



May 31, 2023

Mr. Ernie Cruz, Assistant Deputy Director
Office of Community Operations
Department of Developmental Services
1215 O Street, MS 8-20
Sacramento, CA 95814

Dear Ernie:

Re: Annual Public Stakeholders' Meeting Regarding Purchase of Service Expenditure Data for Fiscal Year 2021-22

In accordance with Welfare and Institution (W&I) Code §4519.5(e), the Regional Center of Orange County (RCOC) held its annual public meeting regarding Purchase of Service (POS) expenditure data for fiscal year 2021-22 virtually on Wednesday, March 8, 2023 at 5:30 p.m. RCOC scheduled this meeting during the evening to allow working families an opportunity to participate. Attendees were invited to submit input during the question and answer session following presentation of the data or via email at any time to: pos.input@rcocdd.com.

RCOC announced this public meeting more than 30 days in advance on Monday, February 6, 2023, by posting a notice on its website. RCOC also sent electronic notifications to approximately 29,800 email addresses in our database, including persons served and their families, and vendors. For those without email addresses, flyers were printed and mailed.

In consideration of the language needs of its community, English, Spanish and Vietnamese languages were presented together for all meeting announcements, email notices, flyers, and presentation materials. The State Council on Developmental Disabilities (SCDD), the Department of Developmental Services (DDS), and Disability Rights California's Office of Clients' Rights Advocacy also received email notifications of this virtual public meeting. Spanish and Vietnamese interpreters provided live translation throughout the webinar, including the question & answer session, and Closed Captioning (CC) was available in several languages.

Webinar attendees included 41 individuals from our community and 21 RCOC staff.

This report includes meeting notes, comments and questions from the public, none of which required Spanish or Vietnamese translation, and presentation materials. This presentation is also available on RCOC's website: <https://www.rcocdd.com/wp-content/uploads/about/transparency/posmeeting/POSMeeting03082023.pdf>

While the data presented at this meeting indicate that expenditure disparities do exist, it does not explain why. This data does not indicate whether the individual's needs are being met or not. The costs of services vary, as do the needs of each individual we serve.



RCOC has been holding successful public meetings regarding purchase of service expenditures in English, Spanish and Vietnamese languages for several years. Every year RCOC improves the presentation to make it more accessible and transparent. RCOC has added a list of all services available and Summary of Purchase of Service Guidelines to its website in English, Spanish, and Vietnamese.

RCOC respectfully submits this report to the Department of Developmental Services (DDS) as required by W&I Code §4519.5(f)(1).

Please let us know if you require anything else.

A handwritten signature in blue ink, appearing to read "Larry Landauer", is positioned above the printed name.

Larry Landauer
Executive Director

Enclosures

**DEPARTMENT OF DEVELOPMENTAL SERVICES REGIONAL CENTER PURCHASE OF SERVICE
PUBLIC MEETINGS SUMMARY, RECOMMENDATIONS AND PLAN TO PROMOTE EQUITY AND
REDUCE DISPARITIES ANNUAL REPORT TEMPLATE.**

As indicated in Welfare and Institutions (W&I) Code §4519.5(e)-(f), regional centers are required to hold public stakeholder meetings within three months of posting their annual purchase of service data on their websites. Regional centers submit an annual report to the Department of Developmental Services (Department) by May 31st. The Department shall provide feedback to the regional centers on the Annual Report, prior to its posting by August 31st. The following pages include the required components of the annual report and W&I Code citations. For your consideration are a list of questions that may assist you when preparing the Annual Report in addition to the inclusion of your regional center's public meeting notes, public comments, presentation materials and a plan with recommendations for reducing disparity.

Regional center name: [Regional Center of Orange County](#)

Person filling out report: Larry Landauer

Date of completion: May 31, 2023

W&I Code §4519.5 (e)

"...each regional center shall meet with stakeholders in one or more public meetings regarding the (purchase of service) data... consider the language needs of the community and shall schedule the meetings at times and locations designed to result in a high turnout by the public and underserved communities."

1. How many meetings did your regional center conduct?

- ☒ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5+

2. Did your regional center hold at least one meeting by March 31st? [Yes](#)

3. How were the meetings scheduled to accommodate community participation? Select all that apply.

- ☒ Webinar (e.g. GoToMeeting, YouTube)
- ☒ Virtual platform (e.g. Zoom)
- ☐ In-person
- ☐ Hybrid
- ☐ Other

If "Other" selected enter here.

PROPER MEETING NOTIFICATION

W&I Code §4519.5(e)

"...regional centers shall inform the department of the scheduling of those public meetings 30 days prior to the meeting. Notice of the meetings shall also be posted on the regional center's internet

website 30 days prior to the meeting and shall be sent to individual stakeholders and groups representing underserved communities in a timely manner."

4. Was the Department informed at least 30 days prior to ALL meetings? Yes

5. How was the Department informed?

- ☒ Liaison direct email
- ☒ OCO email
- ☐ Telephone
- ☒ Through indirect notification (RC meetings, eblast, social media)

6. Were notices of ALL meetings held, posted on the regional center's website 30 days prior to each meeting(s)? Yes

7. Select the best option that represents when individual stakeholders and groups representing underserved communities were informed?

- ☒ 30 days or more
- ☐ 3 weeks' notice
- ☐ 2 weeks' notice
- ☐ 1 week notice
- ☐ Less than 1 week
- ☐ Underserved communities were not specifically informed of the meeting(s)

8. What outreach efforts were utilized to inform individual stakeholders and groups representing underserved communities of the meetings(s)? Select all that apply.

- ☒ Newsletter/Eblast
- ☒ POS meeting specific email
- ☒ Public meeting
- ☒ Social media
- ☒ Community partners
- ☒ Website (e.g. event page or calendar)
- ☐ Blog post
- ☐ Everbridge or another type of automated phone recording
- ☒ Mail
- ☐ Text
- ☐ Phone call by RC staff
- ☒ Other

POS meeting date announced at RCOC's Board of Directors' Meeting, March 2, 2023.
Minutes from this meeting attached (see page four).

CULTURALLY AND LINGUISTICALLY APPROPRIATE

W&I Code §4519.5(e)

"The regional center shall provide participants of these meetings with the data and any associated information related to improvements in the provision of developmental services to underserved communities and shall conduct a discussion of the data and the associated information in a manner that is culturally and linguistically appropriate for that community, including providing alternative communication services."

9. What languages were offered during the meeting(s)? Select all that apply.

- ☒ English
- ☒ Spanish
- ☐ Mandarin
- ☐ Cantonese
- ☐ Hmong
- ☐ Korean
- ☒ Vietnamese
- ☐ ASL
- ☒ Other

Live interpreters were available for Spanish and Vietnamese translation. Closed Captioning (CC) was also available in several languages.

10. Did the meeting(s) include any of the following? Select all that apply.

- ☒ Meeting(s) held in several languages
- ☒ Closed captioning provided
- ☒ Materials were provided in several languages
- ☒ Information was presented in plain language (i.e. easy to understand)
- ☒ Other

All materials and announcements were presented in English, Spanish and Vietnamese.

11. Describe how the cultural and linguistic needs of the communities were considered.

Enter response

ACTIONS TO IMPROVE PUBLIC ATTENDANCE AND PARTICIPATION

W&I Code §4519.5(f)(1)(A)

"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."

12. Was the goal or purpose of the meeting communicated? If so, describe how?

Yes. Meeting scheduled virtually and during the evening to accommodate working families.

13. What methods were used to provide an environment that allowed attendees to feel comfortable and interact with each other? Select all that apply.

- ☐ Allowed for small group conversations
- ☐ Introduced staff in attendance
- ☐ Allowed attendees to introduce themselves
- ☐ Provided chat rooms (e.g. zoom chat function)
- ☐ Chat feature was enabled
- ☒ Regional center for public comment
- ☒ Provided opportunities to ask questions
- ☒ Other

Enter response

14. Based on attendance did you observe any of the following? Select all that apply.

- ☒ Attendees engaged in public comment
- ☐ Innovative ideas suggested by attendees
- ☐ Diverse perspectives shared by attendees
- ☐ Attendees requested additional explanation/clarification on the information shared
- ☒ Other

Four attendees asked questions not related to POS, or made comments related to their individual cases.

