

# Purchase of Service Expenditure Data - Fiscal Year 2024/2025

## Public Stakeholders' Meeting

Presented by:

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**March 10, 2026**



REGIONAL CENTER  
OF ORANGE COUNTY

[www.rcocdd.com](http://www.rcocdd.com)



# Interpretation

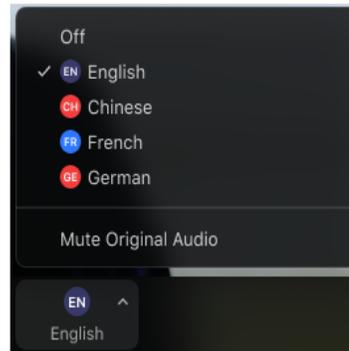
## Listening to language interpretation

 Windows |  macOS

1. In your meeting/webinar controls, click **Interpretation**.



2. Click the language that you would like to hear.



3. (Optional) To only hear the interpreted language, click **Mute Original Audio**.

Purchase of Service  
Expenditure  
Resources  
Available Online

This presentation is available on our website in multiple languages including English, Spanish, Vietnamese, and Korean

<https://www.rcocdd.com/about-rcoc/transparency-and-accountability/diversity-and-disparity-in-pos/>

Purchase of Service  
Expenditure  
Resources  
Available Online

Access to the full report of Purchase of Service expenditure data for fiscal year 2024/2025 and earlier years is available on our website

<https://www.rcocdd.com/about-rcoc/transparency-and-accountability/pos-expenditures/>

## Why We Are Here Tonight

Highlight how the Regional Center of Orange County (RCOC) is actively meeting the needs of our diverse community

## Why We Are Here Tonight

Provide information about RCOC's purchase of service expenditures based on ethnicity, language, and disability

## Why We Are Here Tonight

Ask for and gather input from our community about how we can continue to enhance our practices to ensure we are meeting the needs of all individuals and families we serve

About RCOC

One of 21 regional centers in California

## About RCOC

Serving approximately 28,700 individuals with developmental disabilities in Orange County

About RCOC

The sixth largest regional center

## About RCOC

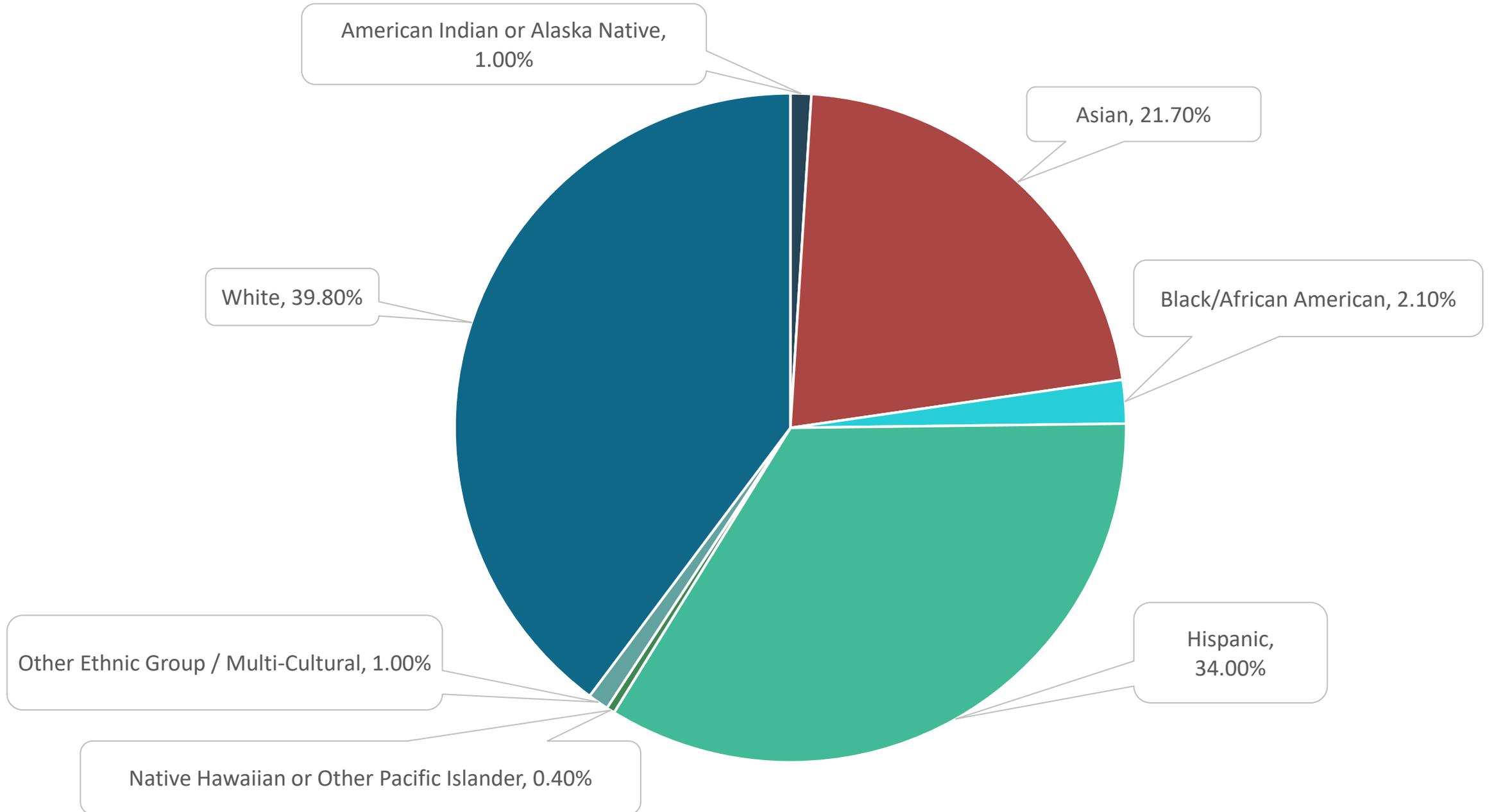
RCOC's Purchase of Service allocation in fiscal year 2024/2025 was \$755.6 million

## About RCOC

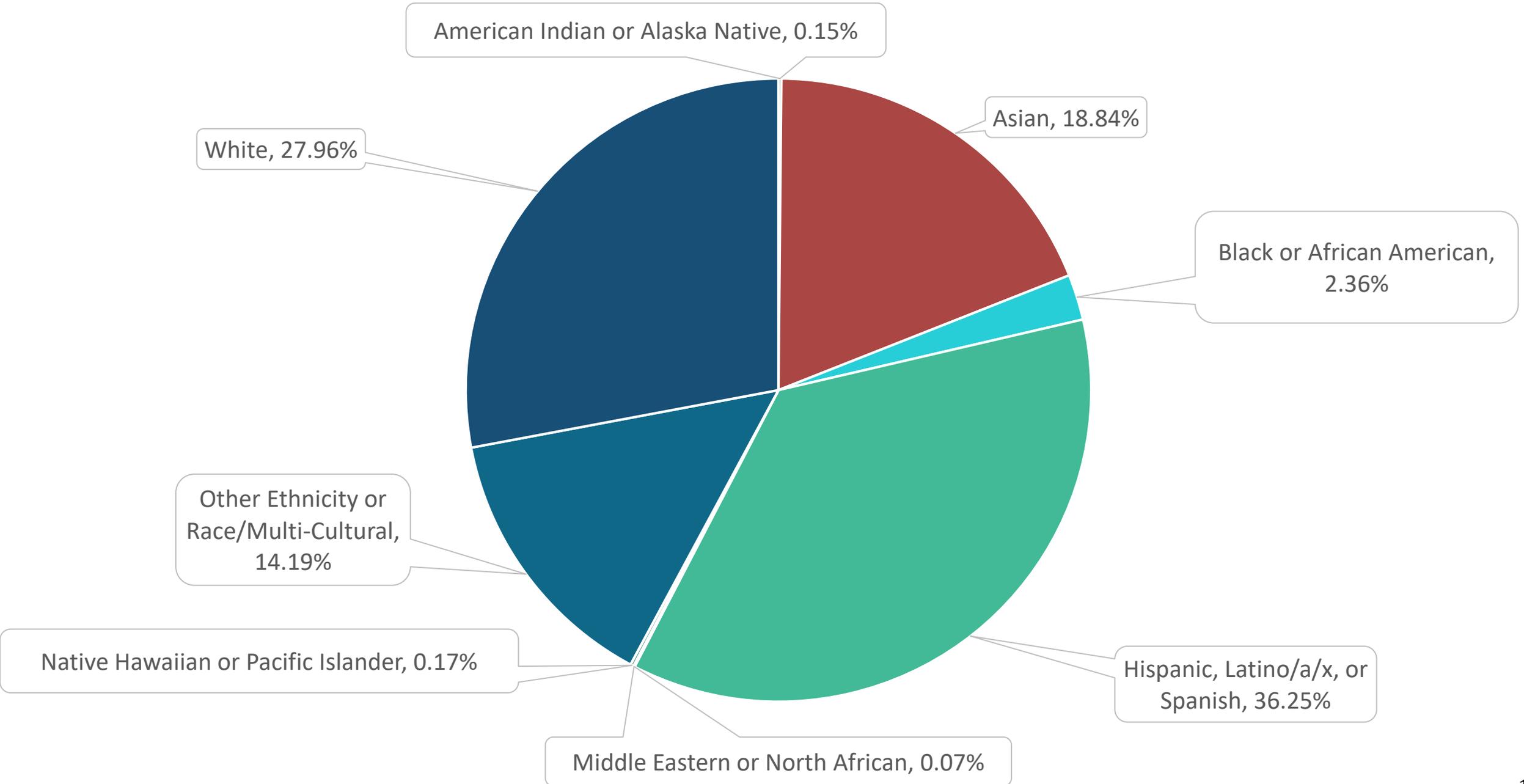
502 Service Coordinators providing service to individuals and families

