

Expenditure Data for Fiscal Year 2019-20 Public Stakeholders' Meeting

Presented by
Larry Landauer, Executive Director
March 24, 2021



Interpretation

Interpretación

Diễn dịch

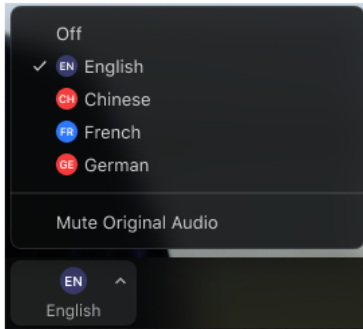
Listening to language interpretation

Windows | macOS

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



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



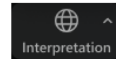
3. (Optional) To only hear the interpreted language, click **Mute Original Audio**.

Cómo escuchar la interpretación de un idioma

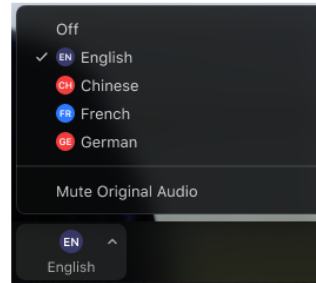
Windows | macOS

1. En los controles de la reunión o el seminario web, haga clic en

Interpretación.



2. Haga clic en el idioma que desee escuchar.



3. (Opcional) Para escuchar solo el idioma interpretado, haga clic en **Silenciar audio original**.

1. Trong chế độ điều khiển cuộc họp / hội thảo trên web của bạn, nhấp chuột vào “Interpretation”.
2. Nhấp chuột vào “Vietnamese” để nghe Tiếng Việt
3. (Tùy chọn) Để chỉ nghe thông dịch theo ngôn ngữ bạn chọn, nhấp vào “Mute Original Audio” để tắt tiếng âm thanh gốc bằng Tiếng Anh.

Why We Are Here Tonight

- To inform you about RCOC's purchase of service expenditures based on ethnicity, race, language and disability
- To share what we are doing to address differences and gather other ideas from you about how we address it

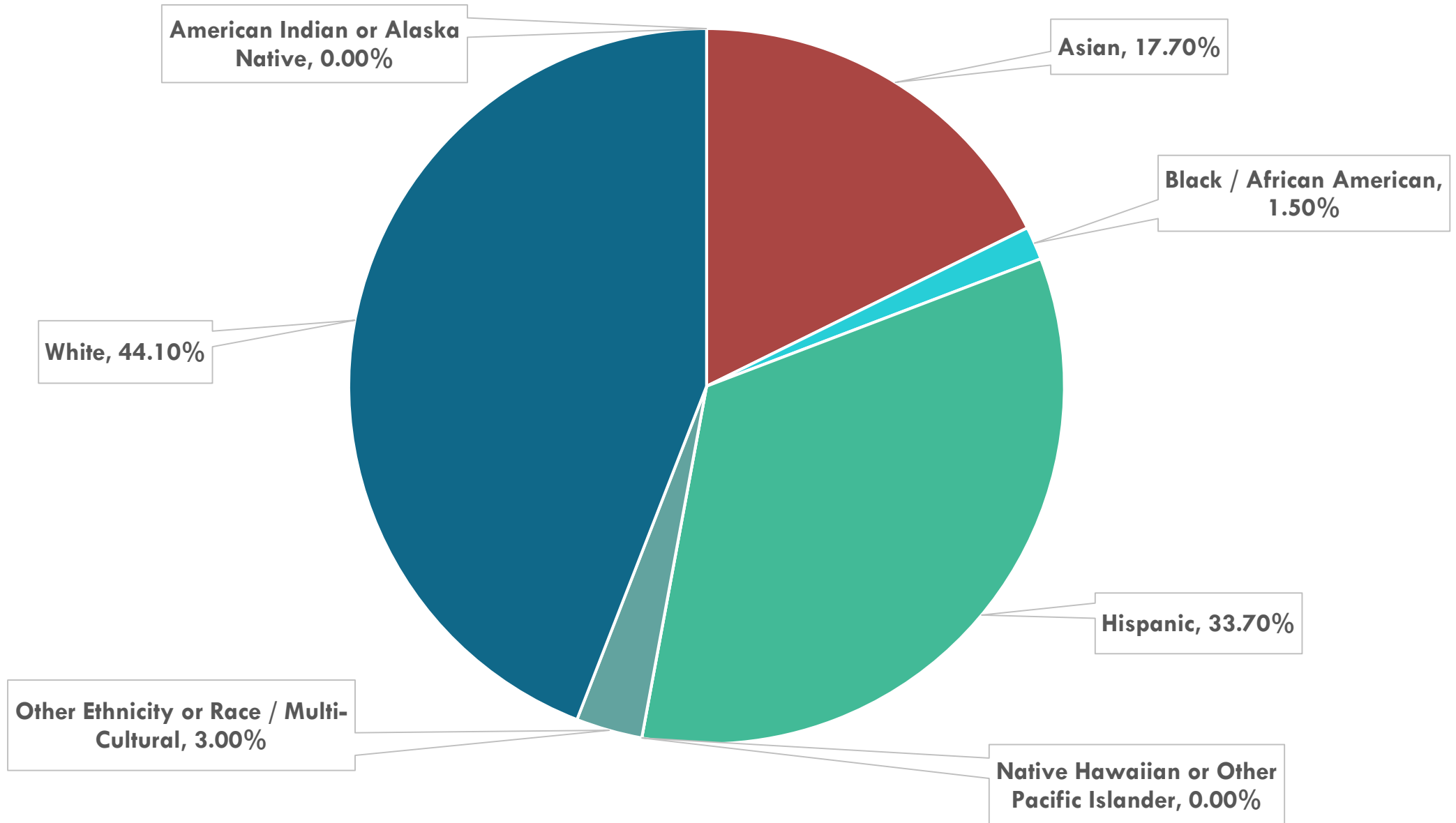
RCOC's Guiding Principles

- 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

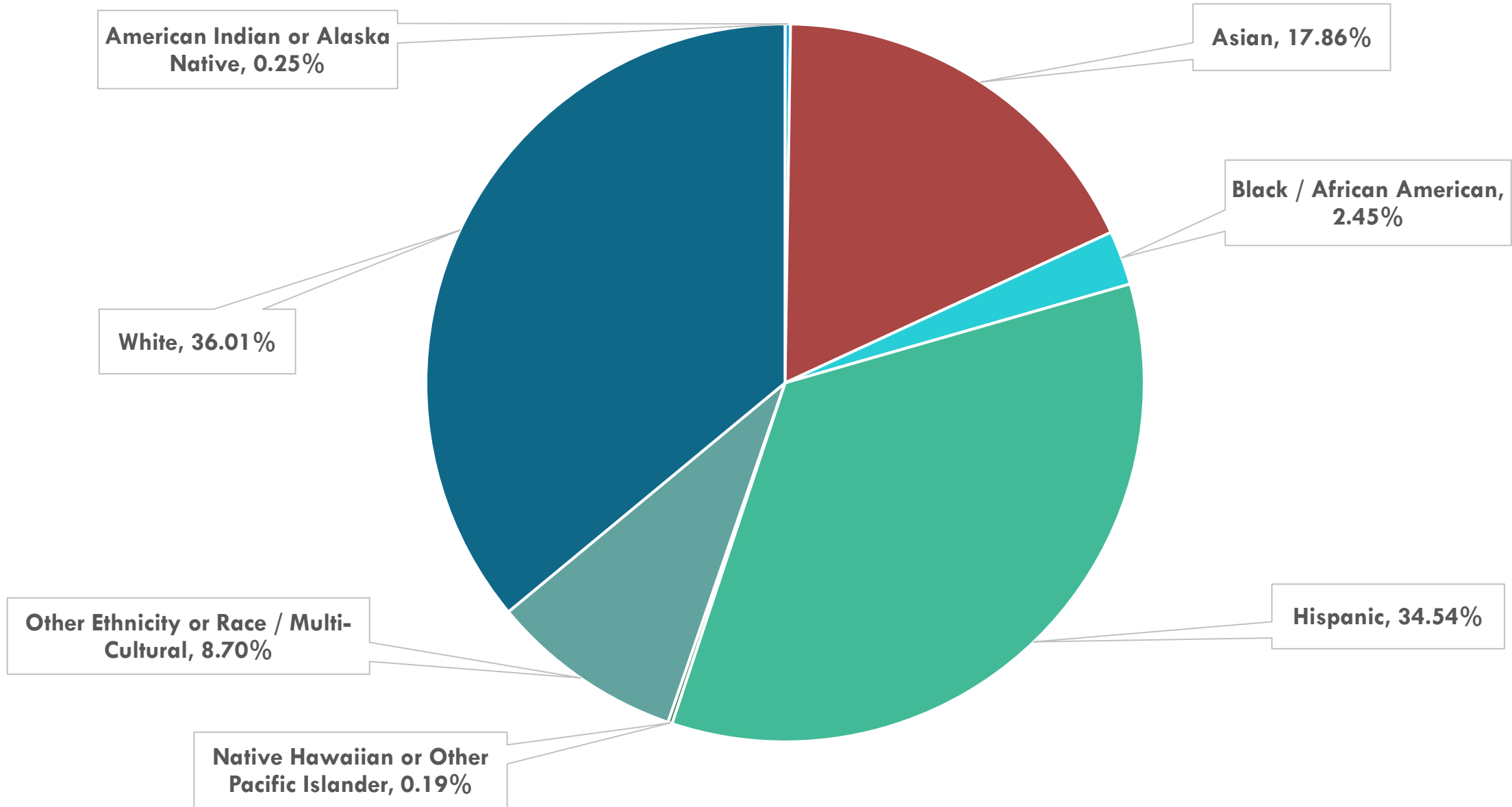
Who Are We?

