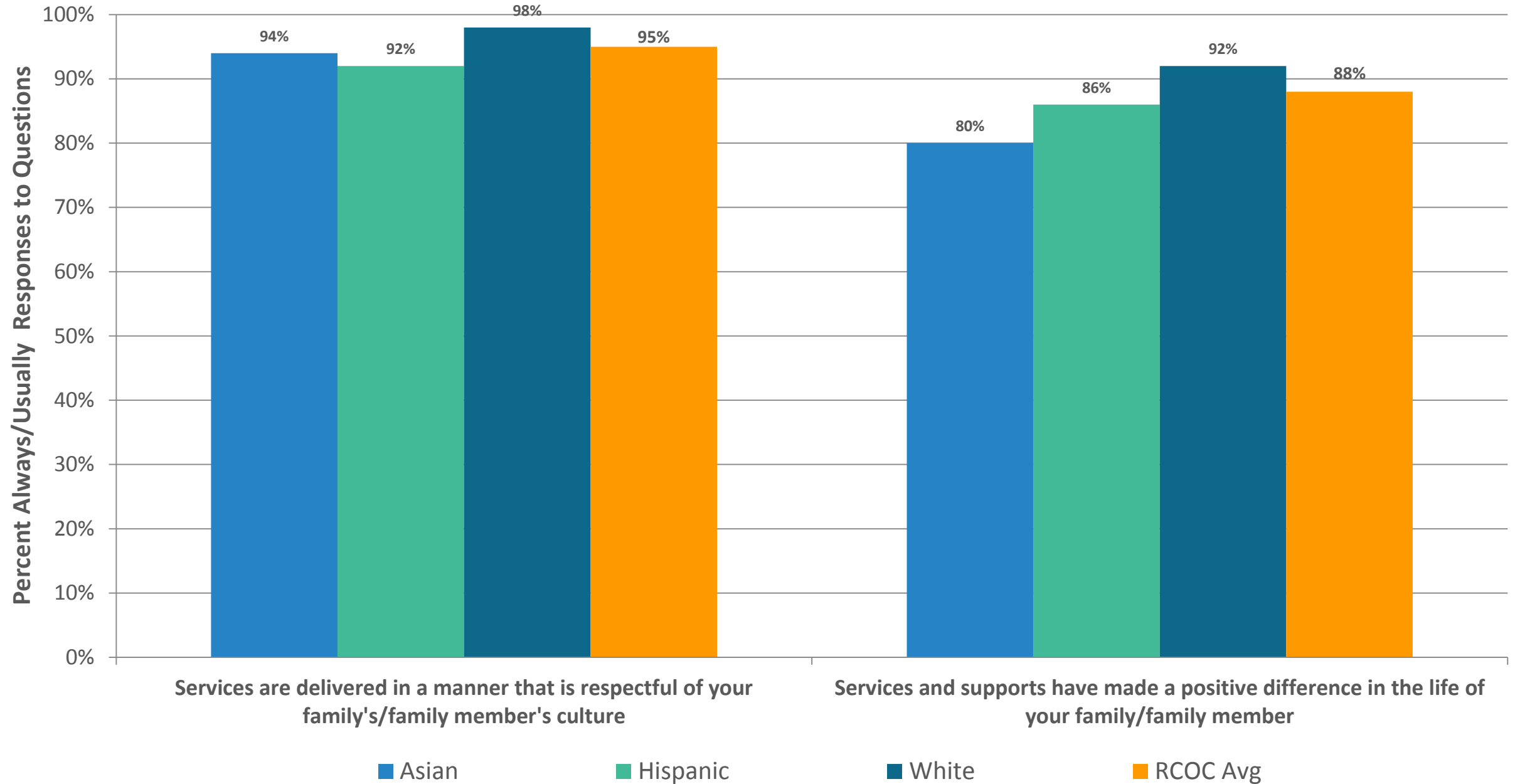
More Core Indicators of Interest

- 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