71% of our Service Coordinators are bilingual

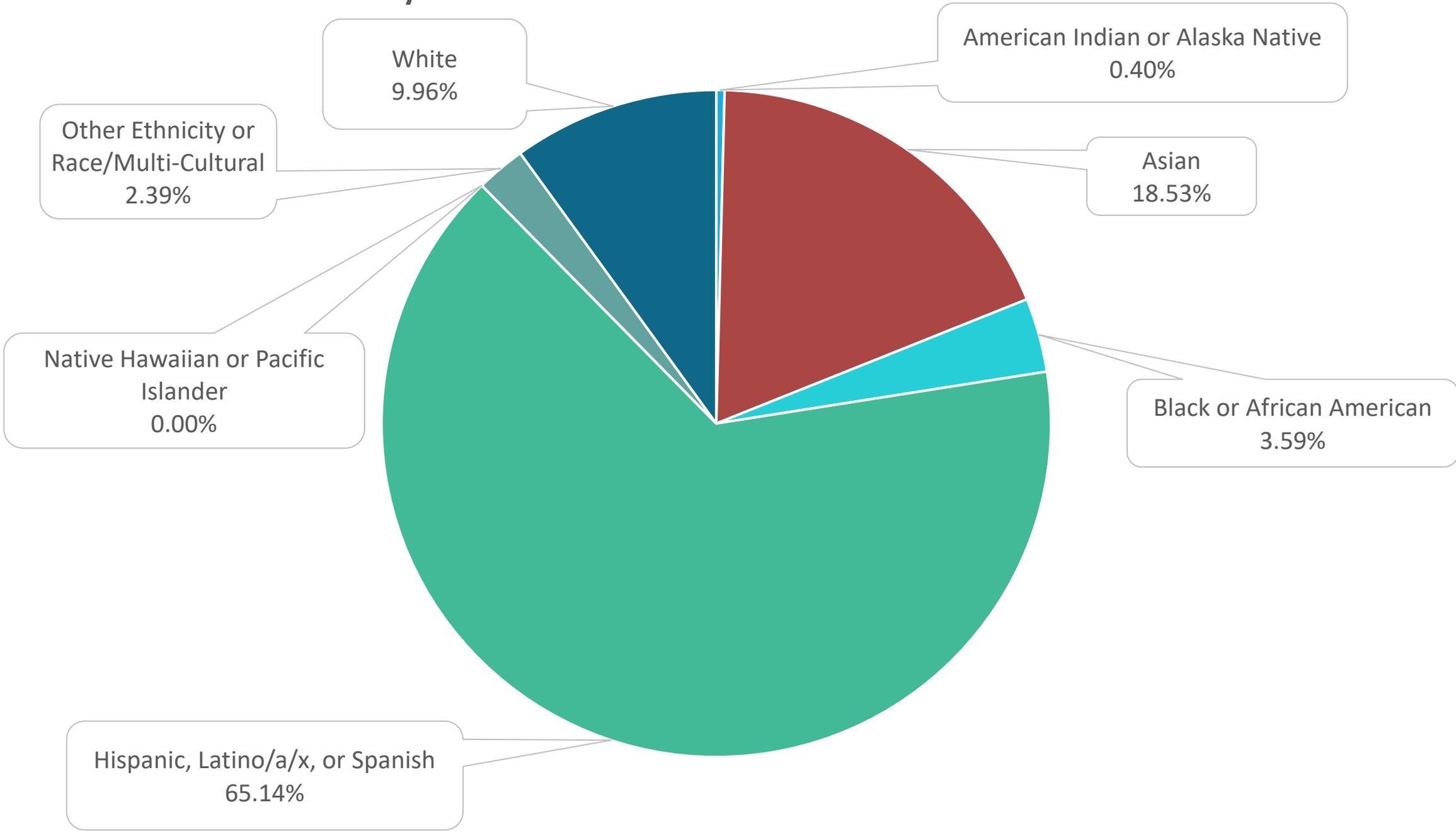
# Ethnic Groups of Orange County (2020 census)



# Ethnic Groups of Persons Served by RCOC – Current Statistics



# Ethnicity of RCOE Service Coordinators



## RCOC's Guiding Principles

RCOC's Board of Directors has adopted Guiding Principles that communicate their values to the community

## 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 needs of the individual family, and are consistent with their cultural norms and customs

## RCOC's Guiding Principles

Services and supports are sensitive to the diverse linguistic, cultural, ethnic, religious, and socioeconomic characteristics of our community

## RCOC's Commitment

RCOC is committed to meeting the needs of those it serves regardless of age, ethnic group, race, language, or diagnosis

## RCOC's Commitment

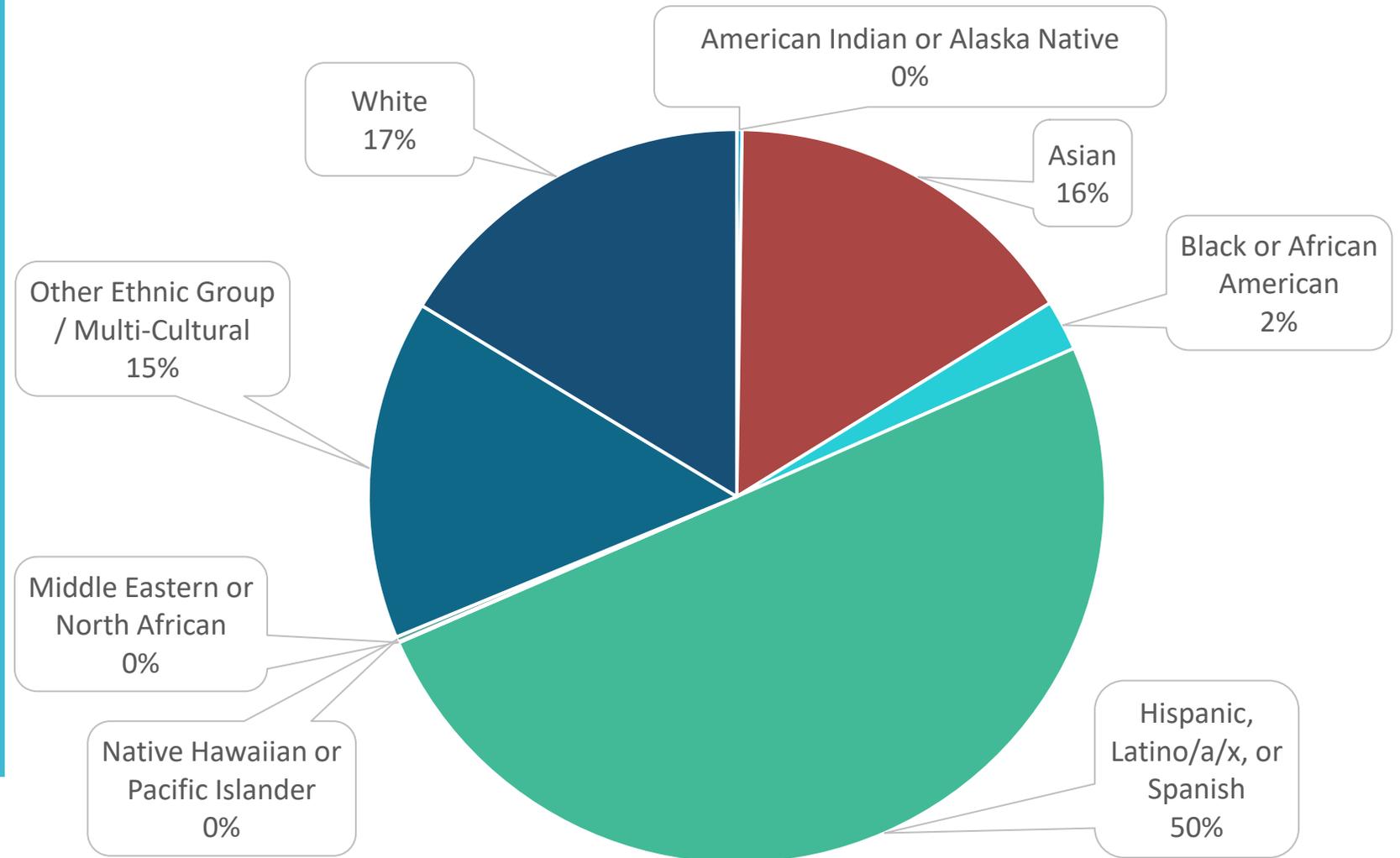
RCOC follows the Lanterman Act, which designates the Individual Program Plan (IPP) process as the method to guide person-centered planning and development of individualized services