- RCOOC is one of 21 regional centers in California
- We serve approximately 22,321 individuals with developmental disabilities in Orange County
- We are the fifth largest regional center
- Our Purchase of Service (POS) allocation in fiscal year 2019-20 was \$388.9 million
- We have 296 Service Coordinators
- 73% are bilingual

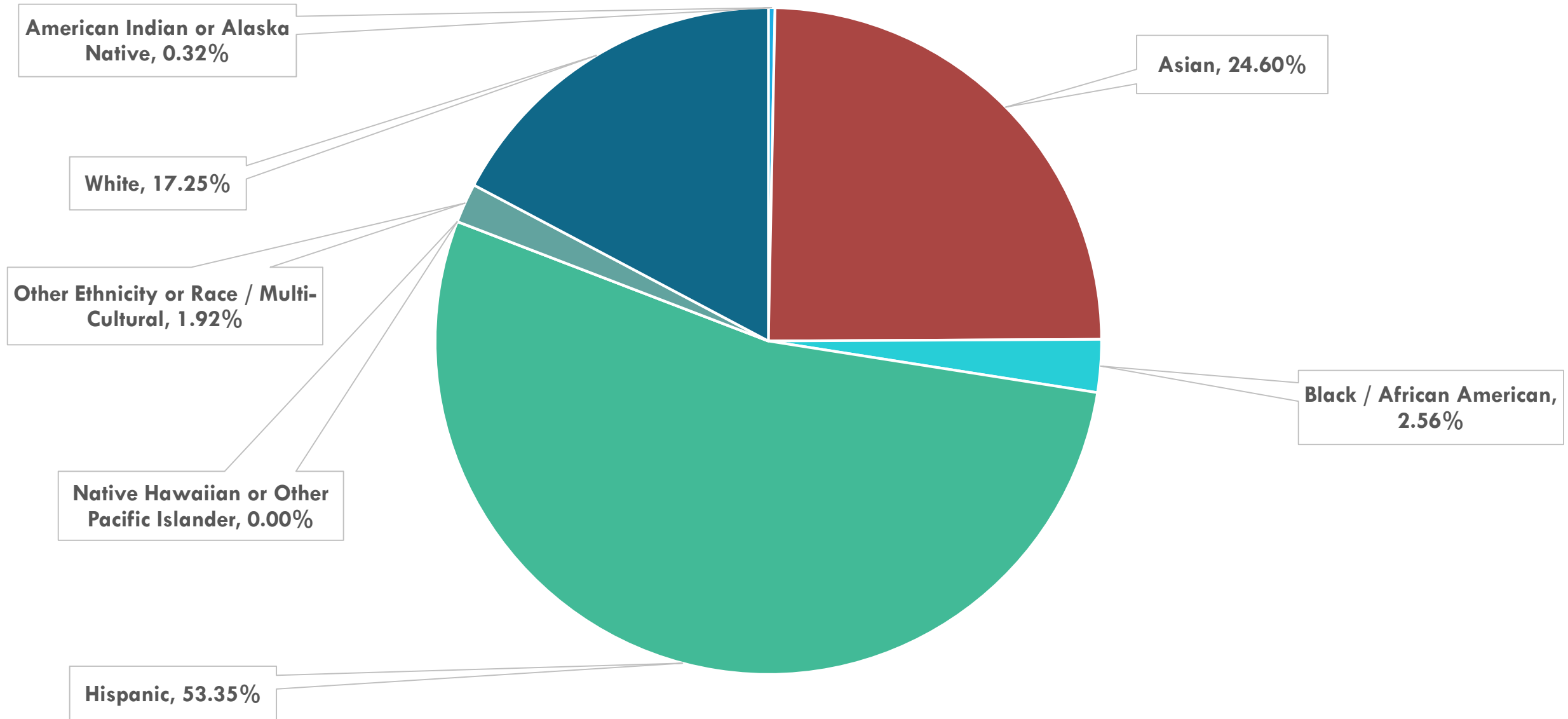
Ethnicity of Orange County (2010 census)



Ethnicity of Persons Served by RCOC



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

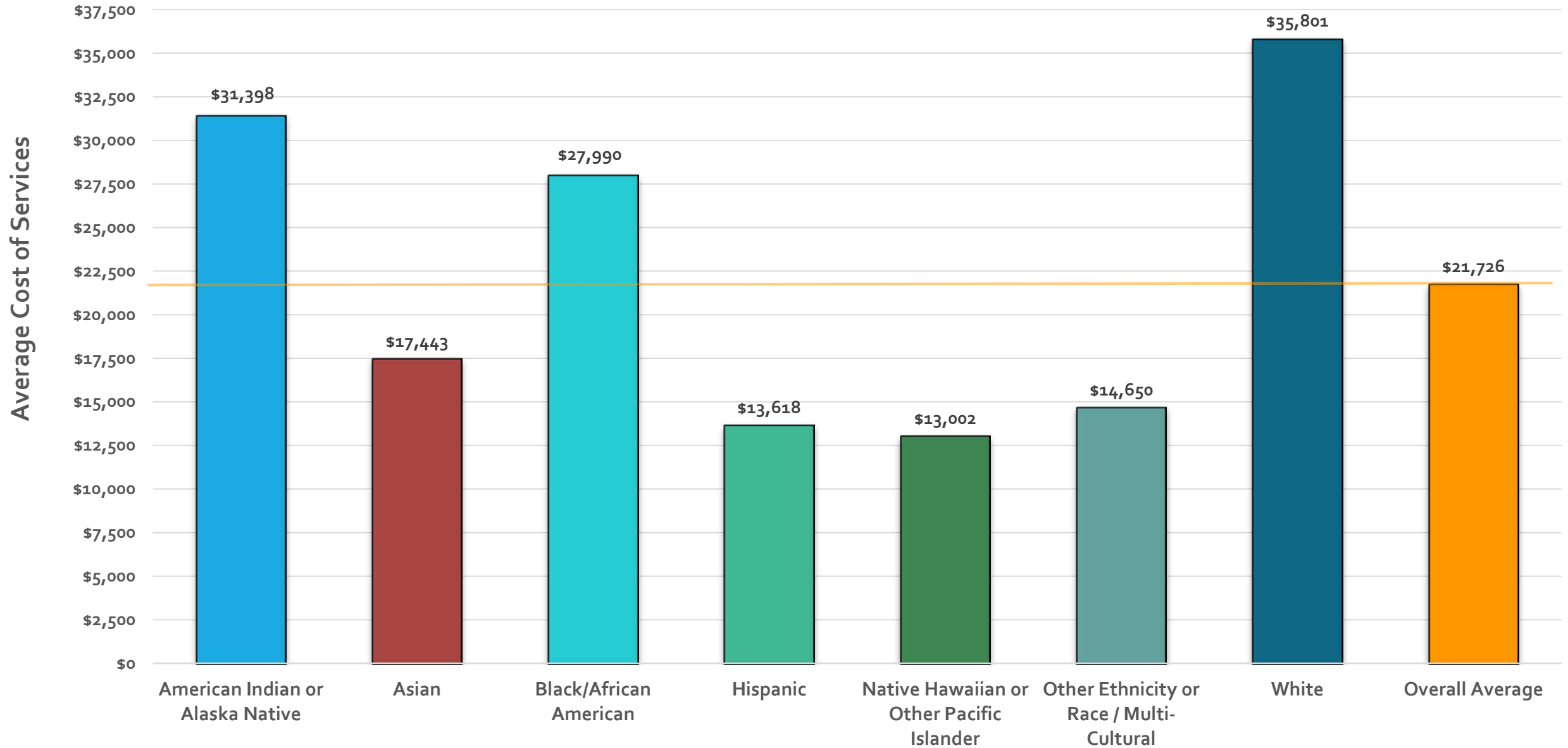
How Can We Put Expenditure Data in Context?

- Represents expenditures for fiscal year 2019-20
- 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

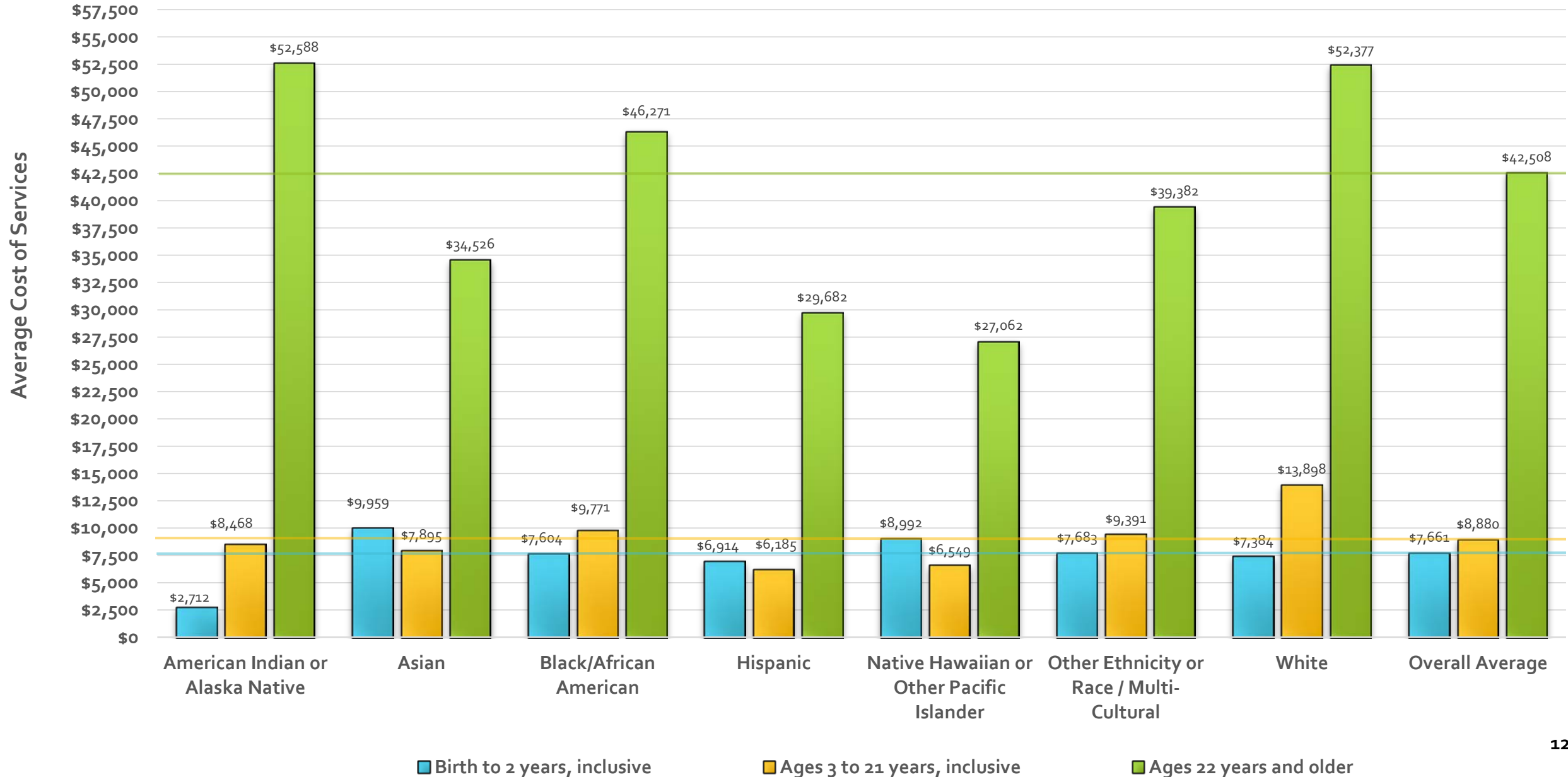
What Do We Need to Know When Interpreting Expenditure Data?