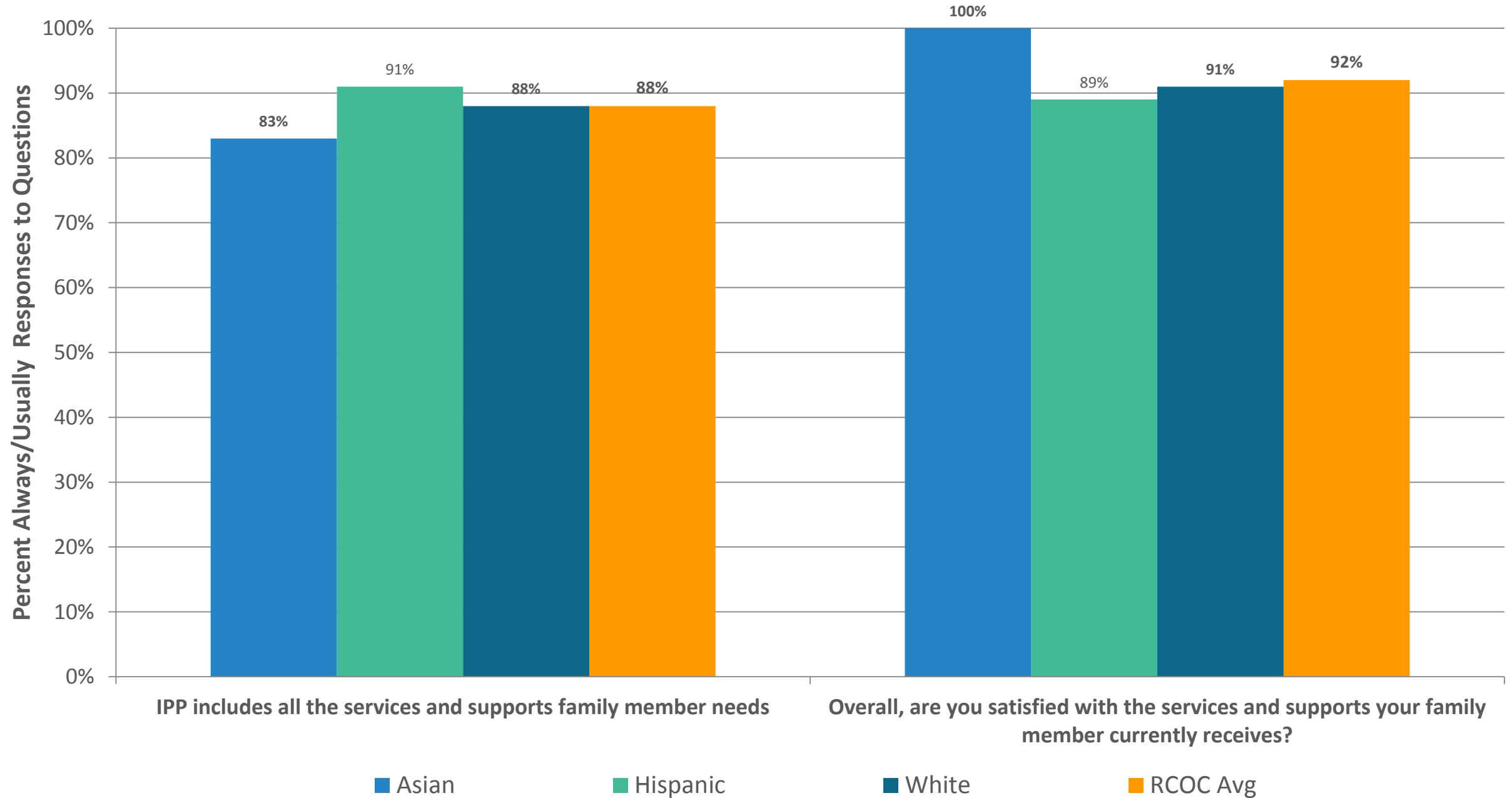


NCI RCOC Adult Family Survey Results by Ethnicity