# Family outreach and Support

## Family Mentor Programs - Began November 2018

### 5,223 families served

Serving Our Diverse Community

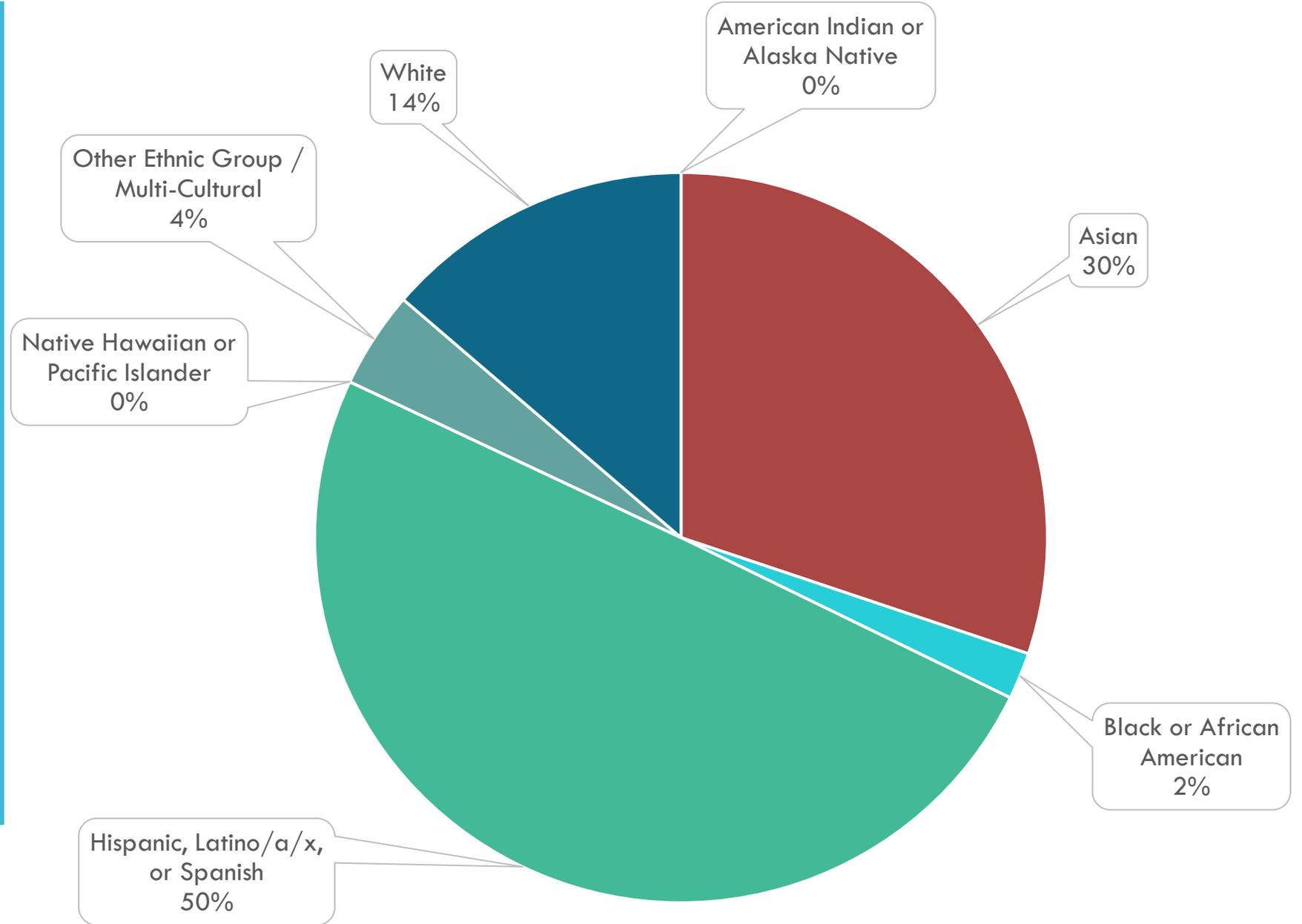


Serving Our Diverse  
Community

Parent support groups

# Developmental screenings in 2024/2025

Serving Our Diverse Community



## Serving Our Diverse Community

Service Coordinators receive Cultural Competency and Implicit Bias training. They are also trained in person-centered thinking and planning.

All individuals over the age of three served by RCOC have a Person-Centered Individual Program Plan (IPP) in place.

## Serving Our Diverse Community

We created new positions for a Spanish-speaking Education Resource Specialists who helps parents collaborate with their child's school/school district and advocate for their child's needs

## Serving Our Diverse Community

Expanded opportunities for more equitable access by developing six 1:40-ratio caseloads for 240 Hispanic individuals receiving no services or a very small amount of services

These Service Coordinators provide intensive case management services and help individuals and families better understand and access RCOC resources

## Serving Our Diverse Community

Expansion and simplification of translation  
services and documents

## Serving Our Diverse Community

Expansion of interpretation services and  
enhancements to technological equipment

## Serving Our Diverse Community

### Collaboration with Outside Agencies

- Parent Support Group Leaders
- Family Support Groups (Family Support Network)
- Social Services Agency
- Mental Health Services

## Serving Our Diverse Community

### Community Outreach

- Community clinics
- Faith-based organizations
- Local Education Agencies
- Children's Home Society
- Information via e-mail in language of family

## Serving Our Diverse Community

### Community Outreach

- Community Survey conducted by Thompson Policy Institute
- Leadership Forum through Thompson Policy Institute
- Streamlined process for approval of social recreational services

## Serving Our Diverse Community

### Community Outreach

- Streamlined process for approval of respite services up to 24 hours per month
- Comprehensive Service Listings for Children, Adolescents, and Adults in ten languages
- Redesigned website launched Fall of 2023

## Serving Our Diverse Community

### Community Outreach

- Created Community Navigator Positions
- Informational Workshops for Spanish-speaking families
- IPP Satisfaction Survey

## Understanding Expenditure Data in Context

Represents expenditures for fiscal year  
2024/2025 (July 1, 2024 - June 30, 2025)

## Understanding Expenditure Data in Context

Is based on what RCOC paid for services provided to persons served during this period of time

## Understanding Expenditure Data in Context

The total numbers of individuals served by RCOC are greater than the current/actual caseload

An individual is counted in the data if they received services at any time during the fiscal year

## Understanding Expenditure Data in Context

Many individuals served by RCOC have more than one diagnosis and therefore are counted in more than one category

- For example, an individual with a diagnosis of autism and epilepsy will be counted in both categories

## Understanding Expenditure Data in Context

The needs of the individuals we serve are different

Some need minimal support services while others need very intensive support services

## Understanding Expenditure Data in Context

The various types of services available have different costs associated with each

Some services are more expensive than others due to their intensive requirements to meet the need of individuals served

## Understanding Expenditure Data in Context

The expenditure data does not answer questions about why differences exist

## Understanding Expenditure Data in Context

Differences in expenditures do not tell us whether individuals' needs are being met

Understanding  
Expenditure Data in  
Context

**Expenditures Based on the Age of  
Individuals Served by RCOC**

## Understanding Expenditure Data in Context

For individuals ages 3 through 21, the school district will be the primary funding source for most services

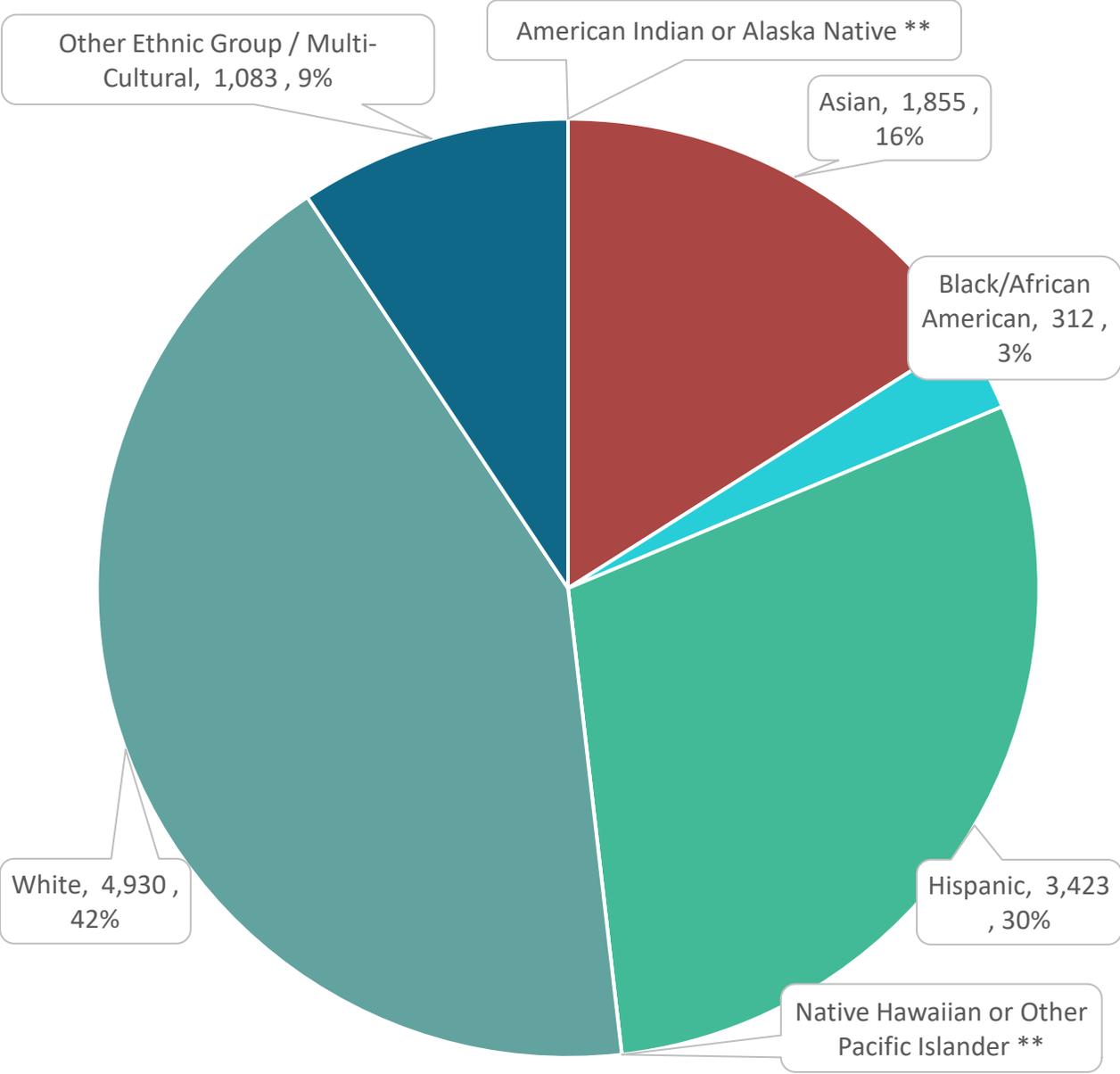
## Understanding Expenditure Data in Context

RCOC spends more for individuals over the age of 22 for services such as day programs and residential care

|         |                  |     |
|---------|------------------|-----|
| Under 3 | \$35.80 million  | 5%  |
| 3 to 21 | \$107.80 million | 14% |
| Over 22 | \$625.70 million | 81% |
| Total   | \$769.30 million |     |