- 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

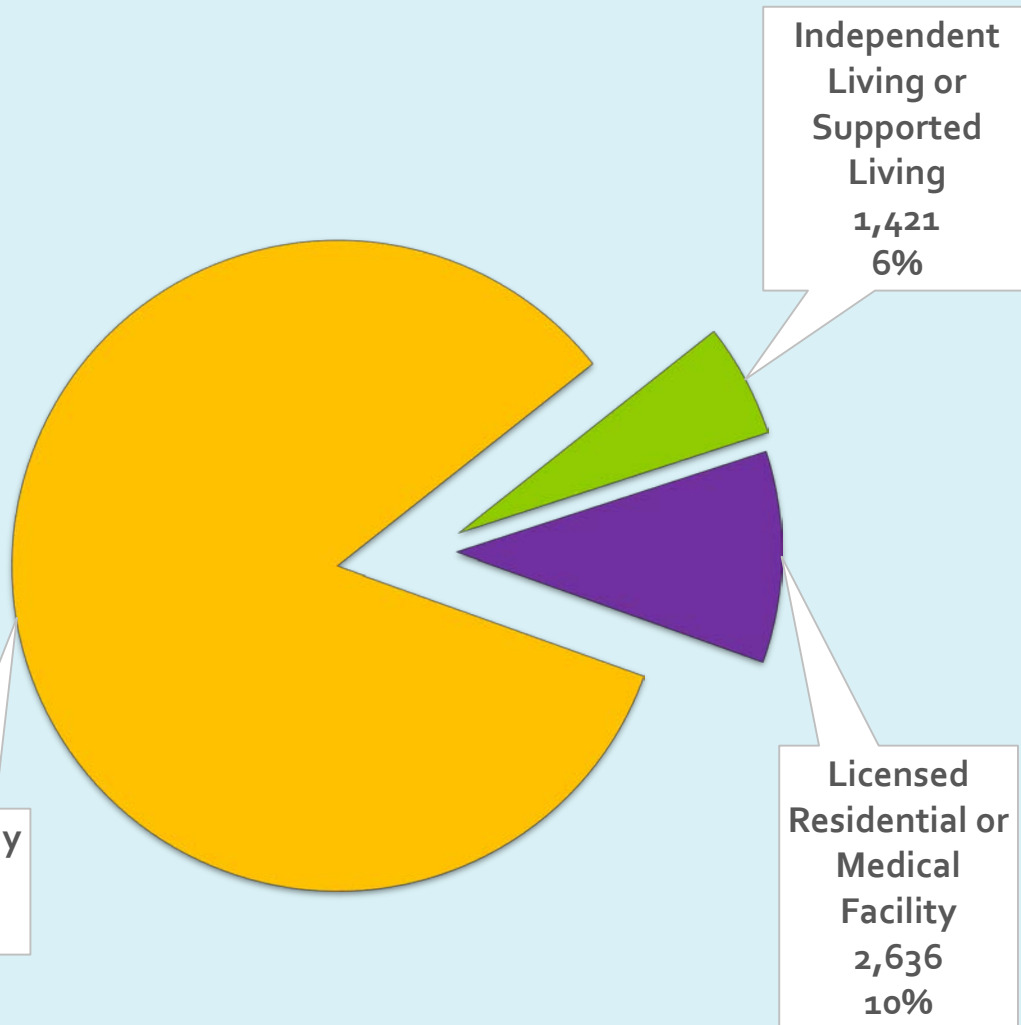


Average Cost of Services for Persons Served by Ethnicity and Age

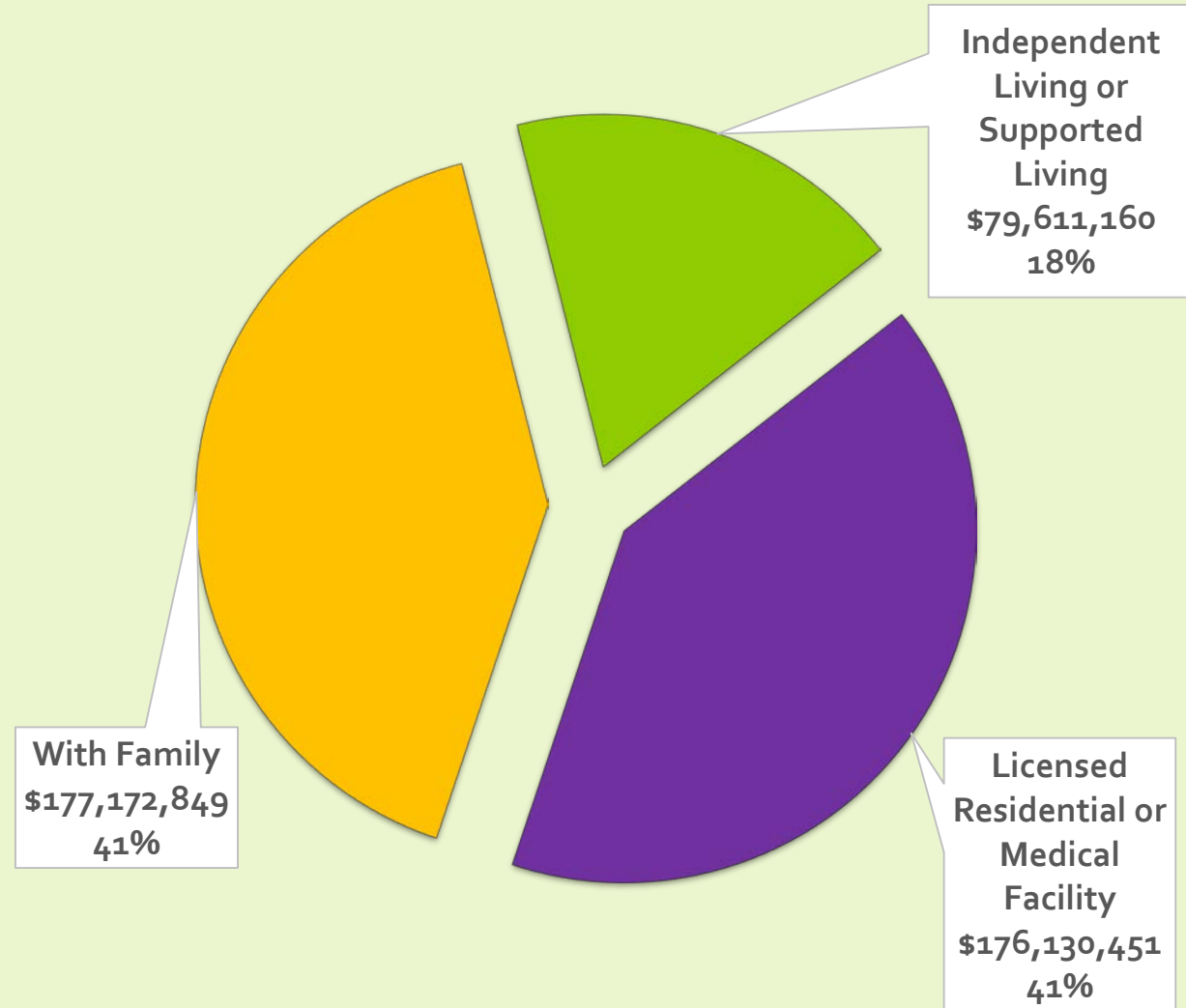


POS Expenditure Differences Based on Where Persons Served Live