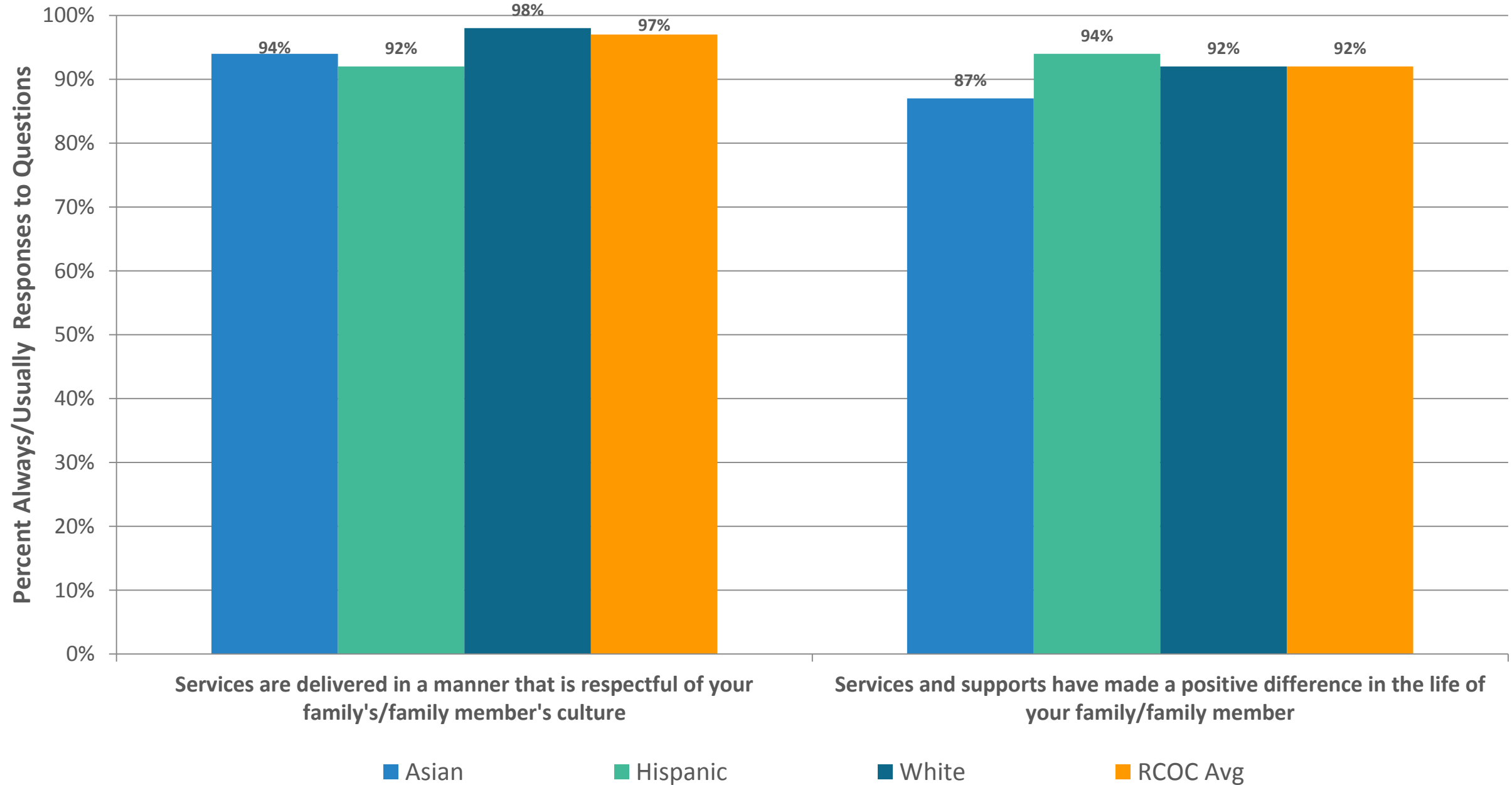


NOTE: Based on results from NCI Adult Family Surveys returned by 275 families in FY16/17