15. Overall, how many individuals from the public attended the meeting(s)? Select best estimate.

- ☐ None
- ☐ Less than 20
- ☒ 20-50
- ☐ 50-100
- ☐ 100-200
- ☐ 200+

16. What efforts did the regional center take to improve public attendance and participation, including any new strategies? Select all that apply.

- ☐ Collaborated with community partners
- ☐ Offered focus groups
- ☐ Offered meetings in multiple languages
- ☐ Offered multiple meeting opportunities
- ☐ Outreach through group meetings
- ☒ Outreach via flyers/public service announcements/social media
- ☒ Provided translated materials
- ☐ Shared via Everbridge
- ☒ Offered meetings virtually
- ☒ Offered meetings during non-business hours or on weekends
- ☐ Not applicable
- ☒ Other

Enter response

17. Who were the meeting(s) attendees? Select all that apply.

- ☒ Self-advocates
- ☒ Parents/family members
- ☒ Regional Center staff
- ☐ Board members
- ☒ Community advocates
- ☒ Community based organizations
- ☒ Department staff
- ☒ Other

Vendors.

18. List the names of the partner agencies, community partners, and community-based organizations that participated in the meeting(s).

State Council on Developmental Disabilities (SCDD), Disability Rights California (DRC), Abilities OC, and RCOC vendors.

COPIES OF MINUTES AND ATTENDEE COMMENTS

W&I Code §4519.5(f)(1)(B)

"Copies of minutes from the meeting and attendee comments"

19. Does your submission include a copy of the meeting minutes (notes) and a copy of the raw attendee comments? **Yes**

20. Which of the following themes reflect what attendees expressed as important, challenges and barriers faced? Select as top concern, concern or not a concern for each.

| | Top Concern | Concern | Not a concern |
|------------------------------------------------------------|--------------------------|--------------------------|-------------------------------------|
| Regional center services satisfaction | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Case management satisfaction | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Lack of RC knowledge/service options | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Lack of community trainings | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Concern with language and cultural competency | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| SC/staff training concerns | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Caseload concerns | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Communication/outreach concerns | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Lack of regional center trust | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Unmet needs | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Service accessibility concerns | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Transportation issues | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Rates and vendorization concerns | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Vendor concerns | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Lack of community, RC, and other stakeholder collaboration | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Need for advocacy training and support | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

21. Were there any additional topics or themes mentioned in the meeting(s) that are not listed in question 20? Please list and indicate if they were a top concern (mentioned by multiple people).

Concerns about disparity.

IDENTIFIED DISPARITIES IN THE POS DATA

W&I Code §4519.5(f)(1)(C)

"Whether the data...indicate a need to reduce disparities in the purchase of services among consumers in the regional center's catchment area."

22. Briefly describe the type of disparities that were identified and discussed (e.g. by race/ethnicity, primary language, residence, age, diagnosis, etc.)

Overall cost by ethnicity.

REGIONAL CENTER'S RECOMMENDATIONS AND PLANS TO PROMOTE EQUITY AND REDUCE DISPARITIES

W&I Code §4519.5(f)(1)(C)

"...If the data do indicate that need, the regional center's recommendations and plan to promote equity, and reduce disparities, in the purchase of services."

23. Besides holding the POS annual meeting(s) what other venues were utilized to gather information to develop the regional center's recommendations and plans to promote equity and reduce disparities? Select all that apply.

- ☐ Other regional center meetings
- ☐ Feedback requested from support groups
- ☐ Recommendations from focus groups
- ☐ Surveys
- ☐ Call for public input (e.g. social media, eblasts, website)
- ☒ Other

Meetings with Hispanic group with ongoing disparity concerns.

24. Will your report show how the prior year's recommendations and plan were implemented? **Yes**

**Regional Center of Orange County
Annual Public Meeting Regarding
Purchase of Service Expenditure Data
Wednesday, March 8, 2023, 5:30 PM
Via Webinar**

Meeting Summary Notes

I. Expenditure Data Presentation

Mr. Larry Landauer, Executive Director, presented information and data regarding RCOC's Purchase Of Service (POS) expenditures for fiscal year 2021-22 based on ethnicity, race, language, and disability.

Mr. Landauer welcomed attendees and thanked them for joining the webinar. Mr. Landauer informed the audience that there would be an opportunity to participate in a question and answer session following the presentation. Until then, in effort to respect each other's time, microphones are muted and chat is disabled. Another option for submitting questions and comments at any time is to send an email to pos.input@rcocdd.com.

II. Questions/Comments from the Public

Of the seven questions or comments, four were from parents with individual or personal concerns. Mr. Landauer informed attendees that individual cases cannot be discussed during a public meeting for confidentiality reasons. Mr. Landauer advised those parents to contact their assigned Service Coordinators for follow-up and more information.

Other questions or comments:

- Chad asked if the chat feature would be disabled throughout the meeting.

RCOC response: There will be an opportunity to participate in a question and answer session following the presentation. Until then, in effort to respect each other's time, microphones are muted and chat is disabled. You can submit questions and comments by email at any time to pos.input@rcocdd.com.

- Chad asked if the presentation slides are available for attendees.

RCOC response: The presentation will be posted on our website here after this meeting:

<https://www.rcocdd.com/wp-content/uploads/about/transparency/posmeeting/POSMeeting03082023.pdf>

- Chad suggested holding a separate public meeting for each language (segregation).
- Mary asked if a recording of the meeting would be available.

RCOC response: A recording of this meeting will be available on our website here after this meeting: <https://www.rcocdd.com/about-rcoc/transparency-and-accountability/diversity-and-disparity-in-pos>

- Mary asked if state or federal money is funding services.

RCOC response: We utilize both, about 50% of each.

- Bobby suggested holding public meetings at RCOC's Cypress location on occasion.

RCOC response: Your suggestion has been noted, Bobby.

- Chad read excerpts from a letter he sent to Mr. Landauer on data information.

RCOC response: Thank you, Chad. Your letter will be included with our report to DDS.

III. Adjournment

**Regional Center of Orange County
Board of Directors' Meeting Minutes
March 2, 2023**

Board Members Present:

(Members in-person, unless otherwise noted)

Meena Chockalingam (*joined virtually*)
Sylvia Delgado
Frances Hernandez (*joined virtually*)
Amy Jessee
Sandy Martin
Hilda Mendez
Chinh Nguyen
Fernando Peña

Board Members Absent:

John “Chip” Wright, Chairperson
Cliff Amsden
Yvonne Kluttz
Liza Krassner
Rick Perez

Corporate Counsel Present:

David Lester, Esq.

I. General Session

In Mr. Chip Wright’s and Mr. Cliff Amsden’s absence, Ms. Sandy Martin called the meeting to order at 6:02 p.m.

A. Pledge of Allegiance/Reading of RCOC’s Mission and Vision Statement

Ms. Amy Jessee led attendees in a recitation of the Pledge of Allegiance.
Ms. Sylvia Delgado read RCOC’s Mission and Vision Statement.

B. Community Forum for Agenda Items Only

There were no speakers for community forum.

C. Budget and Finance Committee

Ms. Martin reported that the Committee approved and recommended for approval all of its items on the consent calendar.

D. Consent Calendar

1. Approval of Board of Directors’ Minutes for January 12, 2023
2. Budget and Finance Committee
 - a. Approval of Monthly Sufficiency of Allocation Report, December 2022

- b. Approval of Monthly Sufficiency of Allocation Report, January 2023
- c. Approval of Budget Amendment C-4, Fiscal Year 2021-22

M/S/C to approve the consent calendar, as presented

E. Executive Director's Report

1. Recognition of Persons' Served Employment Longevity

The Board of Directors honored four persons served who have worked for the same employer for 23 or more years with a Certificate of Recognition.