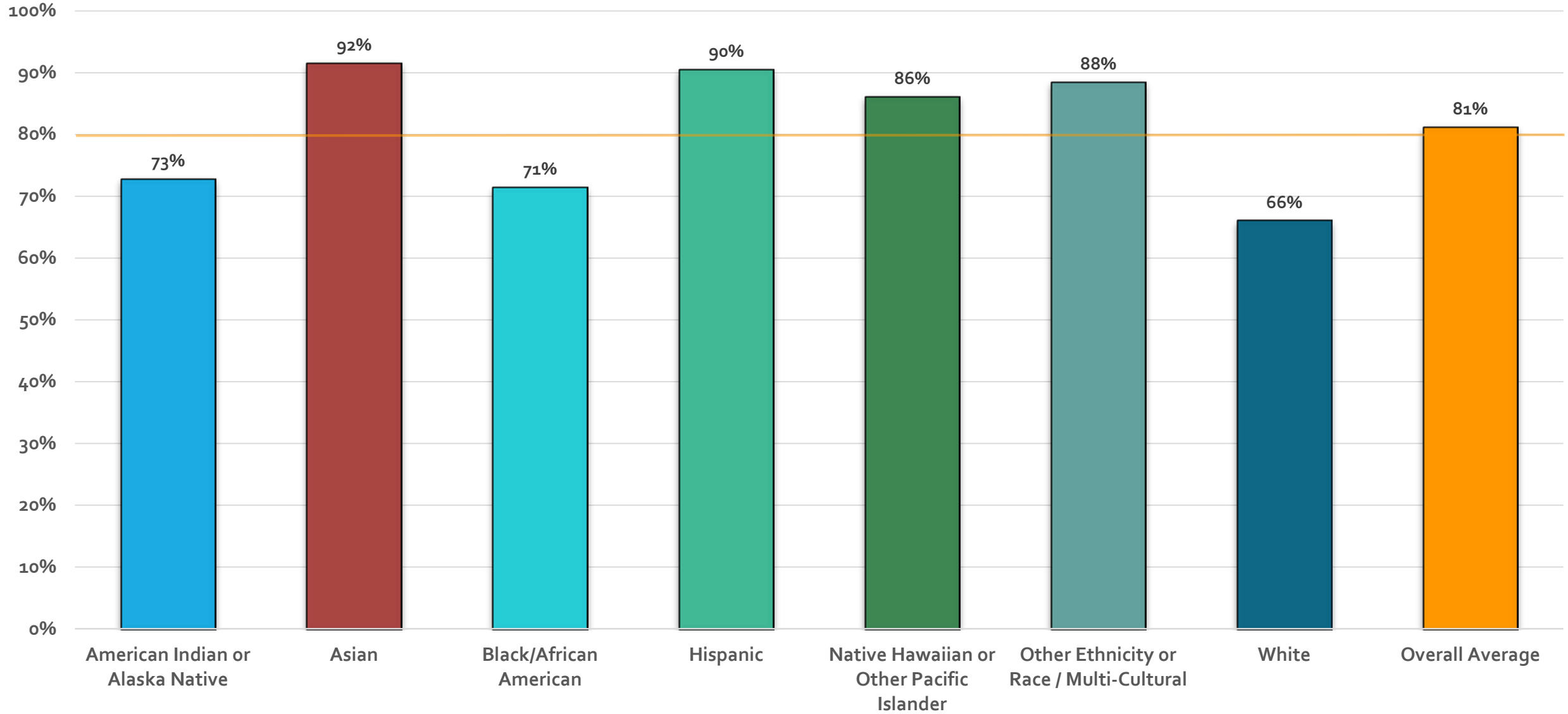
Where Persons Served Live



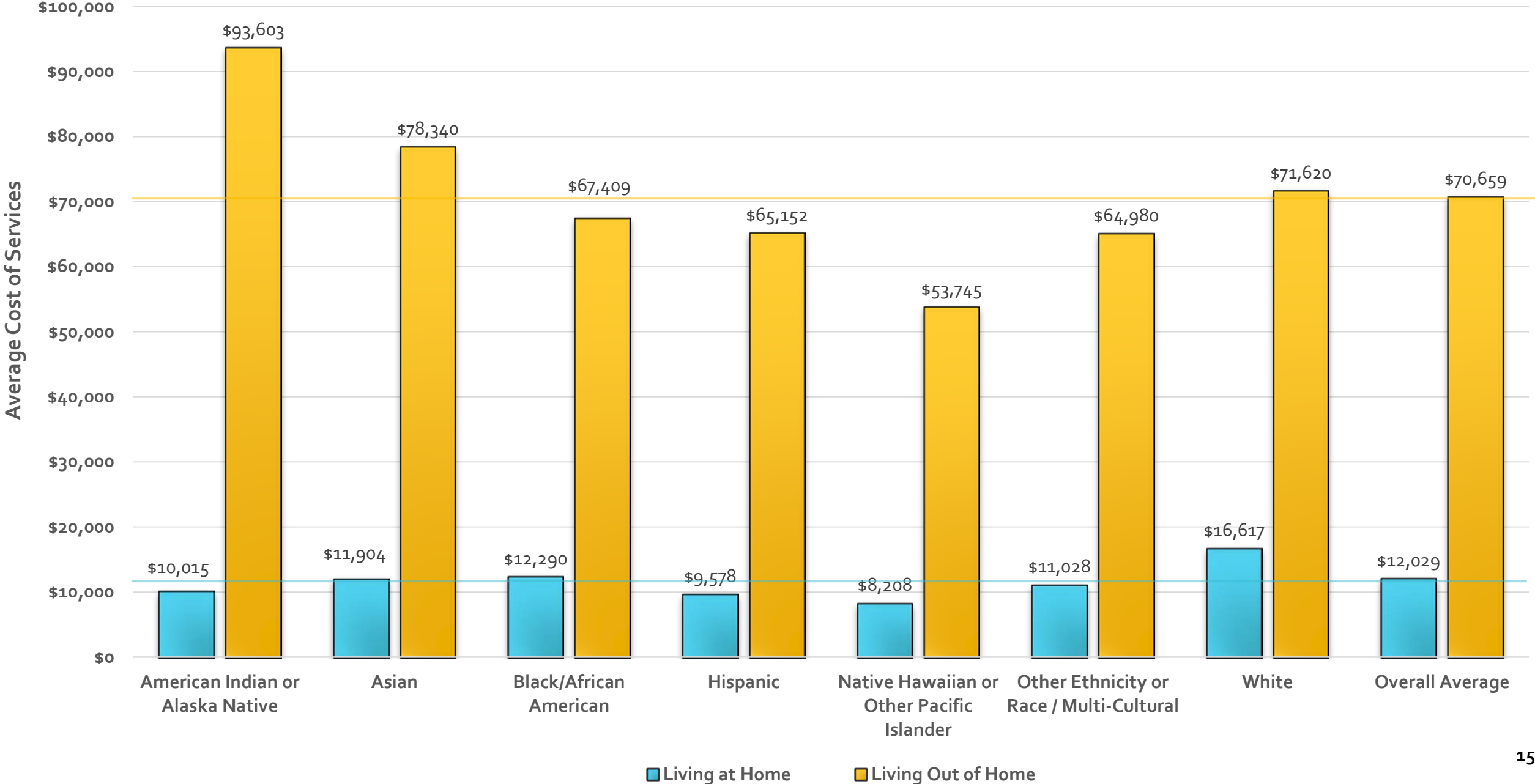
POS Expenditures by Type of Residence



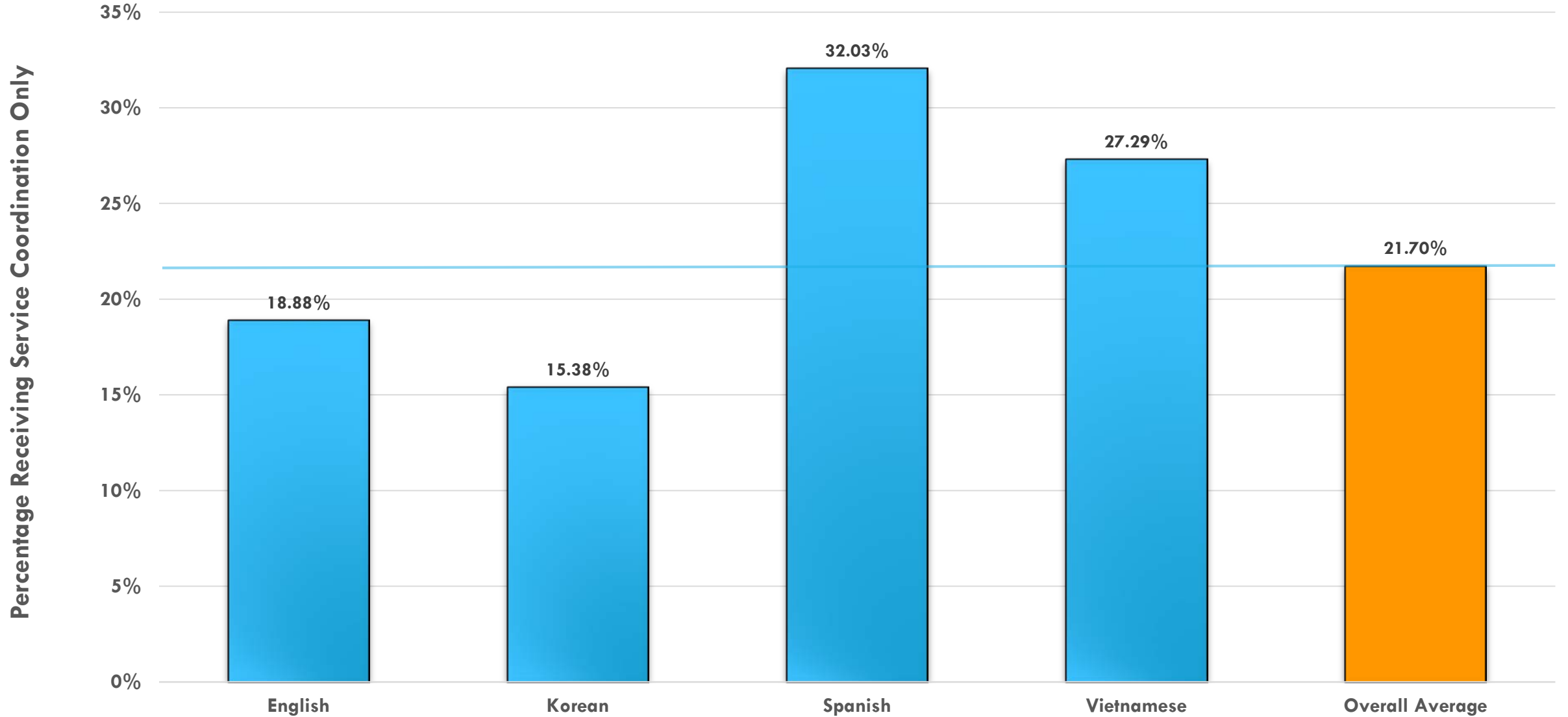
Ethnicity of Persons Served by RCOC Living at Home with Family