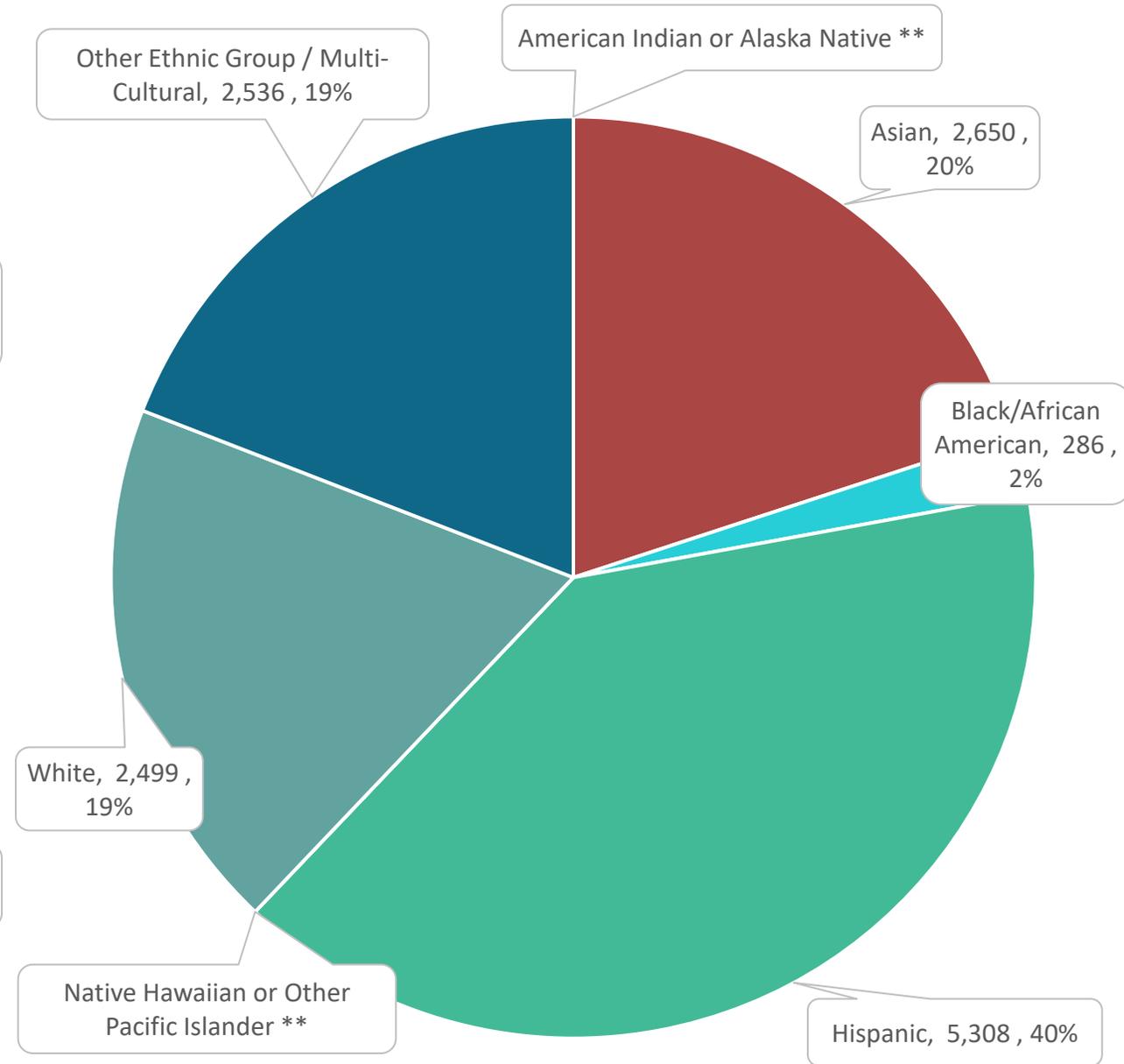
# Ethnic Groups - Fiscal Year 2024/2025

## 22 years of age and older



# Ethnic Groups - Fiscal Year 2024/2025

## 3 to 21 years of age



\*\* In accordance with California Health and Human Services de-identification guidelines, data has been suppressed.

# Average Cost of Services for Persons Served by Ethnic Group and Age

Average Cost of Services

\$120,000

\$100,000

\$80,000

\$60,000

\$40,000

\$20,000

\$0

American Indian or Alaska Native  
\*\*

Asian

Black/African American

Hispanic

Native Hawaiian or Other Pacific Islander \*\*

White

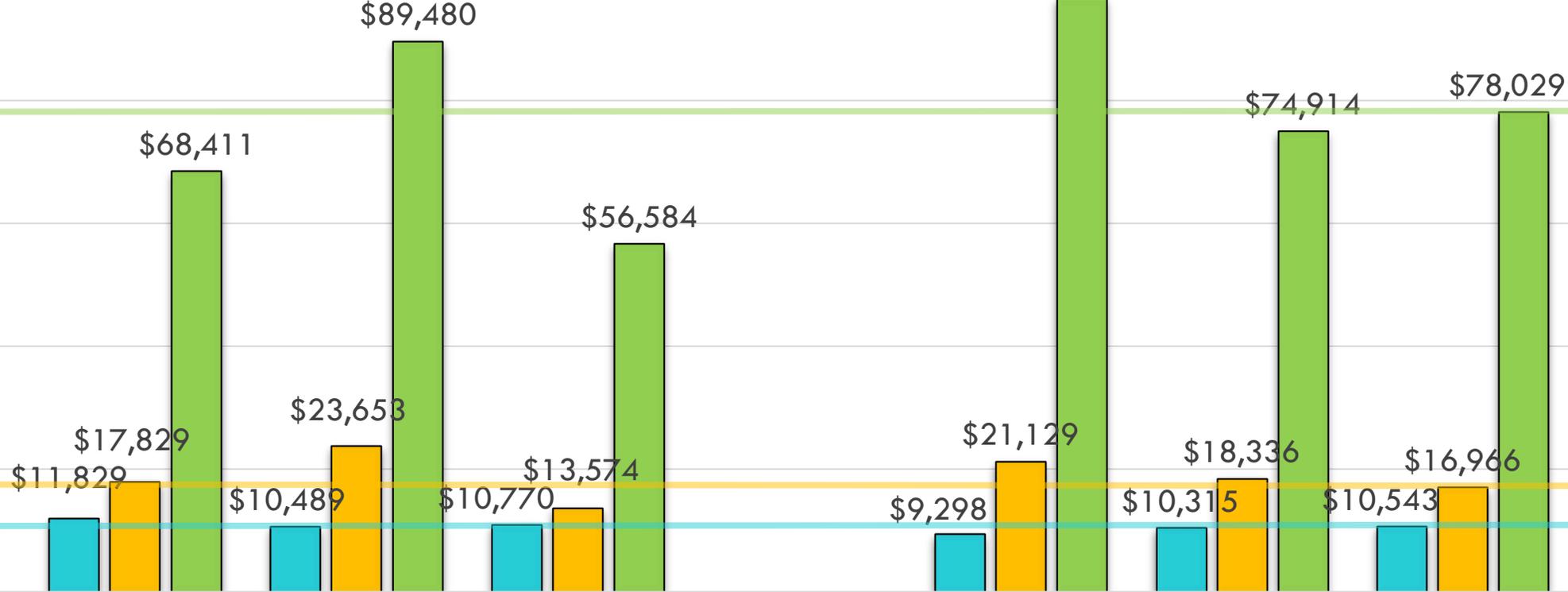
Other Ethnic Group / Multi-Cultural

Overall Average

■ Birth to 2 years, inclusive

■ Ages 3 to 21 years, inclusive

■ Ages 22 years and older



\*\* In accordance with California Health and Human Services de-identification guidelines, data has been suppressed.

## What We've Learned So Far

White individuals are older compared to Hispanics and Asians and the largest group living outside of the home (as we will see in the next section)

## What We've Learned So Far

Hispanic individuals are younger compared to Asians and Whites and the largest school-age group

## What We've Learned So Far

Services for adults (22+) are more numerous, and typically more costly than for school-age individuals (3 to 21)

## What We've Learned So Far

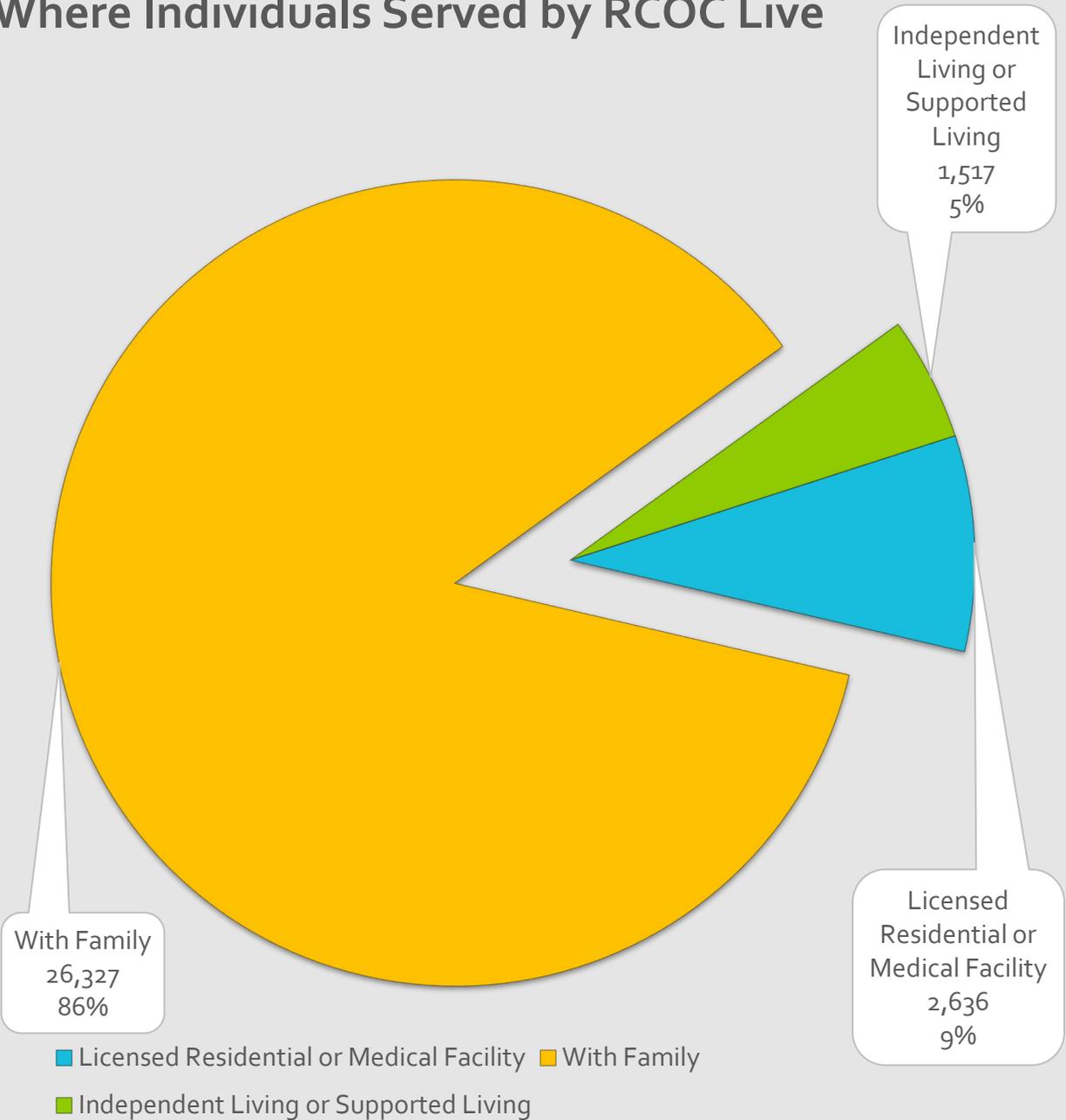
Differences in expenditures exist across ethnicities regardless of whether a loved one is school age or an adult