NCI RCOC Family Guardian Survey Results by Ethnicity



NCI RCOC Family Guardian Survey Results by Ethnicity



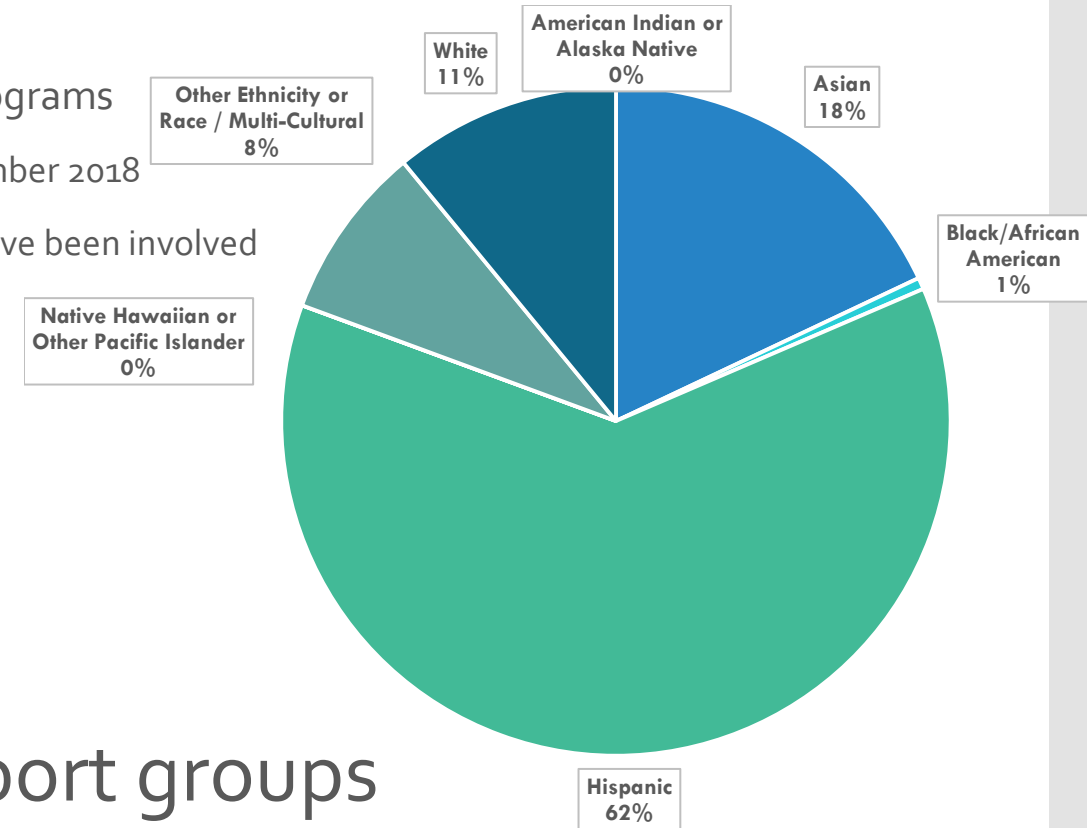
NOTE: Based on results from NCI Family Guardian Surveys returned by 237 families in FY16/17

What Has RCOOC Done to Address Disparity?