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



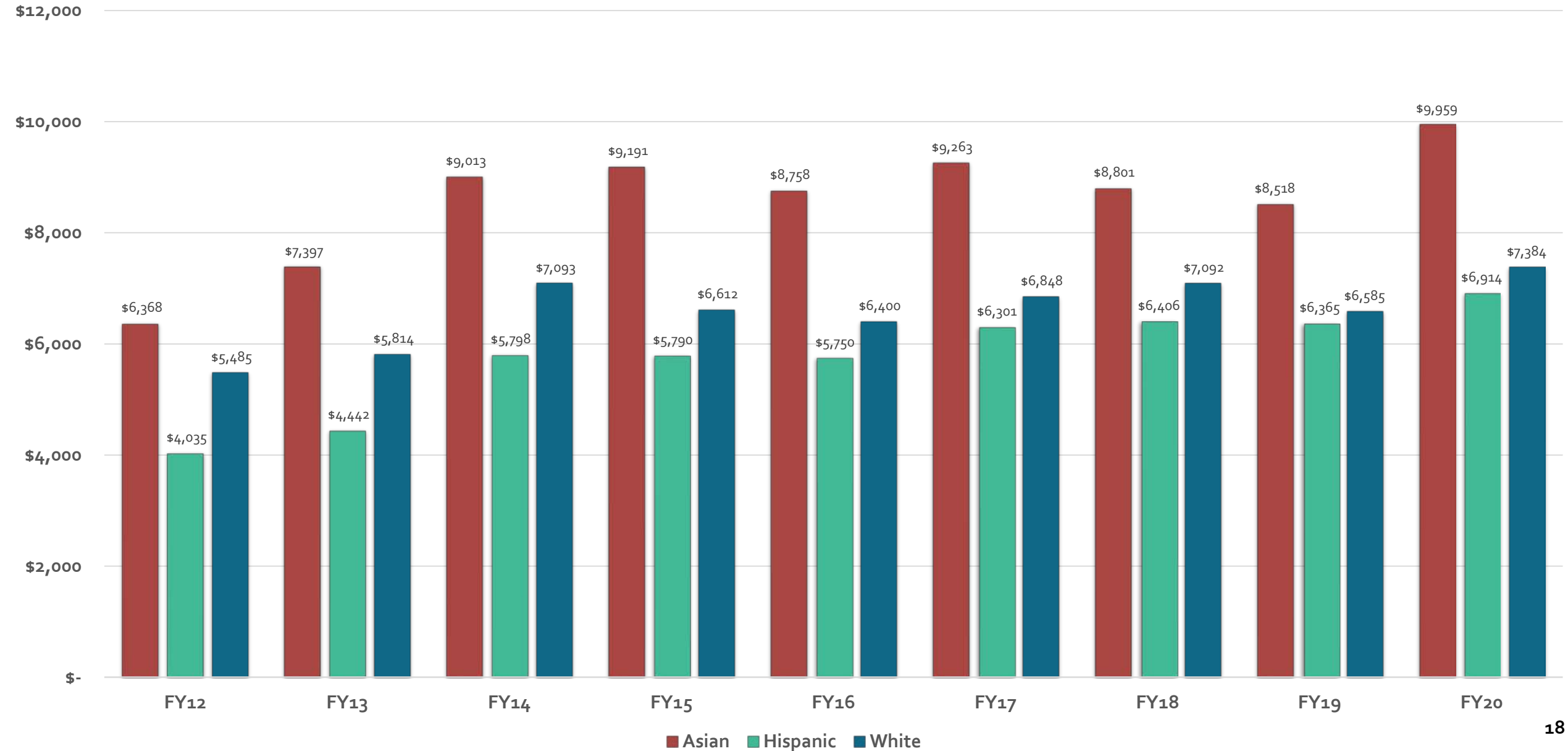
Percentage of Persons Served Receiving Service Coordination Only by Primary Language



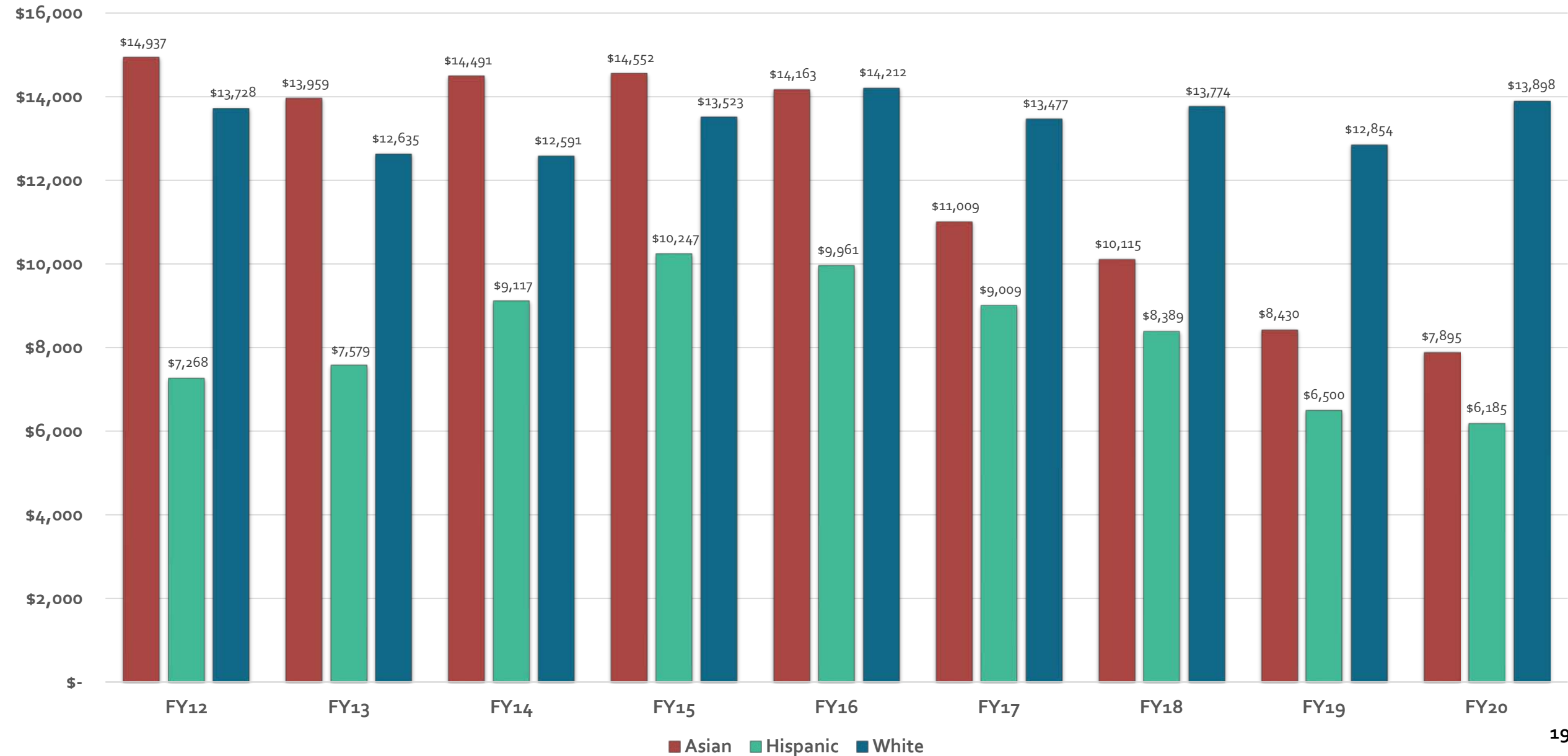
Per Capita
Authorized
Services
by Age
for Eight
Fiscal Years

Fiscal Years 2012 – 2020

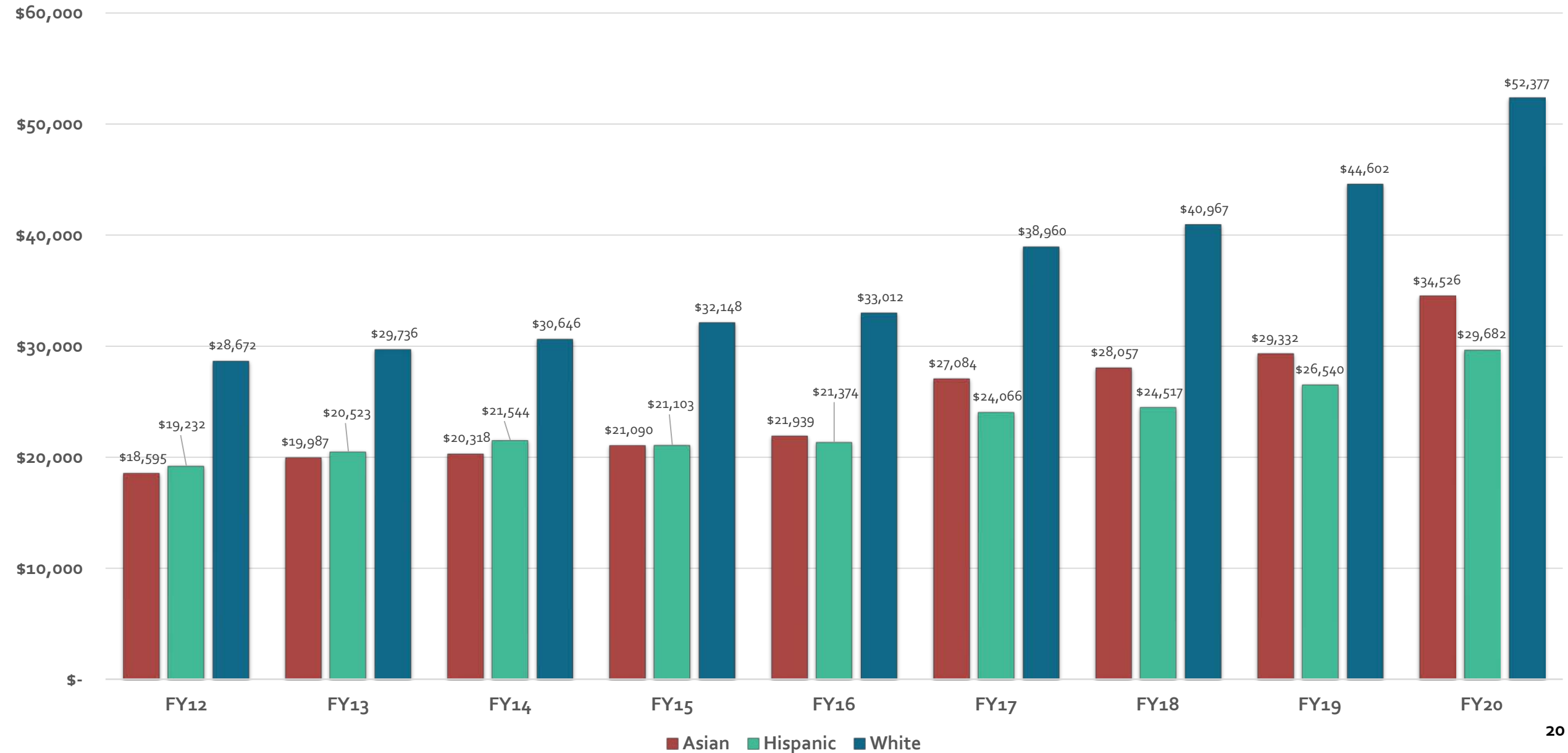
By Ethnicity
Birth to Two Years of Age
Per Capita Authorized Services