Understanding  
Expenditure Data in  
Context

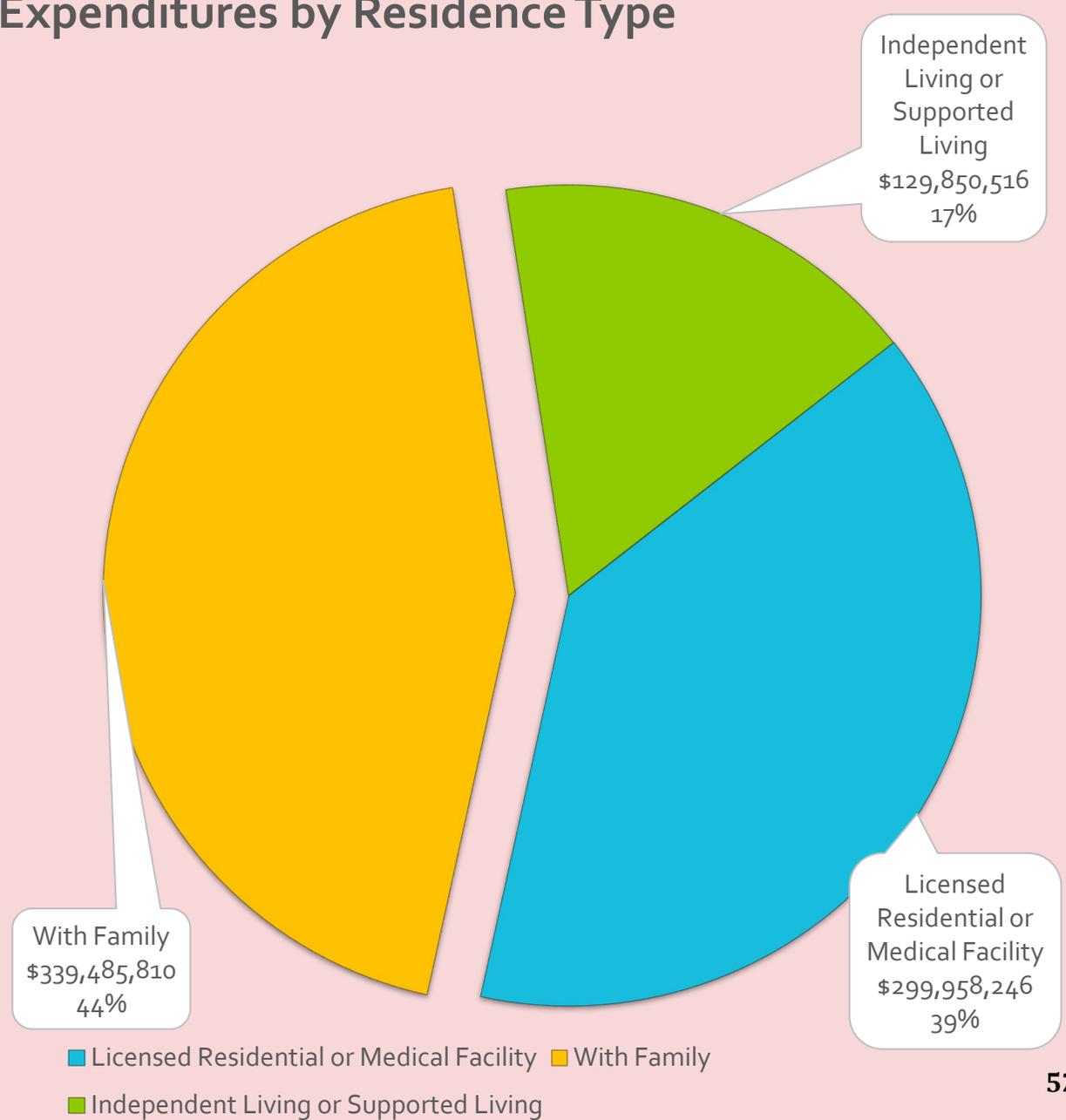
**Expenditures Based on Where Individuals  
Served by RCOC Live**