- Expanded family outreach and support

- Family Mentor Programs

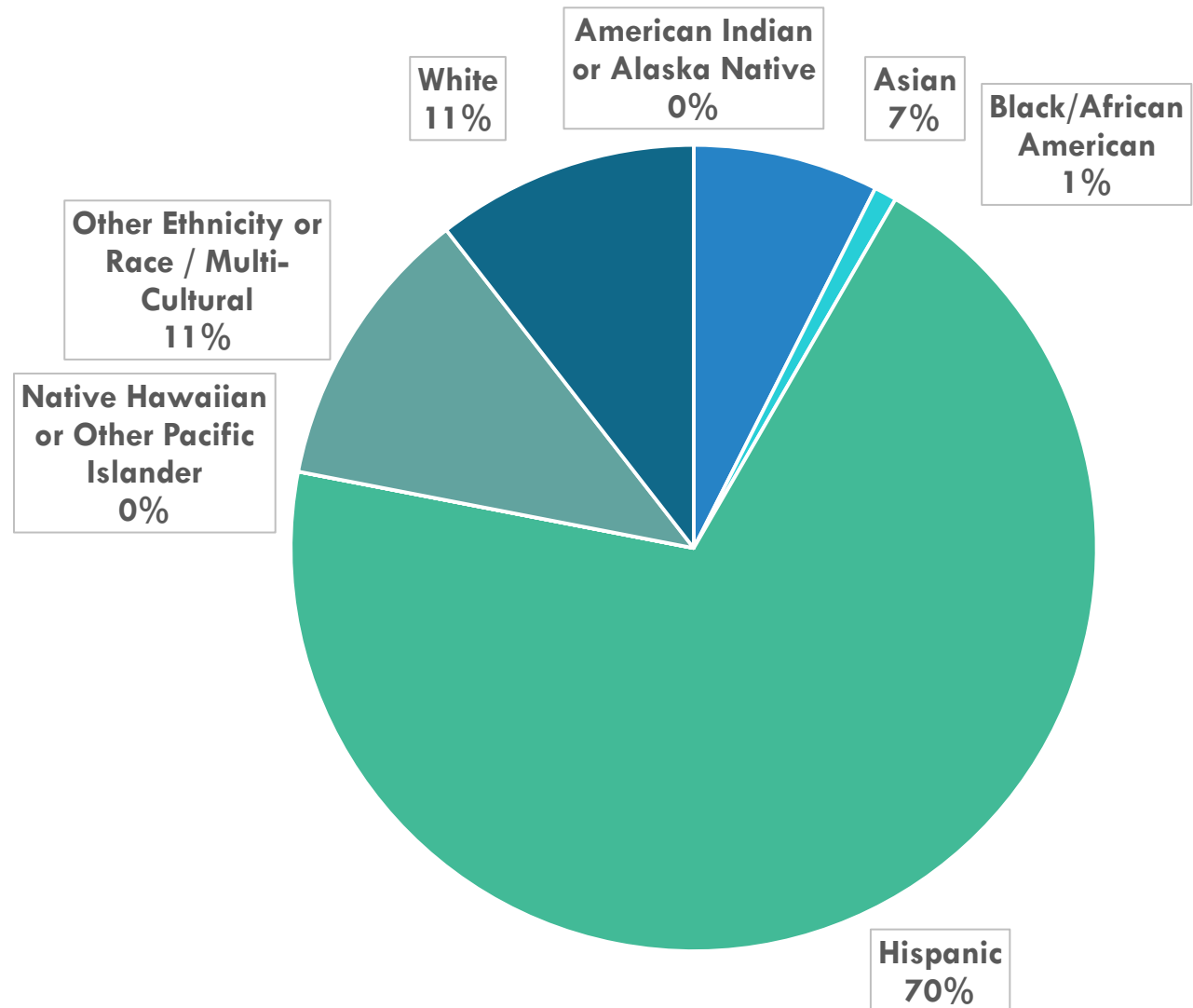
- Started November 2018
- 356 families have been involved



- Parent support groups

What Has RCOOC Done to Address Disparity? (continued)

- Developmental screenings in 2018-2019



What Has RCOC Done to Address Disparity? (continued)

- Service Coordinators are trained in person-centered thinking and planning, over 9,100 Person Centered Individual Program Plans (IPP) have been implemented
- 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
 - 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

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?