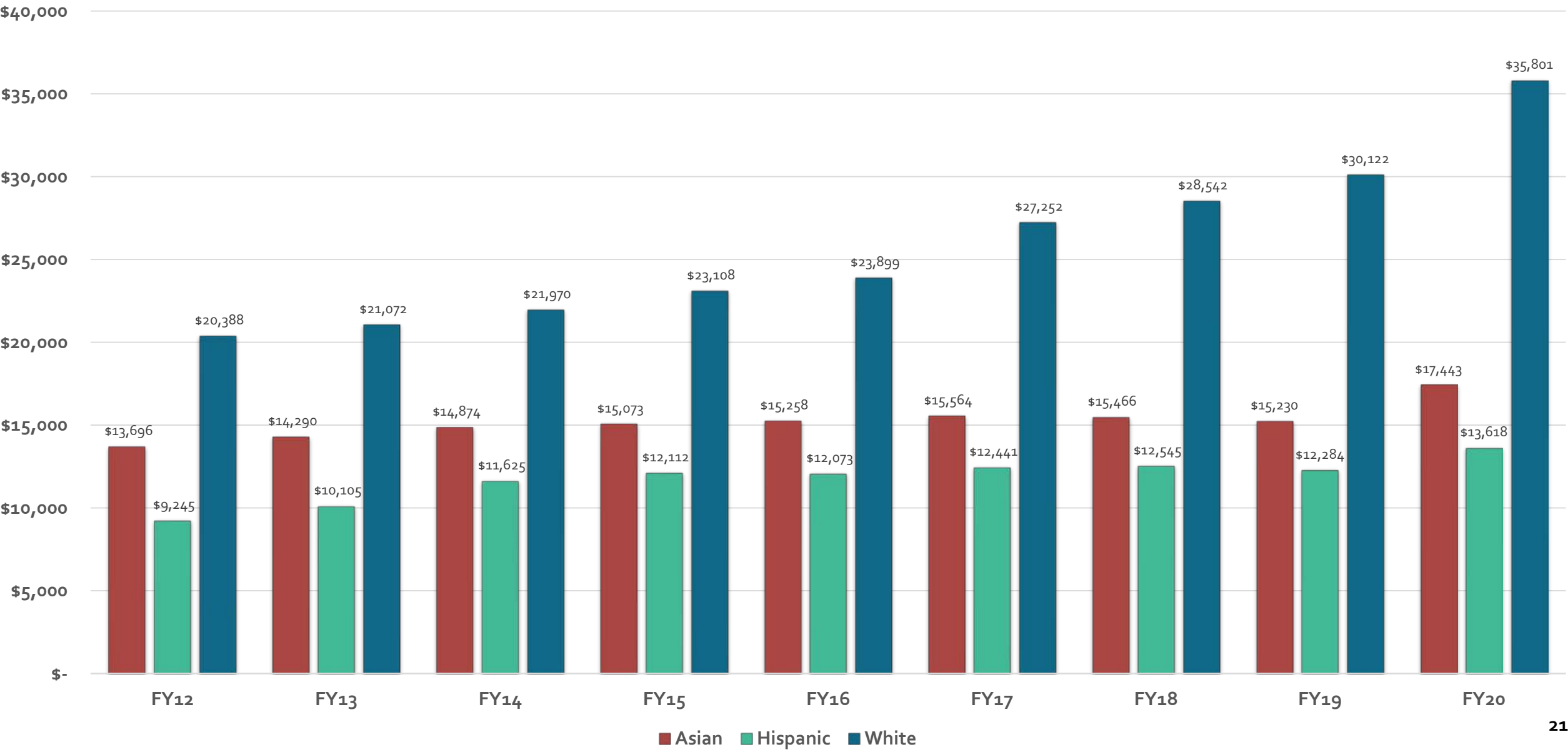
By Ethnicity
Three to 21 Years of Age
Per Capita Authorized Services



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
- Differences 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



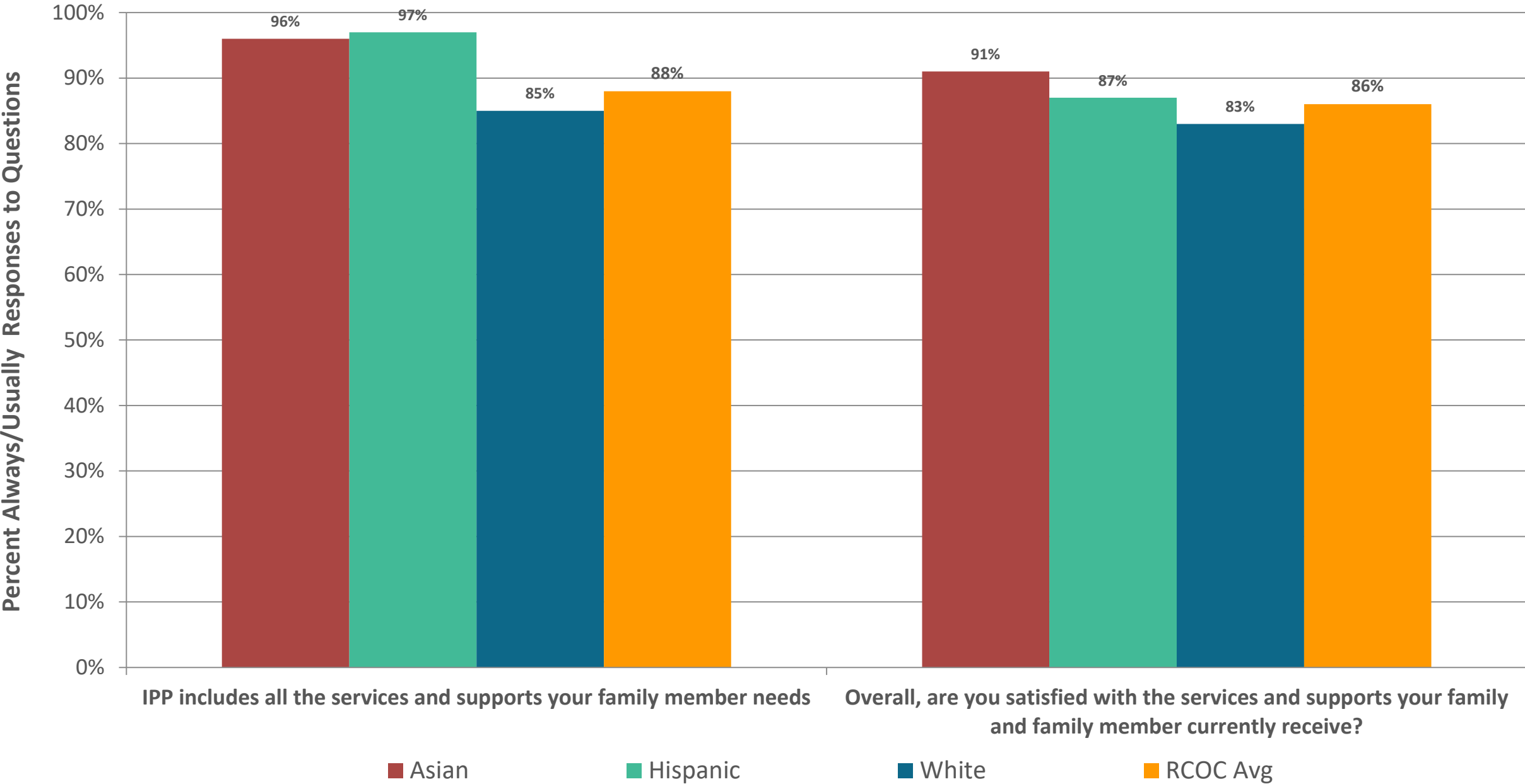
Core Indicators of Interest

- 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

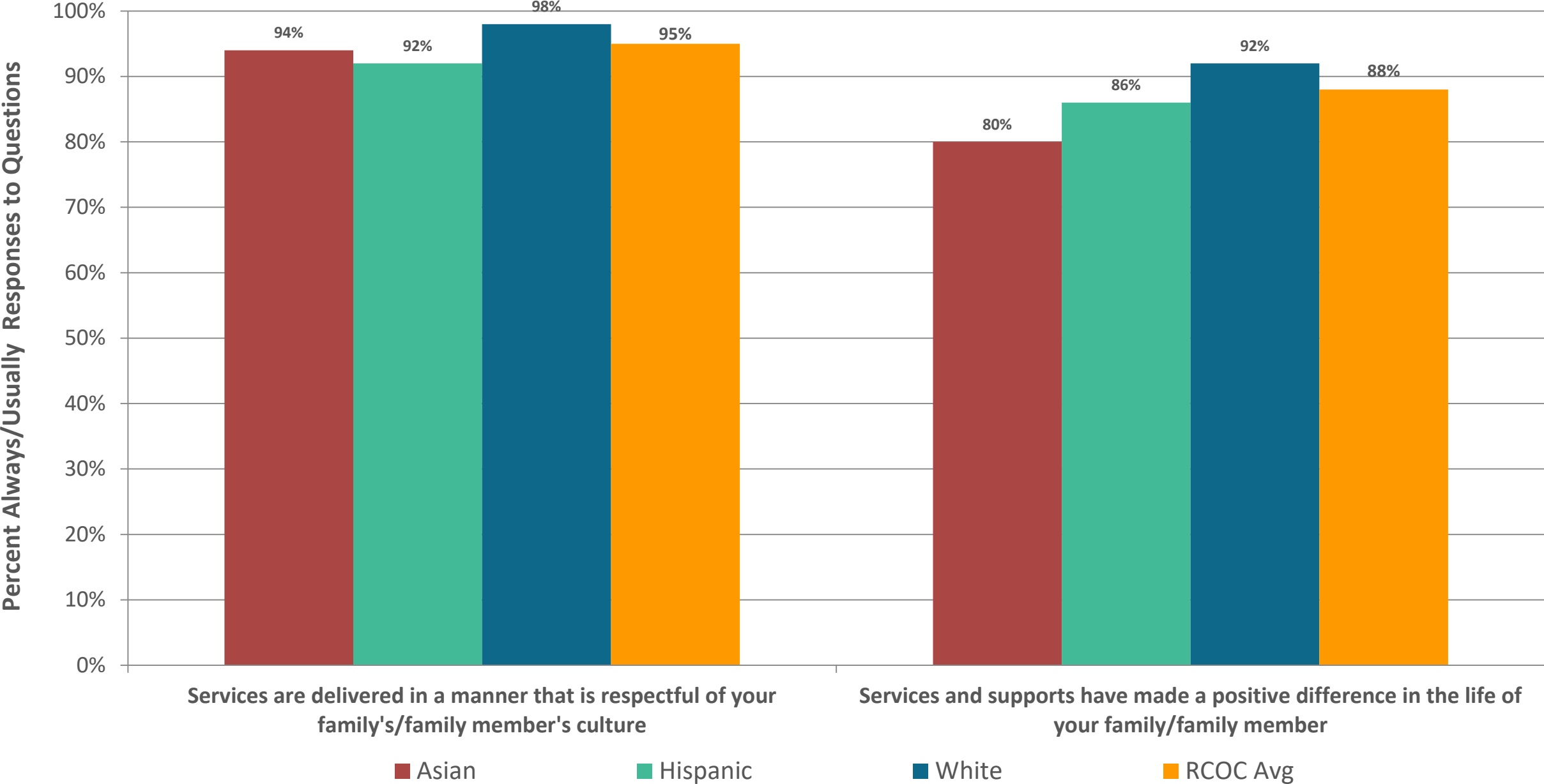
- Satisfaction
 - Satisfaction with services and supports received
- Family Outcomes
 - Services/supports make a difference in family's lives