Mr. Larry Landauer gave his Executive Director's Report, which included the following highlights:

- *California Budget.* Mr. Landauer reported on the State Assembly's Committee on Budget, Subcommittee 1 on Health and Human Services, which held its first hearing on February 22, 2023. Mr. Landauer also reviewed the Association of Regional Center Agencies' (ARCA's) summary of the Governor's Budget for Fiscal Year 2023-24, which is also available on RCOC's website.
- *Coordinated Family Support Services (CFS).* Mr. Landauer reported that the Department of Developmental Services (DDS) launched the Coordinated Family Support Services pilot program, effective January 1, 2023. The pilot program was designed for persons served, who choose to reside in the family home, receive support services that are tailored to their needs and are respectful of the family's language, and culture. Mr. Landauer stated that this pilot program has received great interest from families but there are currently no CFS vendors. Once vendors become available, referrals will be sent to interested families.
- *Fair Hearing Process.* Ms. Christy Petteruto, RCOC's General Counsel, reported that changes to the Fair Hearing process were included in the State's Budget Trailer Bill, SB 188, which amended sections of the appeals process effective March 1, 2023. Some of the changes include:
 - The Fair Hearing Process has been changed to the Appeals Process.
 - A regional center attorney may not be present at any stage in the appeals process unless the person served is represented by an attorney.
 - Regional centers are required to participate if a person served requests an informal meeting and/or mediation.
 - An Administrative Law Judge will issue the final decision unless the Director of DDS chooses to review certain cases and issue the final decision. The Director currently has chosen to review cases on Coordinated Family Support Services, Self-Determination Program and services outside of California.

RCOC Board of Directors' Meeting Minutes
March 2, 2023

- *Home and Community-Based Services (HCBS) Final Rule.* Mr. Landauer reported that the HCBS Final Rule deadline is March 17, 2023. Providers must have supporting documentation to substantiate compliance with the Final Rule requirements that are not included in California's Corrective Action Plan.
- *Purchase of Service (POS) Expenditures for Fiscal Year 2022-23.* Mr. Landauer reported that there is a projected surplus statewide.
- *Person Centered Thinking (PCT).* Mr. Landauer reported that approximately 97% of the Individual Program Plans (IPPs) for Lanterman cases are in the PCT format. RCOC is also providing PCT trainings for new staff and refresher courses for staff who were already trained in PCT.
- *Employment.* Mr. Arturo Cazares, RCOC's Director of Community Services, reported on preliminary employment data collected during IPP meetings. The purpose of the data is to identify persons served who are interested in obtaining employment and assisting them with skill development to improve the likelihood of employment. For those who are currently employed, the data collected is used to determine their satisfaction.
- *Housing.* In Mr. Jack Stanton's absence, Ms. Theresa Ta, RCOC's Manager of Safety Net and Resource Development, reported that RCOC continues its efforts to develop affordable housing in Costa Mesa and Irvine.

Ms. Ta also reported on preliminary housing data collected during IPP meetings. The data is used to determine person served satisfaction with their current living situation. If needed, RCOC will explore other living options to improve their satisfaction. Ms. Ta stated that over time, the data will determine which types and locations of housing are most preferred by persons served.

- *Legislative and Community Awareness (LCA).* Mr. Landauer reported that Dr. Bonnie Ivers, RCOC's Clinical Director, and Mr. Cazares are collaborating with Cypress College to speak to psychology students about RCOC's services and potential career opportunities in the developmental disabilities field. Mr. Landauer also reported that RCOC is in the process of scheduling virtual meetings with state legislators and their staff to inform them about the regional center system and the need to increase vendor rates.
- *Health and Wellness.* Dr. Ivers reported on preliminary health and wellness satisfaction data collected during IPP meetings. This data will help RCOC determine what resources it can provide to help persons served improve their health and achieve their health and wellness goals.
- *RCOC News.* Mr. Landauer reported that vendor staffing shortages continue due to low vendor rates.

RCOC Board of Directors' Meeting Minutes
March 2, 2023

Mr. Cazares provided an update on Elwyn California's closure and Westview Services' decision to eliminate site-based services and provide only Tailored Day Services. RCOC continues to work with other day program vendors to ensure that persons served have a day program.

Mr. Cazares also reported that Alternative Services ended on December 31, 2022, and providers are transitioning back to pre-COVID traditional services. Service providers are trying to hire staff so that programs can return to traditional in-person services.

Mr. Landauer reported that he and his staff continue to work with the Hispanic families group to address their concerns. The first two meetings with the Hispanic families group were held on November 10, 2022 and February 22, 2023. A follow-up meeting will be scheduled for April 2023.

- *AB 637 Proposal.* Mr. Landauer reported that RCOC submitted an AB 637 waiver request to allow families to use a Financial Management Service (FMS) instead of purchase reimbursement when a preferred social/recreation, camp or non-medical therapy provider is not vendored with RCOC.
- *Virtual Chart.* Mr. Landauer reported that RCOC is using its Virtual Chart software system to empower service coordinators by assisting them in making service related decisions independent of the need for additional review by management as they work with persons served and their families.
- *Self-Determination Program (SDP).* Mr. Landauer reported that the SDP Local Advisory Committee last met on February 27, 2023.
- *RCOC's Expenditure Data Public Meeting.* Mr. Landauer reported that RCOC will host its annual Purchase of Service Expenditure Data public meeting virtually on March 8, 2023.
- *2023 Spotlight Awards.* Ms. Minaya Wright from Integrity House invited everyone to attend the Spotlight Awards, which will be held at the Spring Field Banquet Center in Fullerton on April 20, 2023, from 5:30 to 10:00 p.m.

POS

F. Executive Committee

Ms. Martin reported that the Committee met on February 21, 2023; the next meeting is scheduled for March 20, 2023.

G. Board Recruitment and Training Committee

Ms. Martin reported that the Committee met on February 13, 2023. The committee reviewed the Board composition and discussed recruitment efforts.

***RCOC Board of Directors' Meeting Minutes
March 2, 2023***

Ms. Martin presented the following agenda items from the Board Recruitment and Training Committee for approval.

1. Approval of Board Membership for Bruce Hall for a One-Year Term Commencing April 1, 2023 and Ending March 31, 2024

M/S/C to approve Board Membership for Bruce Hall for a One-Year Term Commencing April 1, 2023 and Ending March 31, 2024, as recommended

2. Approval of Board Membership for Jacqueline Nguyen for a One-Year Term Commencing April 1, 2023 and Ending March 31, 2024

M/S/C to approve Board Membership for Jacqueline Nguyen for a One-Year Term Commencing April 1, 2023 and Ending March 31, 2024, as recommended

The next Committee meeting is scheduled for April 10, 2023.

H. Policies and Outcomes Committee

In Mr. Cliff Amsden's absence, Ms. Meena Chockalingam reported that the Committee met on February 21, 2023, and reviewed the Executive Leadership Succession Policy, Document Retention and Destruction Policy and the Policy on Background Check Requirements for Providers. Revisions were proposed for the Executive Leadership Succession Policy; no revisions were proposed for the Document Retention and Destruction Policy and the Policy on Background Check Requirements for Providers.

Mr. Amsden presented revisions to the Executive Leadership Succession Policy, as recommended by the Policies and Outcomes Committee.

1. Approval of Revisions to the Executive Leadership Succession Policy

M/S/C to approve revisions to the Executive Leadership Succession Policy as recommended

The next Committee meeting is scheduled for April 17, 2023.

I. Vendor Advisory Committee

In Mr. Rick Perez's absence, Mr. Landauer reported that the Committee met on January 10, 2023 and February 14, 2023, to discuss continuing staffing challenges and the upcoming Direct Support Survey.

The next Committee meeting is scheduled for March 14, 2023.

J. Peer Advisory Committee

Ms. Sylvia Delgado reported that the Committee last met on February 15, 2023.

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March 2, 2023

Ms. Theresa Ta, RCOC's Manager on Safety Net and Resource Development, presented the AB 637 Proposal submitted to DDS on February 3, 2023.

The next Committee meeting is scheduled for March 15, 2023.

K. Legislative and Community Awareness Report

In Ms. Liza Krassner's absence, Mr. Landauer reported that the Committee met on January 10, 2023; the next meeting is scheduled for April 11, 2023.

L. ARCA Report

Mr. Landauer reported that ARCA's Board of Directors have developed their strategic plan that includes advocating for the development of housing units on Shannon's Mountain, 22 acres of land at Fairview Developmental Center to be set aside for persons served by the regional center.

M. Community Forum

RCOC received several comments and questions during community forum. Mr. Landauer said that staff will respond to the comments and questions.

N. Chairperson's Report

Ms. Martin reminded Board members that the next Board training will be held on April 6, 2023. Ms. Martin also reminded everyone to purchase their tickets for RCOC's Spotlight Awards on April 20, 2023.

II. Adjournment

Ms. Martin adjourned the meeting at 7:13 p.m.