# Purchase of Service Expenditures Based on Where Persons Served Live

## Where Individuals Served by RCOC Live

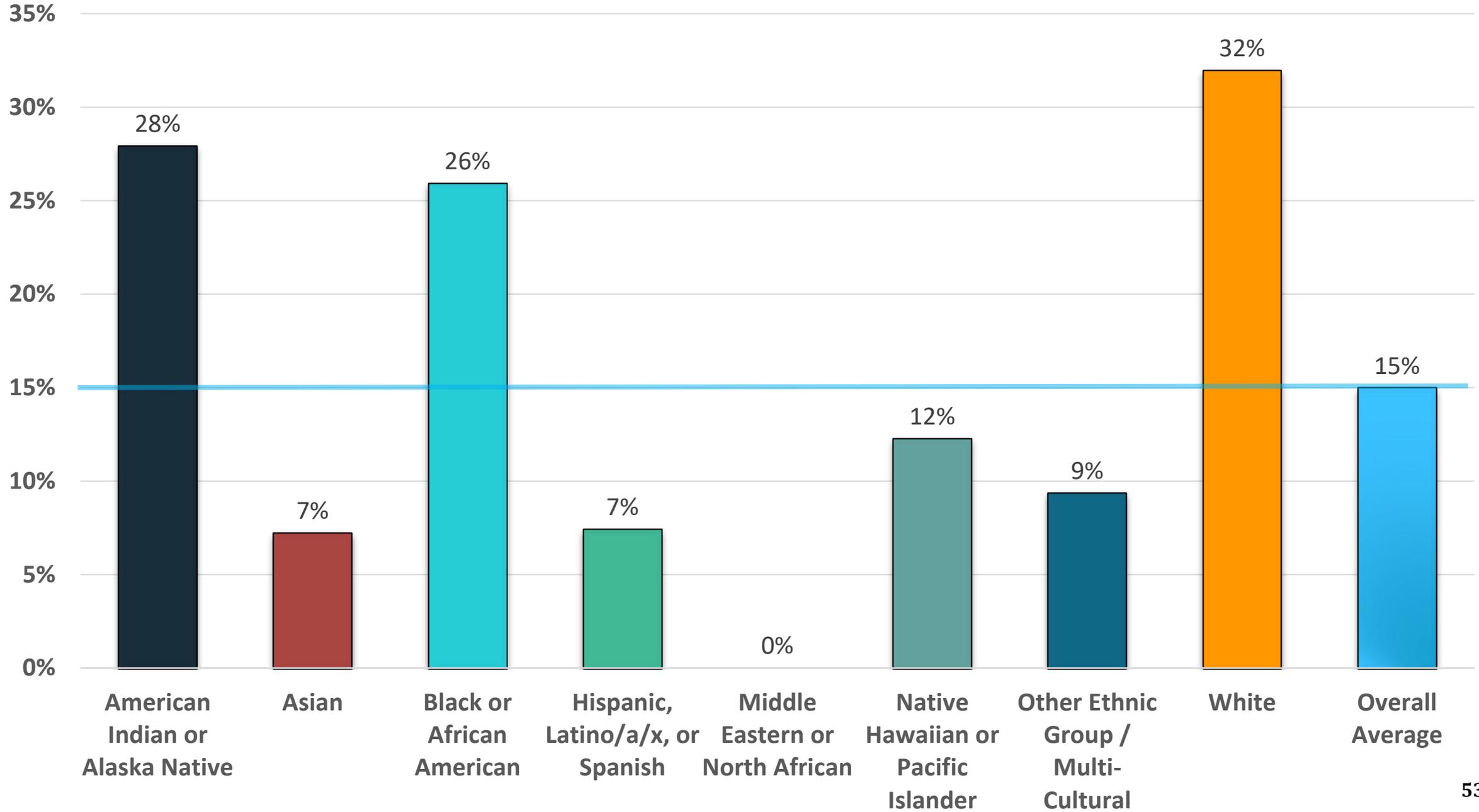


## Expenditures by Residence Type

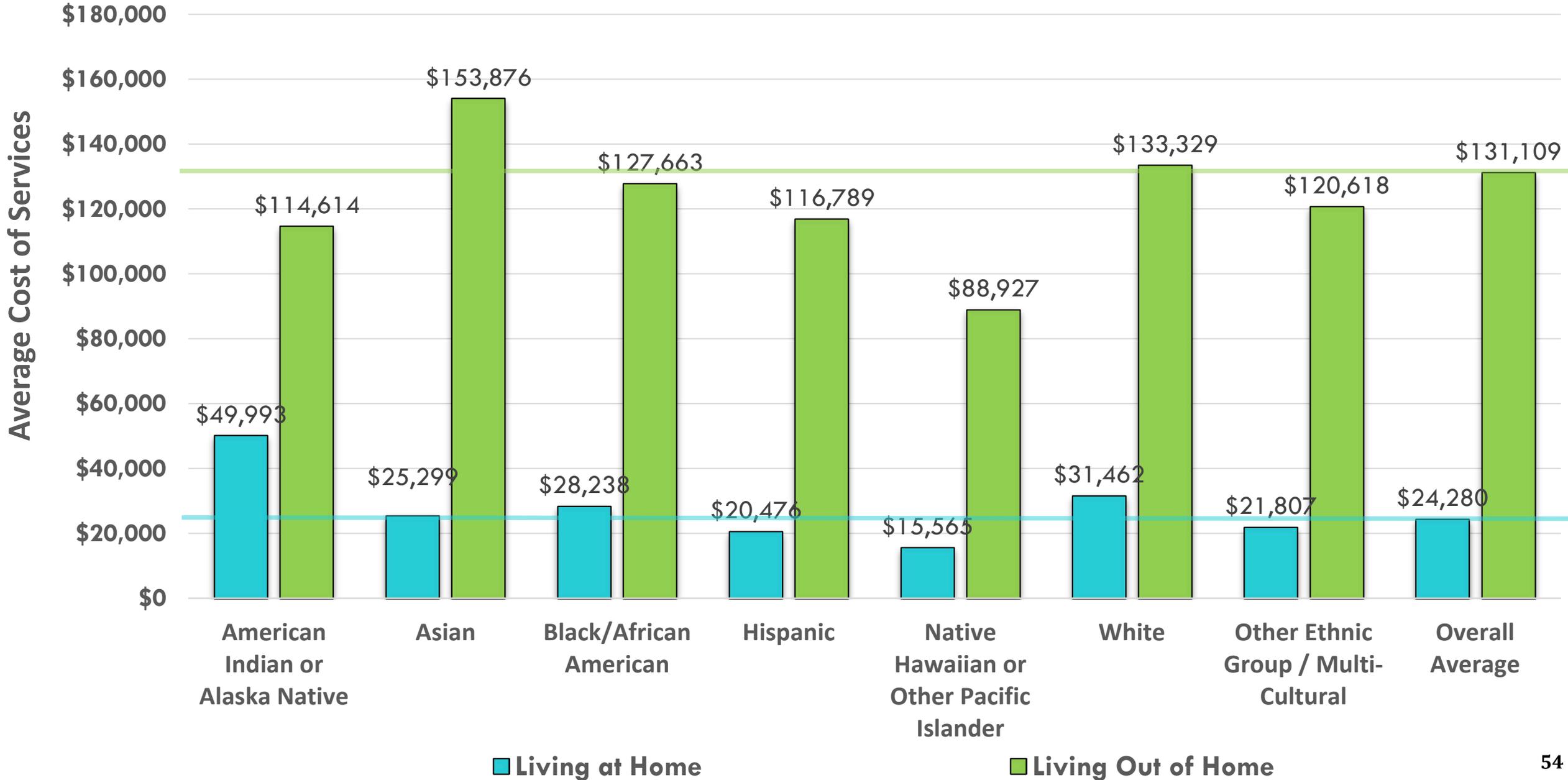


# Ethnic Group of Persons Served by RCOC Living Out Of The Family Home – Current Statistics

Percentage Living Out Of The Family Home



# Average Cost of Services for Persons Served by Ethnic Group and Residence Type, All Ages



## What We've Learned So Far

Whether a loved one lives at home with their family or away from home may vary depending on the family's customs

## What We've Learned So Far

Living away from home is more costly than  
living with family

## What We've Learned So Far

White individuals are older compared to Hispanics and Asians and the largest group living outside of the home

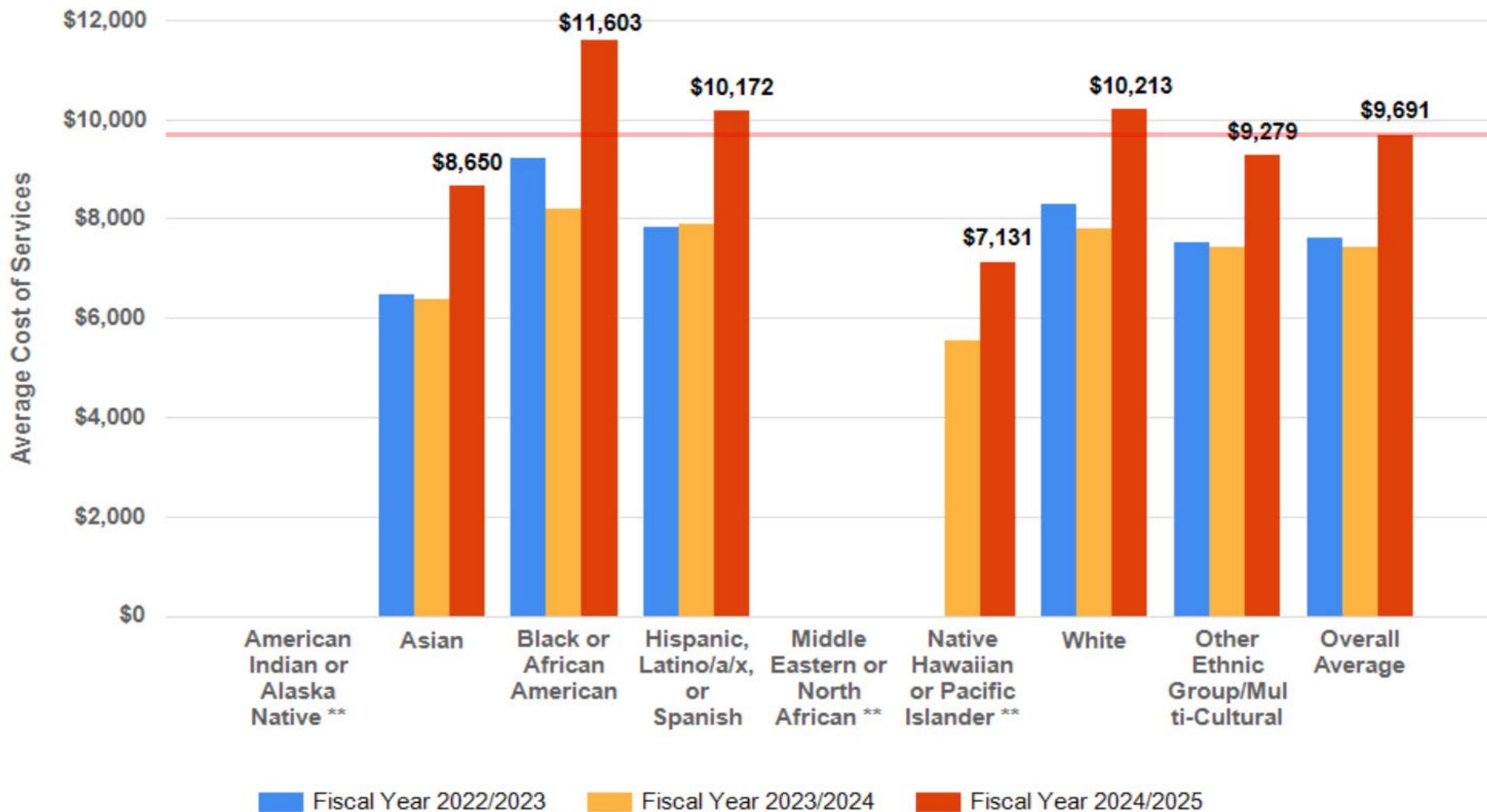
## What We've Learned So Far

Differences in expenditures exist across ethnicities regardless of whether a loved one lives at home or away from home

# Understanding Expenditure Data in Context

## **Expenditures Based on the Type of Service**

# Respite Expenditures by Ethnic Group & Fiscal Year



\*\* In accordance with California Health and Human Services de-identification guidelines, data has been suppressed.