NCI RCOC Adult Family Survey Results by Ethnicity



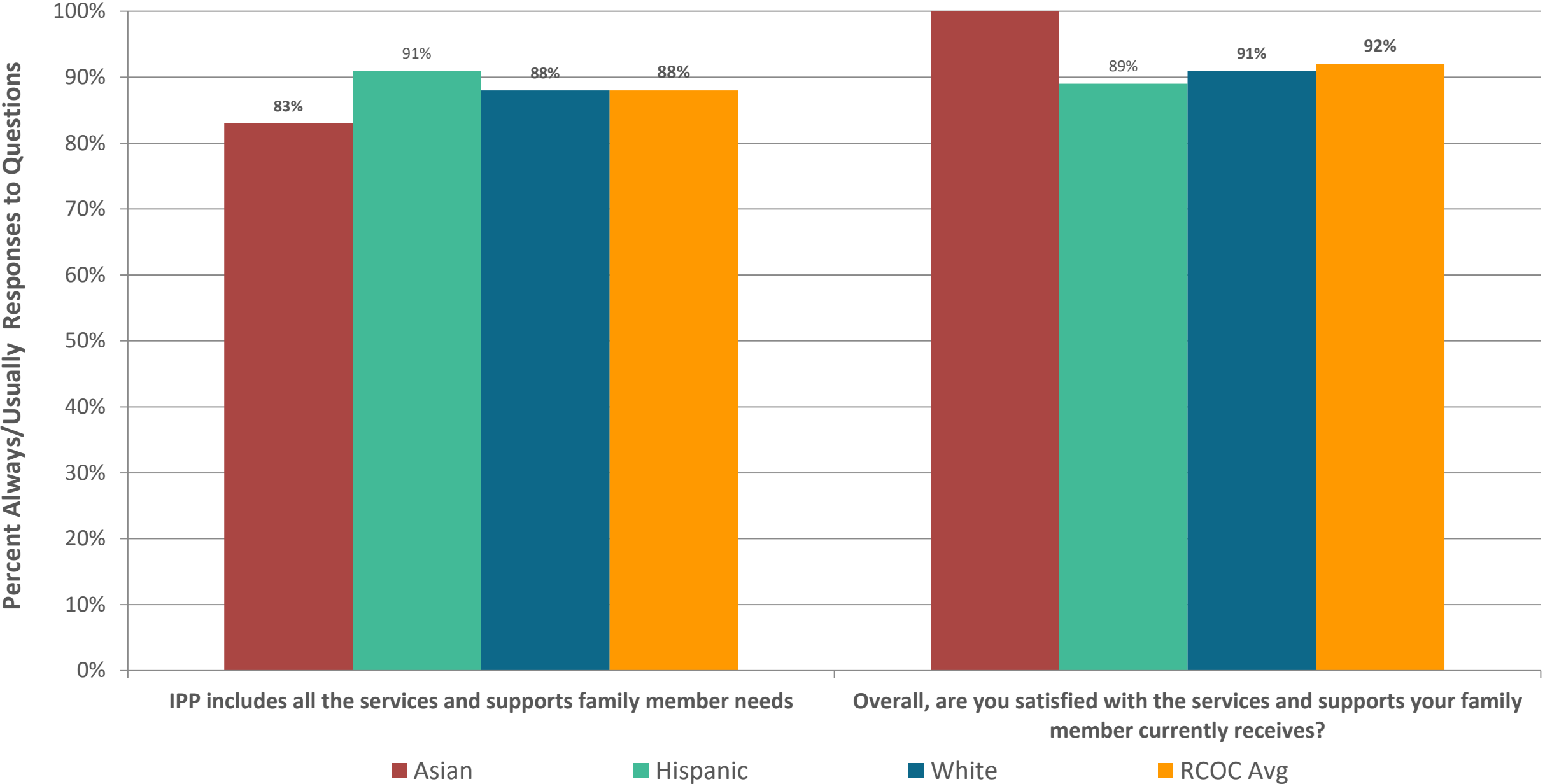
NOTE: Based on results from NCI Adult Family Surveys returned by 275 families in FY16/17

NCI RCOC Adult Family Survey Results by Ethnicity



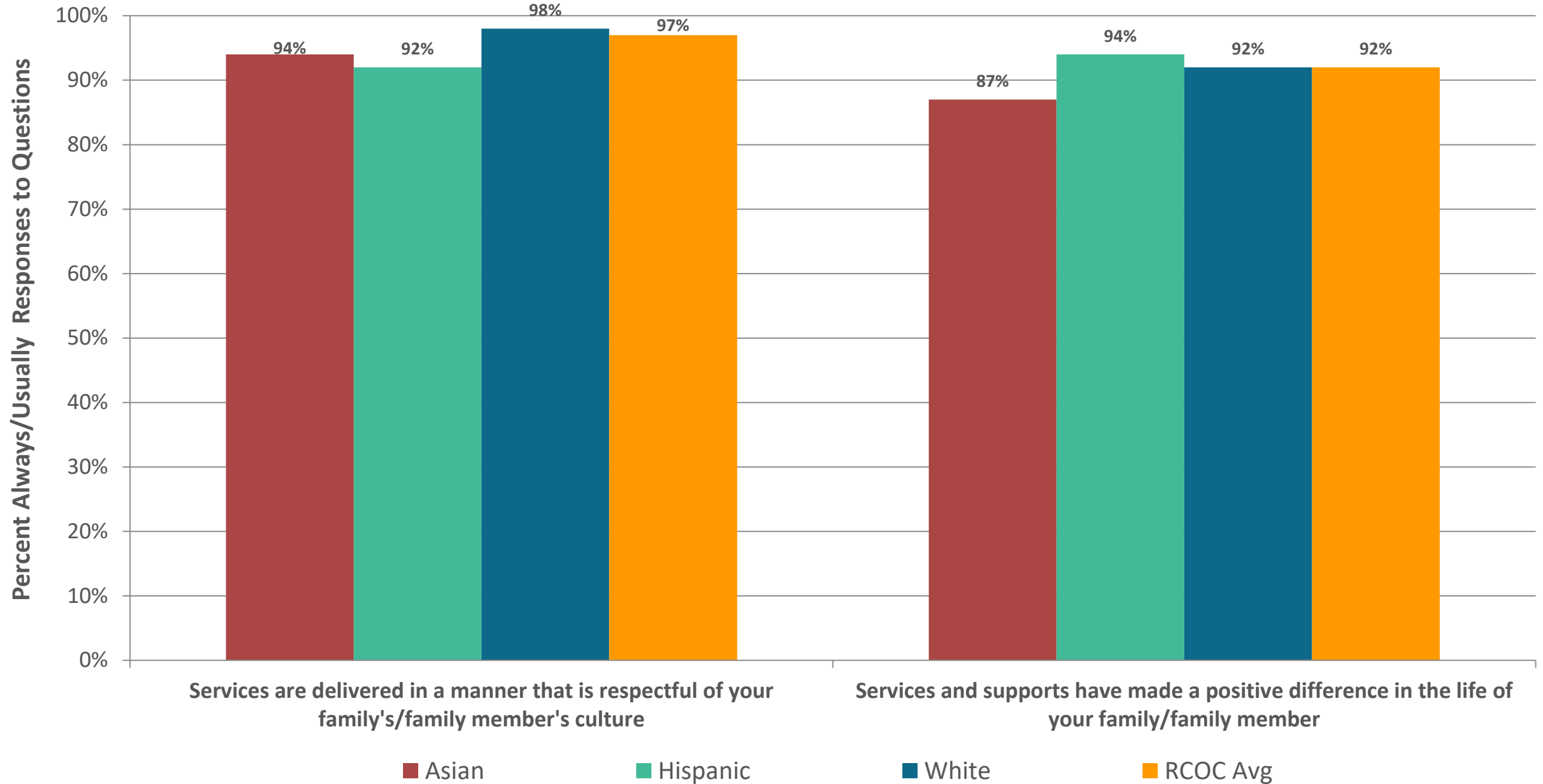
NOTE: Based on results from NCI Adult Family Surveys returned by 275 families in FY16/17