Sylvia Delgado, Secretary

Recorder: Sandra Lomeli

Expenditure Data for Fiscal Year 2021/2022 Public Stakeholders' Meeting

Datos de los gastos para el año fiscal 2021/2022
Reunión pública de partes interesadas

Các Dữ Liệu Chi Tiêu cho năm Tài Chính 2021/2022
Buổi Họp Công Cộng cho Các Bên

Presented by | Presentado por | Trình bày bởi

Larry Landauer, Executive Director | Director Ejecutivo | Tổng Giám Đốc

March 8, 2023 | 8 de marzo de 2023 | 8 tháng Ba, 2023



REGIONAL CENTER
OF ORANGE COUNTY

www.rcocdd.com



Interpretation

Interpretación

Diễn dịch

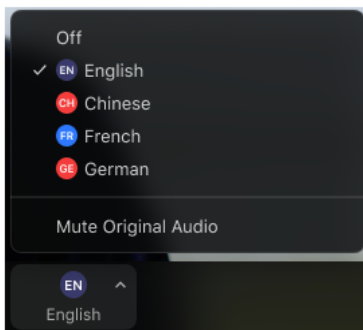
Listening to language interpretation

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

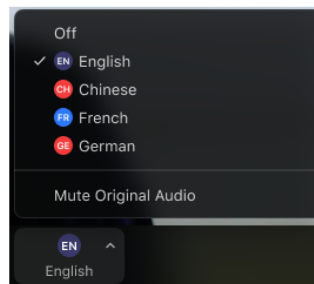
Windows | macOS

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.

POS Expenditure
Resources
Available
Online

Los recursos de
gastos de POS están
disponibles en
nuestro sitio web

Tài liệu chi tiêu POS
có sẵn trên trang
mạng của chúng tôi

- ❖ POS expenditure presentation in English, Spanish and Vietnamese
- ❖ Presentacion de gastos de POS en inglés, español y vietnamita
- ❖ Bài thuyết trình về chi tiêu POS bằng tiếng Anh, tiếng Tây Ban Nha và tiếng Việt

<https://www.rcocdd.com/wp-content/uploads/about/transparency/posmeeting/POSMeeting03082023.pdf>

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

POS Expenditure Resources Available Online

Los recursos de
gastos de POS están
disponibles en
nuestro sitio web

Tài liệu chi tiêu POS
có sẵn trên trang
mạng của chúng tôi

- ❖ POS expenditure data reports for fiscal years 2011/2012 to 2021/2022
- ❖ Informes de datos de gastos de POS para los años fiscales 2011/2012 a 2021/2022
- ❖ Báo cáo dữ liệu chi tiêu POS cho các năm tài chính 2011/2012 đến 2021/2022

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

Why We
Are Here Tonight

La razón por qué
estamos aquí esta
noche

Tại Sao Chúng Tôi
Có Mặt Ở Đây Tối
Nay

- ❖ To share what RCOC is currently doing to meet the needs of our diverse community
- ❖ Para compartir lo que RCOC está haciendo actualmente para satisfacer las necesidades de nuestra comunidad diversa
- ❖ Chia sẻ những gì RCOC hiện đang làm để đáp ứng nhu cầu của tất cả cộng đồng mà chúng tôi phục vụ

Why We
Are Here Tonight

La razón por qué
estamos aquí esta
noche

Tại Sao Chúng Tôi
Có Mặt Ở Đây Tối
Nay

- ❖ To provide information about Regional Center of Orange County's (RCOC's) purchase of service expenditures based on ethnicity, language, and disability
- ❖ Para proporcionar información sobre los gastos de la compra de servicios del Centro Regional Condado de Orange (RCOC) por grupo étnico, raza, idioma y discapacidad
- ❖ Để chia sẻ dữ liệu chi tiêu để mua các dịch vụ dựa trên sắc tộc, ngôn ngữ và tình trạng khuyết tật.

Why We
Are Here Tonight

La razón por qué
estamos aquí esta
noche

Tại Sao Chúng Tôi
Có Mặt Ở Đây Tối
Nay

- ❖ To seek input from you about how we can continue to enhance our practices to ensure we are meeting the needs of all individuals and families we serve
- ❖ Buscamos su opinión sobre cómo podemos continuar mejorando nuestras prácticas para asegurarnos de satisfacer las necesidades de todas las personas y familias a las que servimos
- ❖ Để tìm kiếm ý kiến đóng góp từ quý vị nhằm giúp chúng tôi tiếp tục cải tiến cách làm việc của mình để đảm bảo đáp ứng nhu cầu của tất cả các cá nhân và gia đình mà chúng tôi phục vụ

Who Are We?

¿Quiénes somos?

Chúng tôi là ai?

- ❖ RCOC is one of 21 regional centers in California
- ❖ RCOC es uno de 21 centros regionales en California
- ❖ RCOC là một trong 21 trung tâm khu vực ở California

Who Are We?

¿Quiénes somos?

Chúng tôi là ai?

- ❖ RCOC serves approximately 24,500 individuals with developmental disabilities in Orange County
- ❖ RCOC sirve aproximadamente 24,500 personas con discapacidades del desarrollo en el Condado de Orange
- ❖ RCOC phục vụ khoảng 24.500 người có khuyết tật phát triển ở Quận Cam

Who Are We?

¿Quiénes somos?

Chúng tôi là ai?

- ❖ RCOC is the fifth largest regional center
- ❖ RCOC es el quinto centro regional más grande
- ❖ RCOC là trung tâm khu vực lớn thứ năm



Who Are We?

¿Quiénes somos?

Chúng tôi là ai?

- ❖ RCOC's Purchase of Service (POS) allocation in fiscal year 2021/2022 was \$537.8 million
- ❖ La asignación de Compra de Servicio (POS) de RCOC en el año fiscal 2021/2022 fue de \$537.8 millones
- ❖ Ngân Khoản Mua Dịch Vụ (POS) của RCOC trong năm tài chính 2021/2022 là 537,8 triệu đô la



Who Are We?

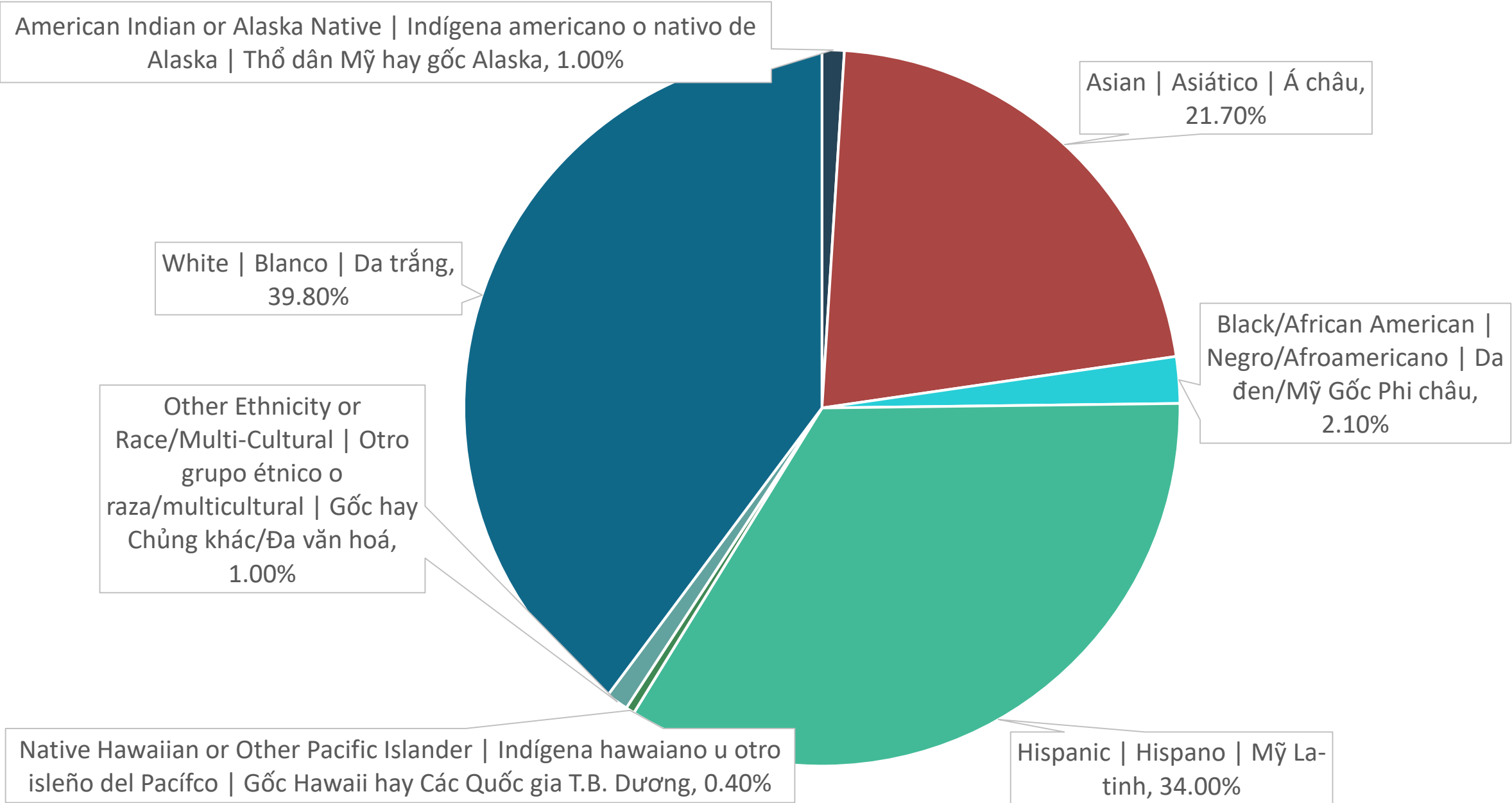
¿Quiénes somos?