# Participant-Directed Expenditures by Ethnic Group & Fiscal Year



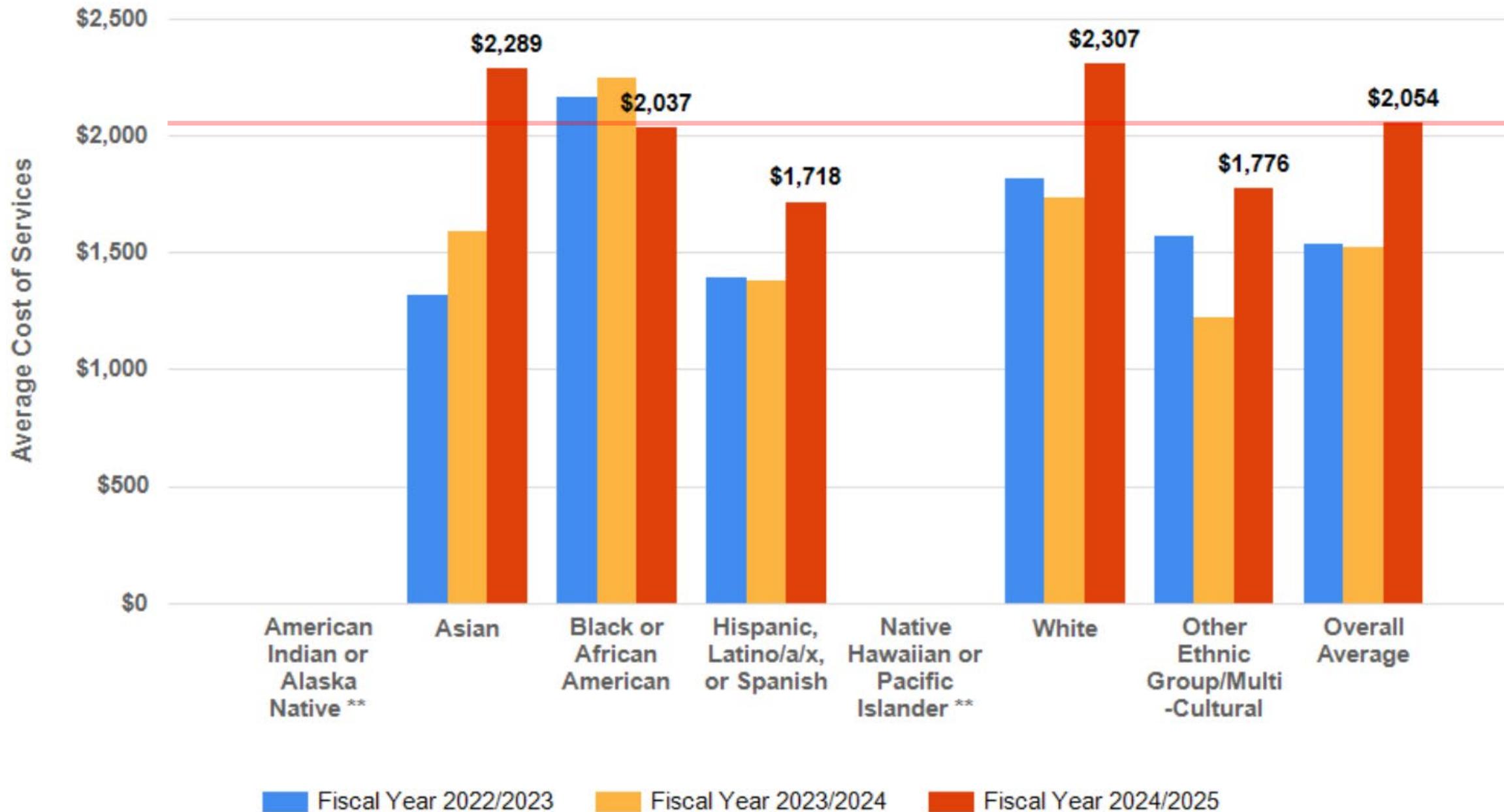
\*\* In accordance with California Health and Human Services de-identification guidelines, data has been suppressed.

# Day Program Expenditures by Ethnic Group & Fiscal Year



\*\* In accordance with California Health and Human Services de-identification guidelines, data has been suppressed.

# Social/Recreational Expenditures by Ethnic Group & Fiscal Year



\*\* In accordance with California Health and Human Services de-identification guidelines, data has been suppressed.

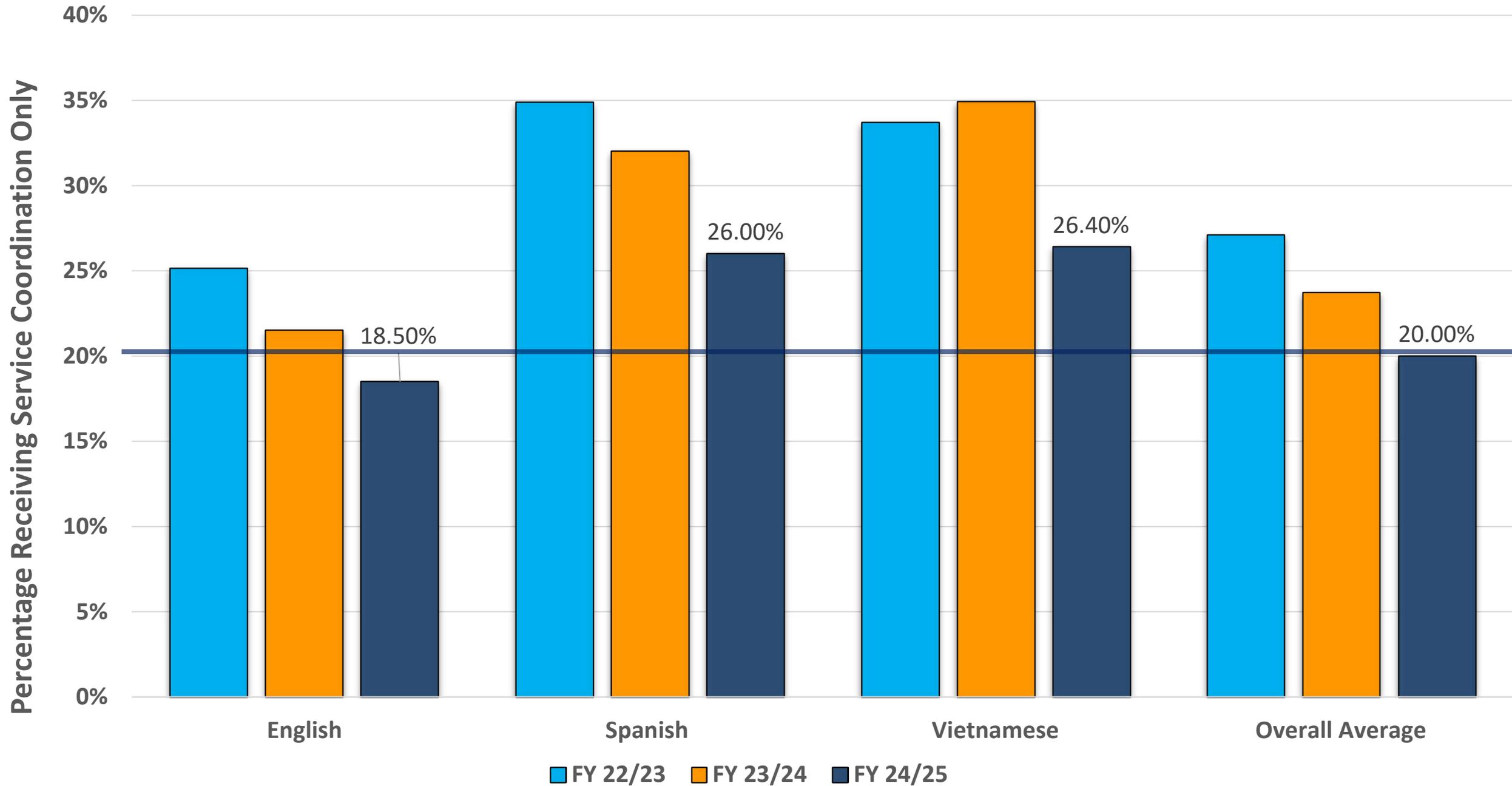
## What We've Learned So Far

When the average cost of the same type of service is compared across ethnic groups, the amounts are more consistent among each group though there are still variations

## Understanding Expenditure Data in Context

### **Individuals Without Any Purchase of Service Expenditures**

Percentage of Persons Served Receiving Service Coordination Only by Preferred Language



## What We've Learned So Far

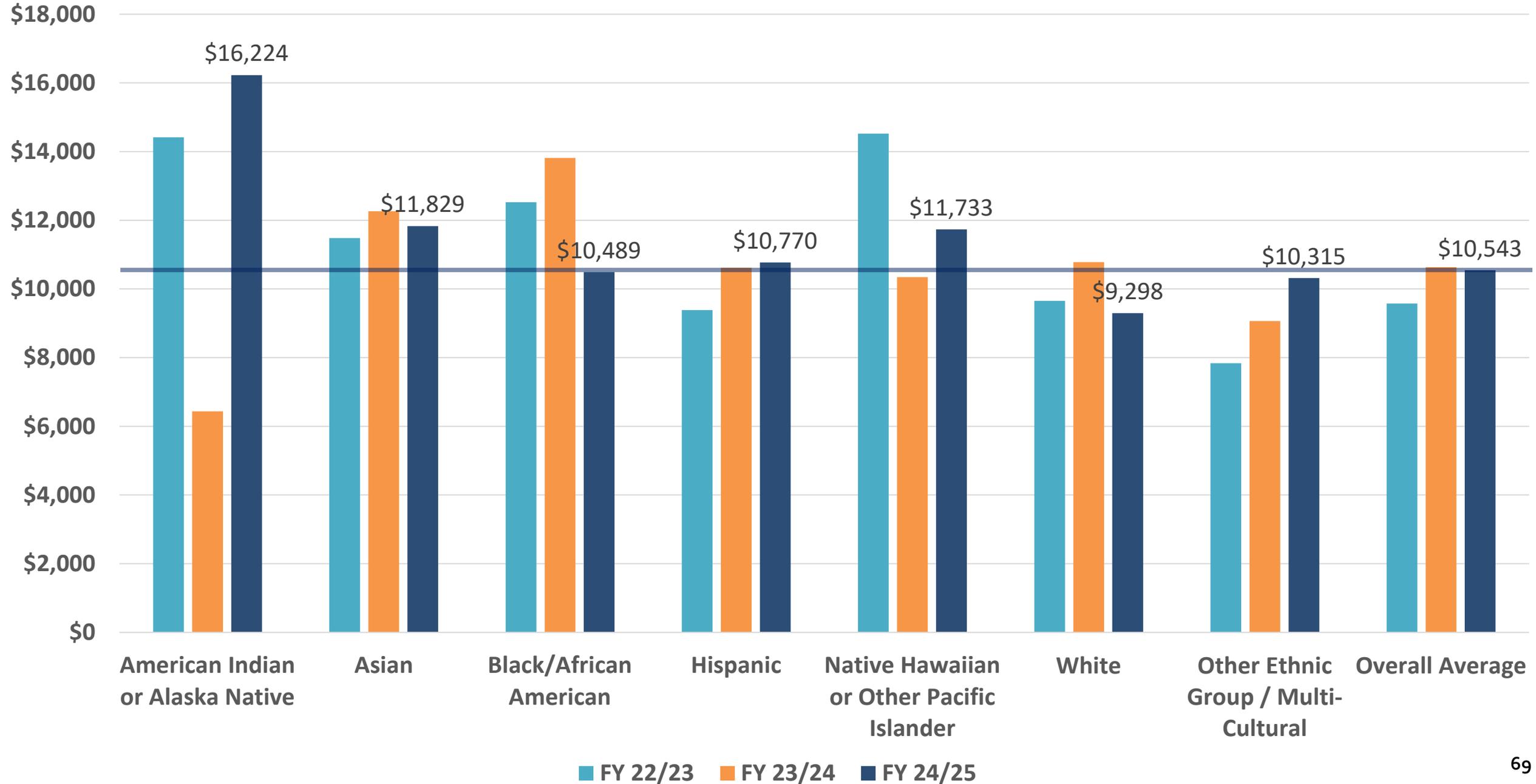
The percentage of cases without any expenditures is 6% higher for our Spanish and Vietnamese speaking persons served than the overall average