NCI RCOC Family Guardian Survey Results by Ethnicity



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

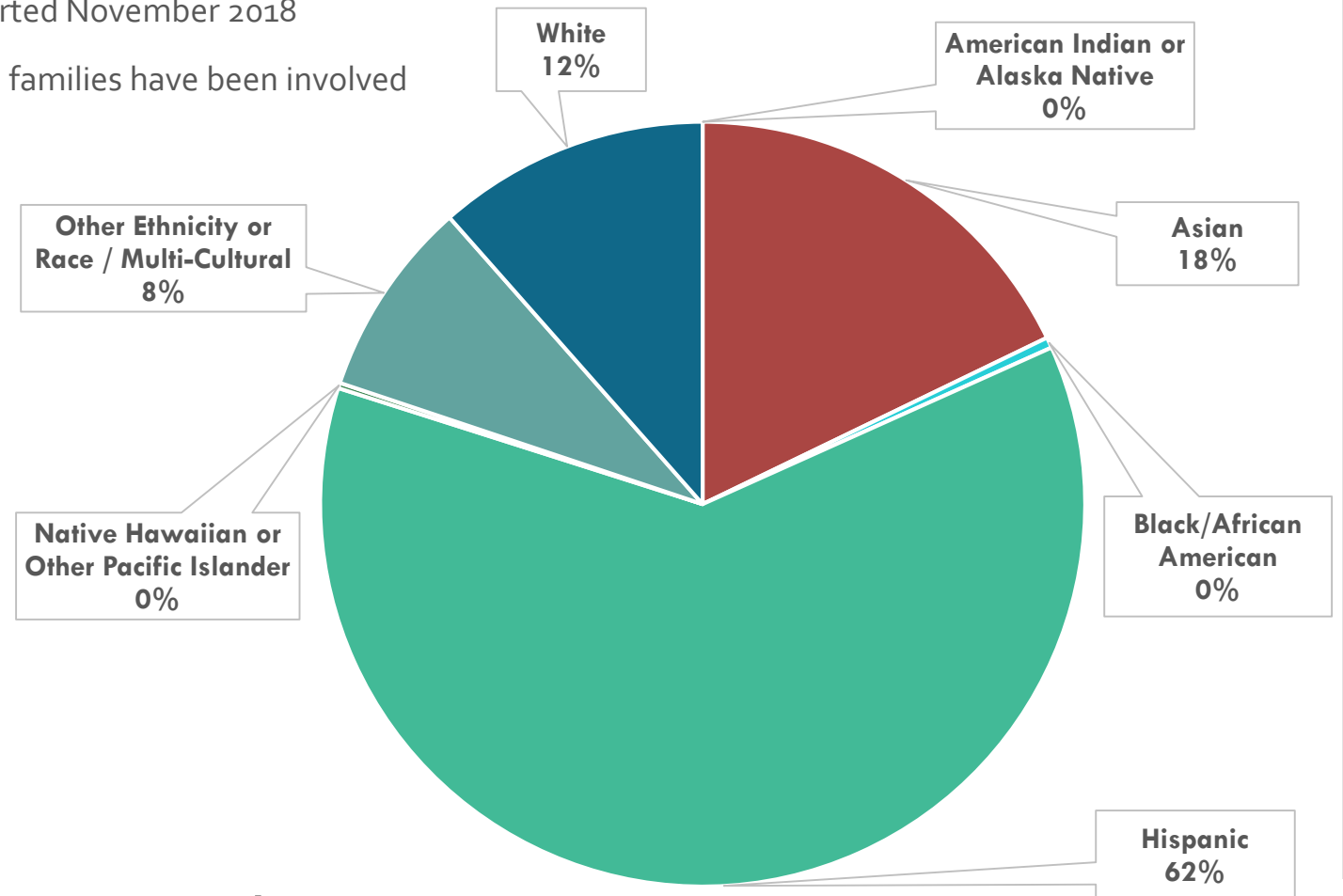
NCI RCOC Family Guardian Survey Results by Ethnicity



What Has RCOC Done to Address Differences?

- Expanded family outreach and support

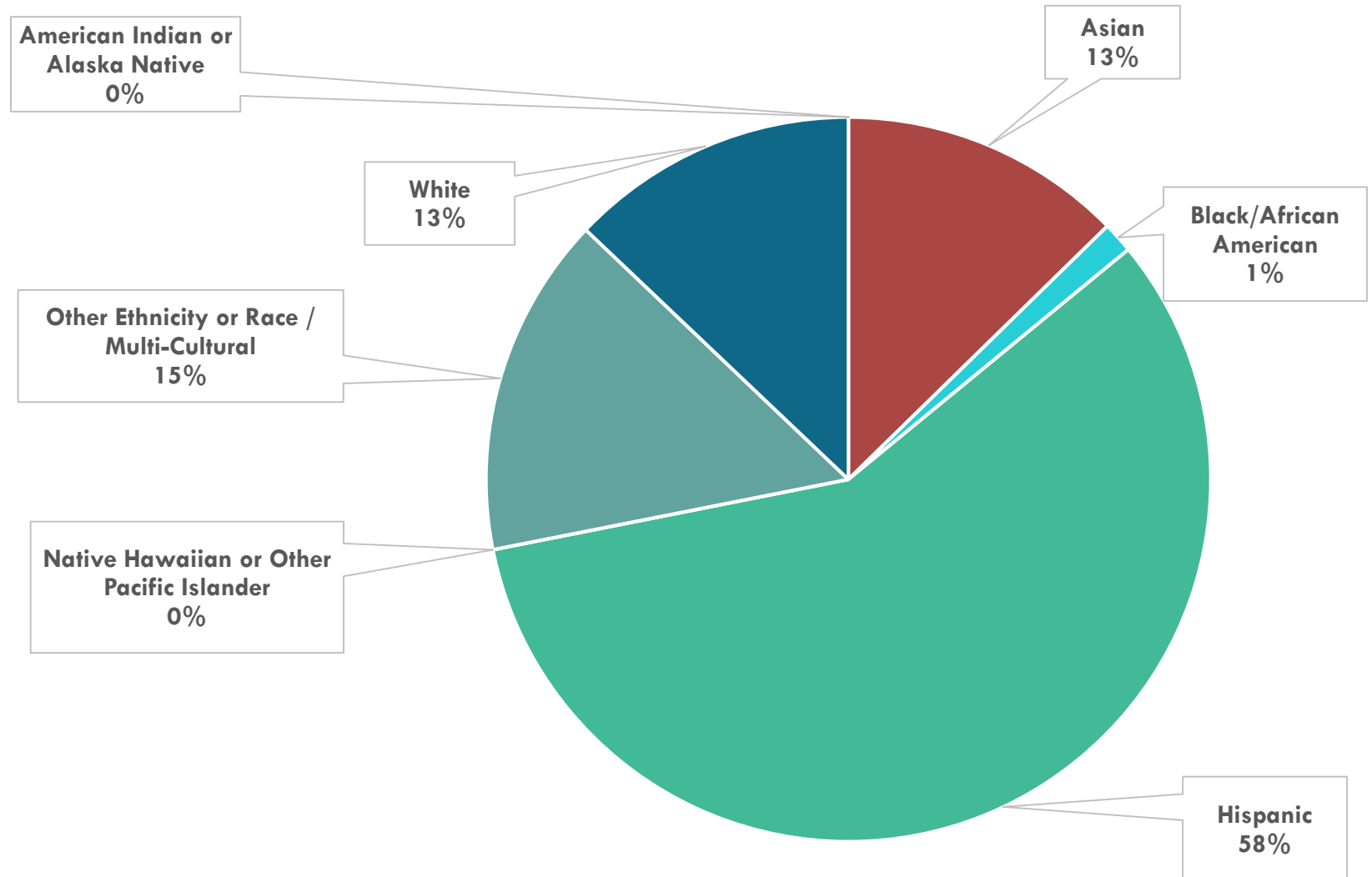
- Family Mentor Programs
 - Started November 2018
 - 443 families have been involved



- Parent support groups

What Has RCOOC Done to Address Differences? (continued)

- Developmental screenings in 2019-2020



What Has RCOC Done to Address Differences? (continued)

- Service Coordinators are trained in person-centered thinking and planning, over 14,100 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 Differences? (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 Differences? (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?



Questions and Answers

Guidelines for Participation

1. Please keep your questions brief and general in nature. Questions about specific services or of a personal nature will be taken offline and addressed individually. You can always contact your service coordinator about your own or your loved one's services.
2. We ask that you not use profanity (cuss words, swearing), explicit descriptions, or other offensive language.
3. Please be respectful of everyone's time. This space is reserved for questions and answers to help create greater understanding for the community.
4. We reserve the right to mute your line if you are not following these guidelines.

Preguntas y respuestas

Guía para la participación

1. Hagan preguntas breves y de índole general. Se contestarán fuera de línea las preguntas sobre servicios específicos o de índole personal y se responderá a ellas individualmente. Siempre pueden contactar a su coordinador de servicios sobre sus propios servicios o los de su ser querido.
2. Les pedimos que no usen groserías (palabrotas, maldiciones), descripciones explícitas u otro lenguaje ofensivo.
3. Respeten el tiempo de los demás. Este espacio está reservado para preguntas y respuestas que ayuden a crear un mayor entendimiento de la comunidad.
4. Nos reservamos el derecho de poner su línea en silencio si no se apegan a esta guía.

Phần Hỏi Đáp

Các Hướng Dẫn cho Sự Tham Gia

1. Xin vui lòng đặt các câu hỏi của quý vị một cách ngắn gọn và tổng quát về tính chất. Những câu hỏi về các dịch vụ cụ thể hoặc mang tính chất cá nhân sẽ không được phát trực tuyến và sẽ được trả lời riêng. Quý vị luôn có thể liên lạc với phối hợp viên dịch vụ của mình về những dịch vụ cho chính mình và người thân mình.
2. Chúng tôi yêu cầu quý vị không dùng ngôn ngữ thô tục (những từ ngữ chửi thề, mắng nhiếc), những miêu tả quá sức lộ liễu, hay ngôn ngữ phản cảm.
3. Xin vui lòng tôn trọng thời gian của mọi người. Không gian này được dành riêng cho các câu hỏi và lời đáp để giúp tạo một sự thông cảm rộng lớn hơn cho cộng đồng.
4. Chúng tôi dành quyền tắt sóng đường điện thoại của quý vị nếu quý vị không tuân thủ các hướng dẫn này.