Chúng tôi là ai?

- ❖ RCOC has 335 Service Coordinators - 78% are bilingual
- ❖ RCOC tiene 335 Coordinadores de Servicios - El 78% es bilingüe
- ❖ RCOC có 335 Điều phối viên Dịch vụ - 78% có khả năng song ngữ

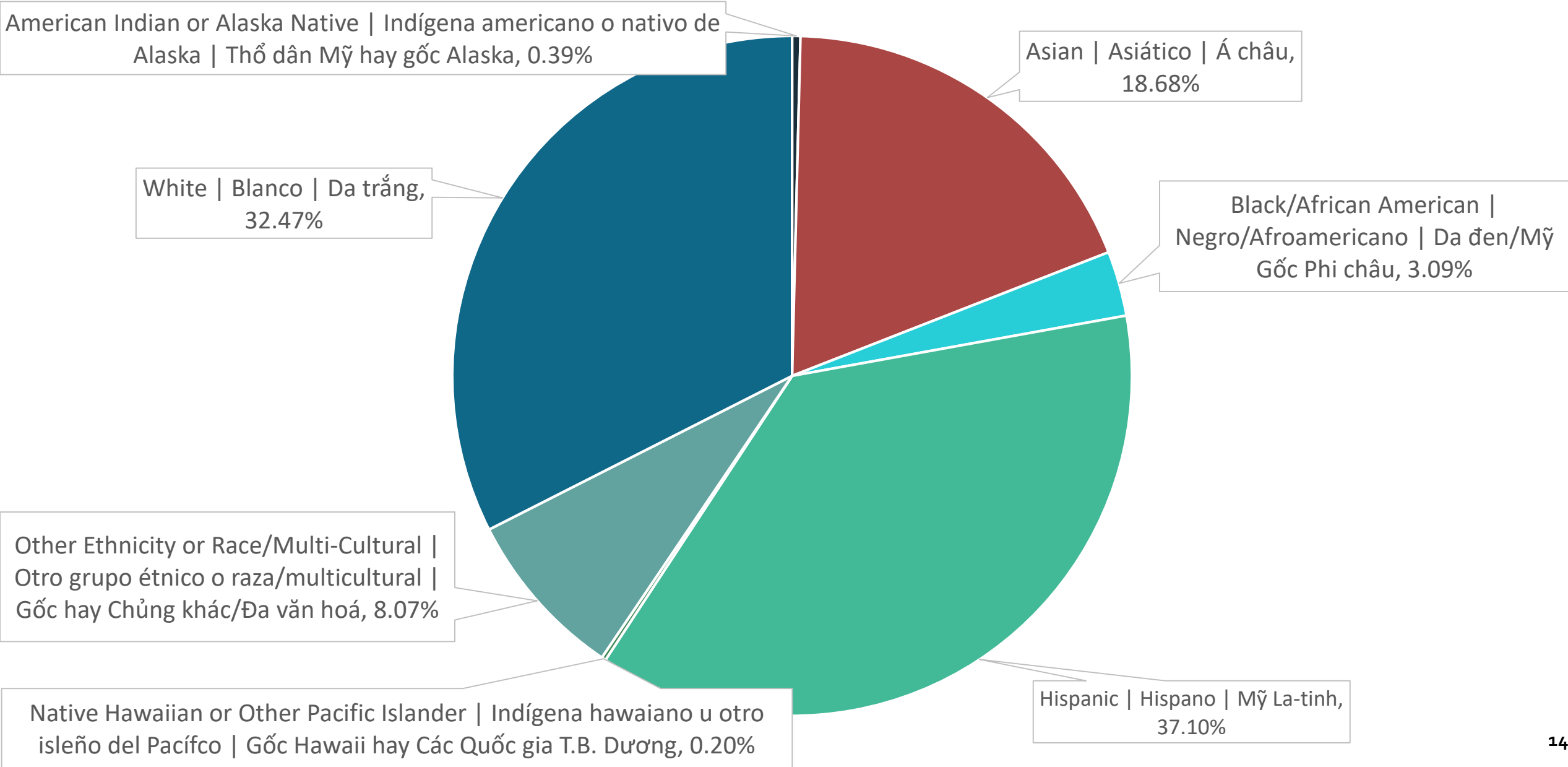


Ethnicity of Orange County (2020 census)
Grupos étnicos del Condado de Orange (censo del 2020)
Các Chủng Tộc trong Dân Số tại Quận Orange (dựa trên thống kê năm 2020)