# Overall Expenditure Data for Fiscal Year 2024/2025



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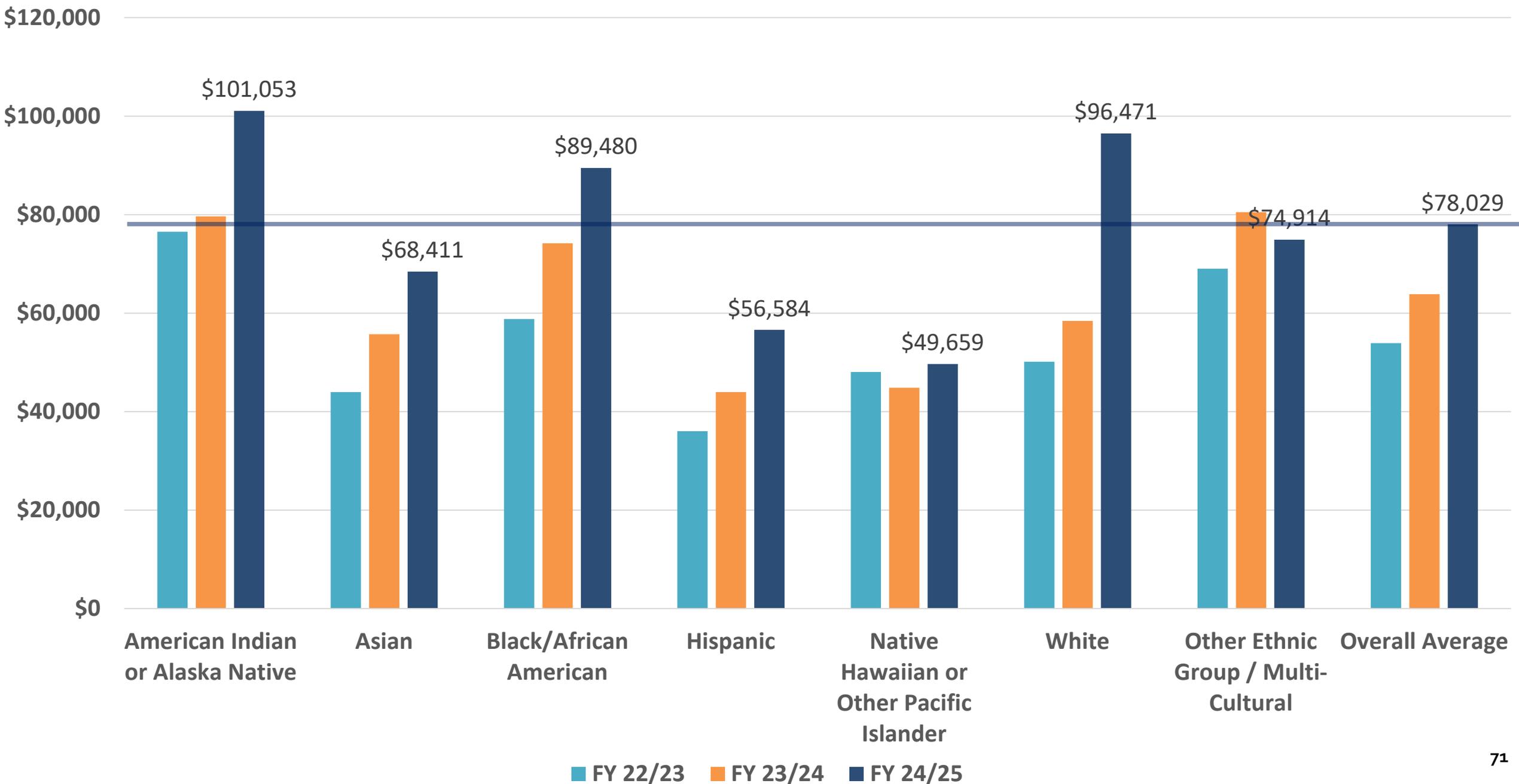
# Average Cost of Services for Persons Served Birth to Two Years of Age by Ethnicity



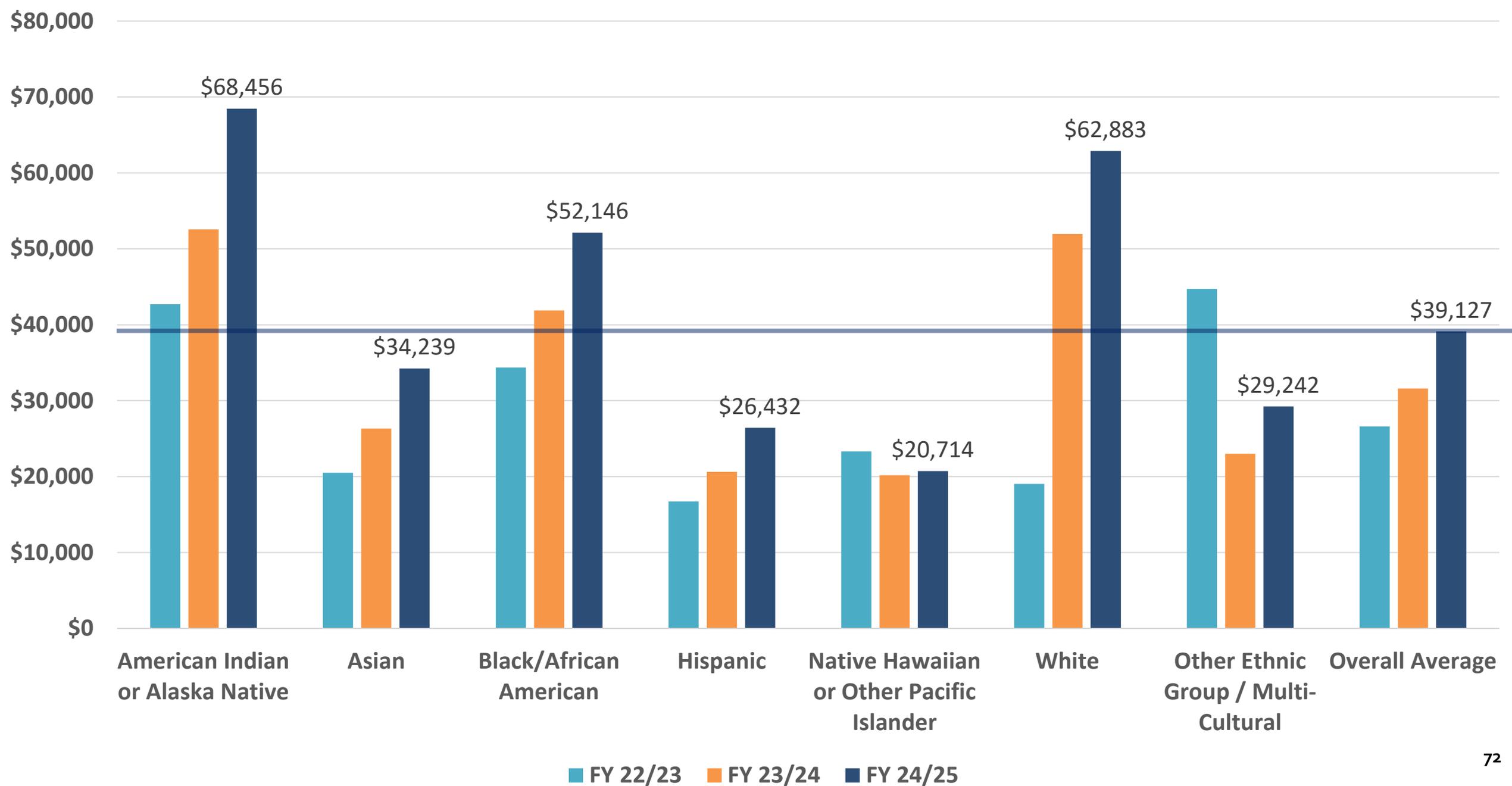
# Average Cost of Services for Persons Served Three to Twenty One Years of Age by Ethnicity



# Average Cost of Services for Persons Served Twenty Two Years of Age and Older by Ethnicity



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



2024/2025  
Purchase of Service  
Expenditure Report  
Available Online

Access to the full report for fiscal year  
2024/2025 Purchase of Service expenditure  
data is available on our website

<https://www.rcocdd.com/about-rcoc/transparency-and-accountability/pos-expenditures/>

## What We've Learned In Summary

- ❖ Age influences expenditure levels since different age groups (children/adults) typically receive different types of services with varying costs
- ❖ Residence type affects expenditures, as living outside the family home generally results in higher service costs
- ❖ When comparing the same type of service across ethnic groups, average expenditures are similar, though not identical

## What We've Learned In Summary

- ❖ Non-English speakers have a higher proportion of cases with no recorded expenditures
- ❖ Expenditure data alone does not indicate whether an individual's needs are being met or whether they are satisfied with the services they receive
- ❖ Expenditure differences do persist across ethnic groups even after accounting for age, residence type, and type of service

## RCOC's Commitment

RCOC is committed to meeting the needs of those it serves regardless of age, ethnic group, race, language, or diagnosis

## RCOC's Commitment

RCOC follows the Lanterman Act, which designates the IPP process as the method to guide person-centered planning and development of individualized services

## Learning From Our Community

How can RCOC continue to enhance our practices to ensure we are meeting the needs of all the individuals and families that we serve?

**Thank you for attending!**



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