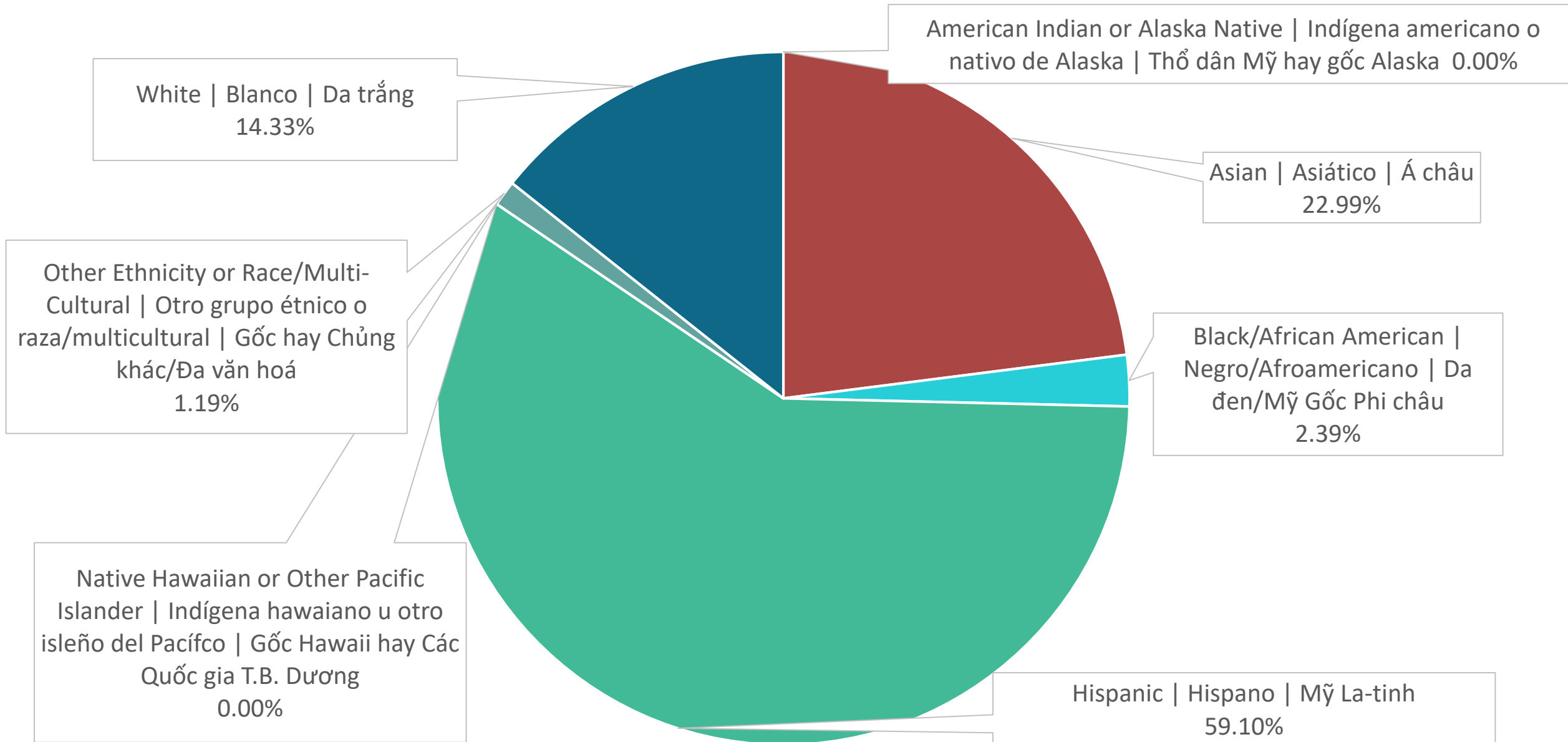


Ethnicity of Persons Served by RCOC
Grupo étnico de personas que reciben servicios de RCOC
Người thuộc các chủng tộc khác nhau được RCOC phục vụ





Ethnicity of RCOC Service Coordinators
Grupos étnicos de Coordinadores de Servicios de RCOC
Chủng tộc của các Phối Hợp Viên Dịch Vụ thuộc RCOC



RCOC's Guiding Principles

Principios Guía de RCOC

Nguyên Tắc Hướng Dẫn của RCOC

- ❖ RCOC's Board of Directors has a set of Guiding Principles that communicate their values to the community
- ❖ La Junta Directiva de RCOC tiene un conjunto de Principios Guía que comunican sus valores a la comunidad
- ❖ Hội đồng quản trị của RCOC có một bộ Nguyên Tắc Hướng Dẫn nhằm truyền đạt các giá trị của họ cho cộng đồng

RCOC's Guiding Principles

Principios Guía de RCOC

Nguyên Tắc Hướng Dẫn của RCOC

- ❖ 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
- ❖ Los servicios de apoyo familiar son flexibles e innovadores para satisfacer las necesidades de la familia a medida que evolucionan con el tiempo, se adaptan a las necesidades de la familia individual y son consistentes con sus normas y costumbres culturales
- ❖ Các dịch vụ hỗ trợ gia đình rất linh hoạt và đổi mới trong việc đáp ứng nhu cầu của gia đình khi chúng thay đổi theo thời gian, được thiết kế theo nhu cầu của từng gia đình và phù hợp với các chuẩn mực và phong tục văn hóa của họ

RCOC's Guiding Principles

Principios Guía de RCOC

Nguyên Tắc Hướng Dẫn của RCOC

- ❖ Services and supports are sensitive to the diverse religious, cultural, language, socioeconomic and ethnic characteristics of their community
- ❖ Los servicios y apoyos son sensibles a las diversas en las características religiosas, culturales, lingüísticas, socioeconómicas y étnicas de la comunidad
- ❖ Các dịch vụ và hỗ trợ nhạy cảm với các đặc điểm đa dạng về tôn giáo, văn hóa, ngôn ngữ, kinh tế xã hội và đặc thù của từng cộng đồng.

RCOC's Commitment

Compromiso de RCOC

Cam kết của RCOC

- ❖ RCOC is committed to meeting the needs of those it serves regardless of age, ethnicity, race, language or diagnosis
- ❖ RCOC se compromete a satisfacer las necesidades de aquellos a quienes atiende, independientemente de su edad, grupo étnico, raza, idioma o diagnóstico
- ❖ RCOC cam kết đáp ứng nhu cầu của những người mà chúng tôi phục vụ bất kể tuổi tác, dân tộc, chủng tộc, ngôn ngữ hoặc chẩn đoán

RCOC's Commitment

Compromiso de RCOC

Cam kết của RCOC

- ❖ RCOC follows the Lanterman Act, which designates the IPP process as the method to guide person-centered planning and development of individualized services
- ❖ RCOC sigue la Ley Lanterman, que designa el proceso IPP como el método para guiar la planificación centrada en la persona y el desarrollo de servicios individualizados
- ❖ RCOC tuân theo Đạo luật Lanterman, trong đó chỉ định quy trình IPP là phương pháp để hướng dẫn việc lập kế hoạch và phát triển các dịch vụ được cá nhân hóa lấy con người làm trung tâm



Serving Our
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comunidad
diversa

Phục vụ cộng
đồng đa dạng của
chúng tôi

❖ Family outreach and support

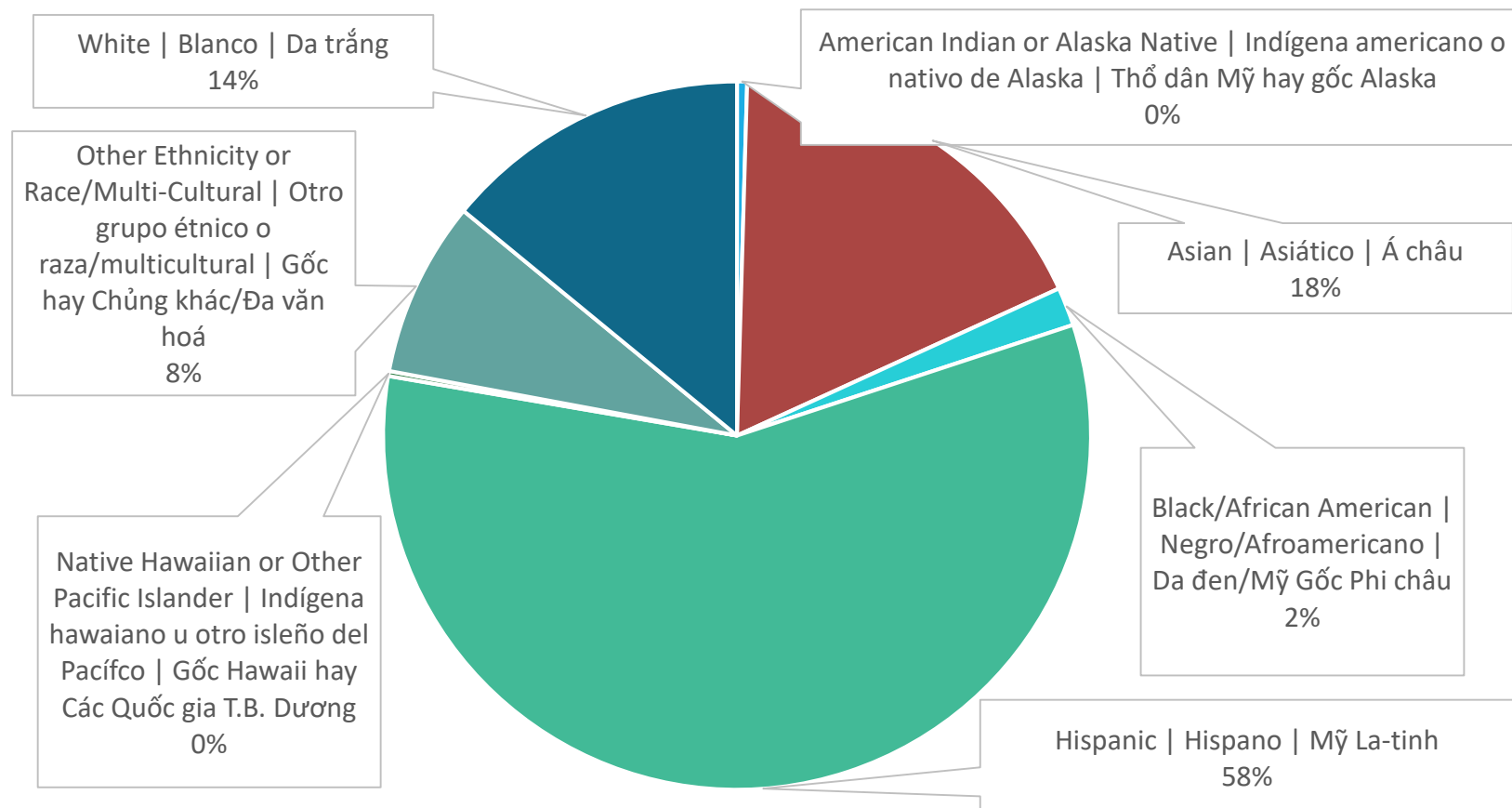
- Family Mentor Programs
 - Started November 2018
 - 1,309 families have been involved

❖ El alcance y apoyo a las familias

- Programas mentores para familias
 - Comenzó en noviembre del 2018
 - 1,309 familias han participado

❖ Tiếp cận và hỗ trợ gia đình

- Chương trình Cố vấn Gia đình
 - Bắt đầu vào tháng 11 năm 2018
 - 1,309 gia đình đã tham gia





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Phục vụ cộng
đồng đa dạng của
chúng tôi

- ❖ Parent support groups
- ❖ Grupos de apoyo para padres
- ❖ Nhóm hỗ trợ phụ huynh

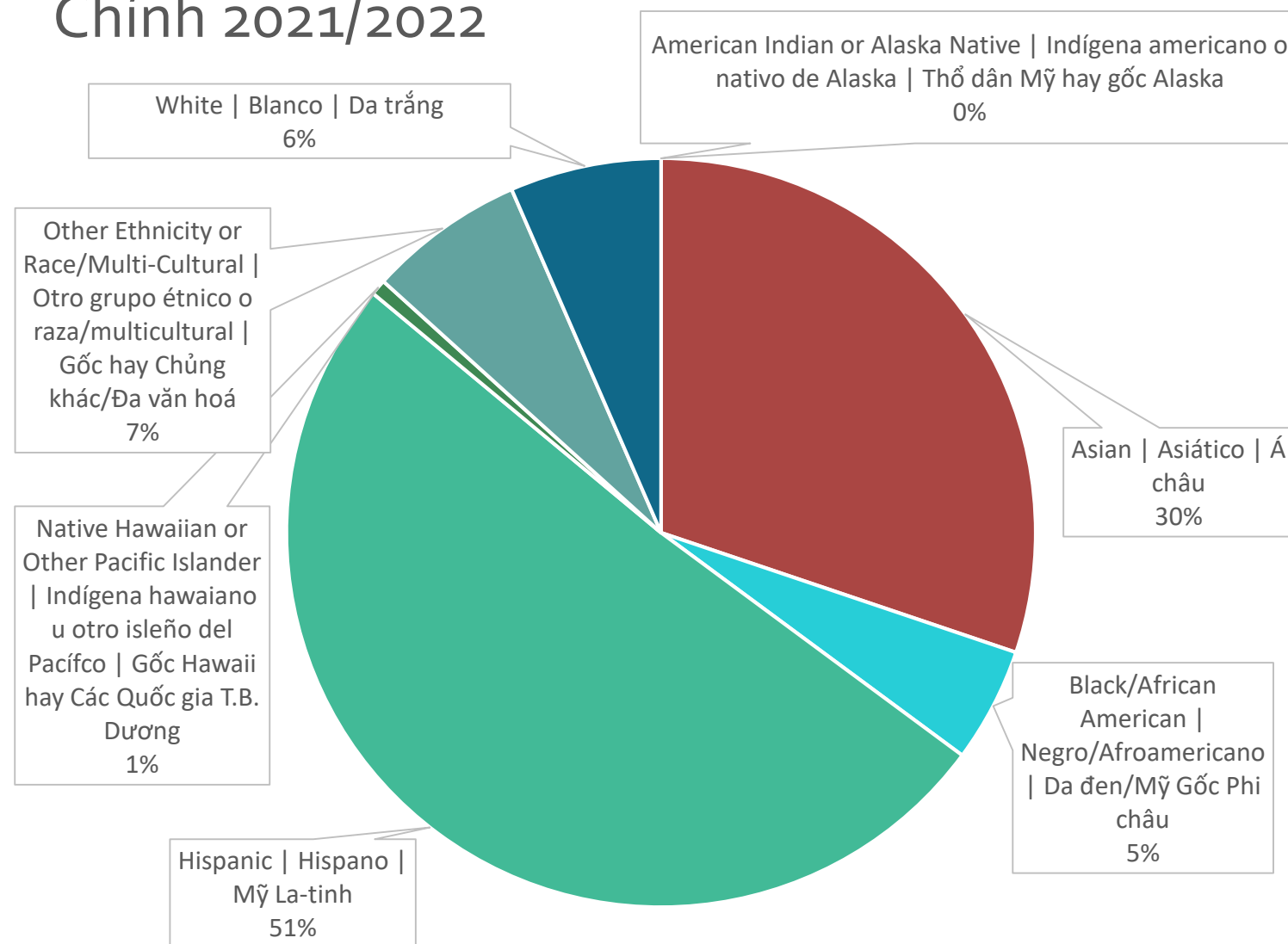


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Phục vụ cộng
đồng đa dạng của
chúng tôi

- ❖ Developmental screenings in 2021/2022
- ❖ Evaluaciones de desarrollo en 2021/2022
- ❖ Các Buổi Kiểm Tra Sự Phát Triển cho trẻ Năm Tài Chính 2021/2022



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Phục vụ cộng
đồng đa dạng của
chúng tôi

- ❖ Service Coordinators are trained in person-centered thinking and planning, over 20,400 Person-Centered Individual Program Plans (IPPs) implemented; 97.57% of all IPPs
- ❖ Los coordinadores de servicios están capacitados en la planificación centrados en la persona, se han implementado más de 20,400 planes de programas individuales (IPP) centrados en la persona; 97.57% de todos los IPP
- ❖ Các Điều phối viên Dịch vụ được đào tạo về việc lập kế hoạch lấy người được phục vụ làm trung tâm, hơn 20,400 Kế hoạch Chương trình Cá nhân Lấy Người Được Phục Vụ Làm Trung Tâm (IPP) đã được thực hiện; 97.57% trong số tất cả các IPP



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Phục vụ cộng
đồng đa dạng của
chúng tôi

- ❖ Created a new position for Spanish-speaking Education Resource Specialist who helps parents work with their school districts
- ❖ Se creó una nueva posición bilingüe para Especialista en Recursos Educativos que ayudara a los padres a trabajar con sus distritos escolares
- ❖ Đã bổ nhiệm một Chuyên Gia về Giáo Dục nói tiếng Tây Ban Nha, người này sẽ hỗ trợ phụ huynh làm việc với các khu học chánh của họ



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Phục vụ cộng
đồng đa dạng của
chúng tôi

- ❖ 1:40 caseloads for 200 Hispanic individuals with no or low services (intensive case management services)
- ❖ Cargas de casos de 1:40 para 200 personas hispanas sin servicios o con pocos servicios (servicios intensivos de administración de casos)
- ❖ 1:40 tỉ lệ nhân viên và người được phục vụ cho 200 người gốc Tây Ban Nha không có hoặc ít dịch vụ (dịch vụ quản lý chuyên sâu)

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Phục vụ cộng
đồng đa dạng của
chúng tôi

- ❖ Simplification and translation of more documents
- ❖ Simplificación y traducción de más documentos
- ❖ Đơn giản hóa và dịch nhiều tài liệu hơn

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Phục vụ cộng
đồng đa dạng của
chúng tôi

- ❖ Provision of interpreting services and updated equipment
- ❖ Prestación de servicios de interpretación y equipo actualizado
- ❖ Các dịch vụ thông dịch và cập nhật các thiết bị



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Phục vụ cộng
đồng đa dạng của
chúng tôi

❖ Collaboration with outside agencies

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

❖ Colaboración con agencias externas

- Líderes de grupos de apoyo para padres
- Red de apoyo para familias
- Agencia de servicios sociales
- Servicios de salud mental

❖ Sự hợp tác với các cơ quan bên ngoài

- Các nhà lãnh đạo nhóm hỗ trợ phụ huynh
- Mạng Lưới Hỗ Trợ Gia Đình
- Cơ quan dịch vụ xã hội
- Dịch vụ sức khỏe tâm thần

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Phục vụ cộng
đồng đa dạng của
chúng tôi

❖ Community outreach

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

❖ Participación en la comunidad

- Clínicas comunitarias
- Organizaciones religiosas
- Agencias educativas locales
- Sociedad Hogar de Niños
- Información por correo electrónico en el idioma de la familia

❖ Sự kết nối với cộng đồng

- Các cơ quan/tổ chức trong cộng đồng
- Các tổ chức tôn giáo
- Cơ quan giáo dục địa phương
- Cơ quan vận động cho trẻ em
- Thông tin qua e-mail bằng ngôn ngữ của gia đình

Understanding
Expenditure Data
in Context

Entendiendo los
datos de gastos

Hiểu dữ liệu chi
tiêu trong ngữ
cảnh

- ❖ Represents expenditures for fiscal year 2021/2022
- ❖ Representa los gastos del año fiscal 2021/2022
- ❖ Thể hiện chi tiêu cho năm tài chính 2021/2022

Understanding
Expenditure Data
in Context

Entendiendo los
datos de gastos

Hiểu dữ liệu chi
tiêu trong ngữ
cảnh

- ❖ Based on what regional centers paid for services provided to persons served during that time period
- ❖ Basado en lo que los centros regionales pagaron por servicios durante ese período de tiempo
- ❖ Dựa trên số tiền mà các trung tâm khu vực thanh toán cho các dịch vụ được cung cấp cho những người được phục vụ trong khoảng thời gian đó

Understanding Expenditure Data in Context

Entendiendo los datos de gastos

Hiểu dữ liệu chi tiêu trong ngữ cảnh

- ❖ 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
- ❖ Número de personas que recibieron servicios – los totales son mayores que el número actual/real de casos. Se incluyó a personas que reciben servicios, si los recibieron en algún momento durante el año fiscal
- ❖ Số người được phục vụ - tổng số lớn hơn số lượng hồ sơ trên thực tế. Những người được phục vụ được đưa vào dữ liệu nếu họ nhận được dịch vụ bất kỳ lúc nào trong năm tài chính

Understanding Expenditure Data in Context

Entendiendo los
datos de gastos

Hiểu dữ liệu chi
tiêu trong ngữ
cảnh

- ❖ 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
- ❖ Diagnósticos múltiples – muchas personas que reciben servicios tienen más de un diagnóstico, así que se cuentan en más de una categoría
 - Por ejemplo, un diagnóstico de autismo y epilepsia se cuentan en ambas categorías
- ❖ Nhiều chẩn đoán - nhiều người được phục vụ có nhiều hơn một chẩn đoán vì vậy một số được tính vào nhiều hơn một danh mục
 - Ví dụ: chẩn đoán tự kỷ và động kinh, được tính trong cả hai loại

Understanding
Expenditure Data
in Context

Entendiendo los
datos de gastos

Hiểu dữ liệu chi
tiêu trong ngữ
cảnh

- ❖ The needs of the individuals we serve are different
- ❖ Las necesidades de cada persona que recibe nuestros servicios son diferentes
- ❖ Nhu cầu của các cá nhân mà chúng tôi phục vụ là khác nhau

Understanding Expenditure Data in Context

Entendiendo los
datos de gastos

Hiểu dữ liệu chi
tiêu trong ngữ
cảnh

- ❖ Some services are more expensive than others
- ❖ Algunos servicios son más caros que otros
- ❖ Một số dịch vụ đắt hơn những dịch vụ khác

Understanding
Expenditure Data
in Context

Entendiendo los
datos de gastos

Hiểu dữ liệu chi
tiêu trong ngữ
cảnh

- ❖ The expenditure data do not answer questions about why differences exist
- ❖ Los datos de gastos no explican por qué existen diferencias
- ❖ Dữ liệu chi tiêu không trả lời câu hỏi về lý do tồn tại sự khác biệt

Understanding Expenditure Data in Context

Entendiendo los
datos de gastos

Hiểu dữ liệu chi
tiêu trong ngữ
cảnh

- ❖ Differences in expenditures do not tell us whether individuals' needs are being met
- ❖ Las diferencias en los gastos no nos indican si se han satisfecho las necesidades de las personas
- ❖ Sự khác biệt trong chi tiêu không cho chúng tôi biết liệu nhu cầu của các cá nhân có được đáp ứng hay không

Understanding
Expenditure Data
in Context

Entendiendo los
datos de gastos

Hiểu dữ liệu chi
tiêu trong ngữ
cảnh

- ❖ Expenditures Based on Age of Persons Served
- ❖ Gastos basados por edad por personas a las que servimos
- ❖ Chi tiêu dựa trên độ tuổi của người được phục vụ

Understanding Expenditure Data in Context

Entendiendo los
datos de gastos

Hiểu dữ liệu chi
tiêu trong ngữ
cảnh

- ❖ For individuals ages 3 through 21, the school district will be the primary funding source for most services
- ❖ Para las personas de 3 a 21 años, el distrito escolar será la principal fuente de financiamiento para la mayoría de los servicios
- ❖ Đối với các cá nhân từ 3 đến 21 tuổi, khu học chánh sẽ là nguồn tài trợ chính cho hầu hết các dịch vụ



Understanding Expenditure Data in Context

Entendiendo los datos de gastos

Hiểu dữ liệu chi tiêu trong ngữ cảnh

- ❖ RCOOC spends more for individuals over the age of 22 for services such as day programs and residential care
 - Under 3 \$28.9 million
 - 3-21 \$52.9 million
 - Over 22 \$385.8 million
 - Total \$467.6 million
- ❖ RCOOC gasta más en servicios como programas de día y atención residencial en personas mayores de 22 años
 - menores de 3 \$28.9 millones
 - de 3 a 21 \$ 52.9 millones
 - mayores de 22 \$385.8 millones
 - Total \$467.6 millones
- ❖ RCOOC chi tiêu nhiều hơn cho các cá nhân trên 22 tuổi cho các dịch vụ như các chương trình ban ngày và chăm sóc nội trú
 - Dưới 3 \$28.9 triệu
 - 3-21 \$ 52.9 triệu
 - Trên 22 \$385.8 triệu
 - Toàn bộ \$467.6 triệu



Ethnic Groups - Fiscal Year 20/21 - 22 years of age and older
Grupos Étnicos – Año Fiscal 20/21 - 22 años de edad y mayores
Các nhóm dân tộc - Năm tài chính 20/21 - 22 tuổi trở lên

American Indian or Alaska Native | Indígena americano o nativo de Alaska | Thổ dân Mỹ hay gốc Alaska, 20, 0%

Asian | Asiático | Á châu, 1551, 15%

White | Blanco | Da trắng, 4788, 46%

Black/African American | Negro/Afroamericano | Da đen/Mỹ Gốc Phi châu, 265, 3%

Hispanic | Hispano | Mỹ Latinh, 2927, 28%

Other Ethnicity or Race/Multi-Cultural | Otro grupo étnico o raza/multicultural | Gốc hay Chủng khác/Đa văn hoá, 890, 8%

Native Hawaiian or Other Pacific Islander | Indígena hawaiano u otro isleño del Pacífico | Gốc Hawaii hay Các Quốc gia T.B. Dương, 13, 0%

Ethnic Groups - Fiscal Year 20/21 - 3 to 21 years of age
Grupos Étnicos – Año Fiscal 20/21 - 3 a 21 años de edad
Các nhóm dân tộc - Năm tài chính 20/21 - 3 đến 21 tuổi

American Indian or Alaska Native | Indígena americano o nativo de Alaska | Thổ dân Mỹ hay gốc Alaska, 14, 0%

Asian | Asiático | Á châu, 2018, 19%

White | Blanco | Da trắng, 2244, 21%

Other Ethnicity or Race/Multi-Cultural | Otro grupo étnico o raza/multicultural | Gốc hay Chủng khác/Đa văn hoá,

Black/African American | Negro/Afroamericano | Da đen/Mỹ Gốc Phi châu, 196, 2%

Native Hawaiian or Other Pacific Islander | Indígena hawaiano u otro isleño del Pacífico | Gốc Hawaii hay Các Quốc gia T.B. Dương, 22, 0%

Hispanic | Hispano | Mỹ Latinh, 4063, 39%

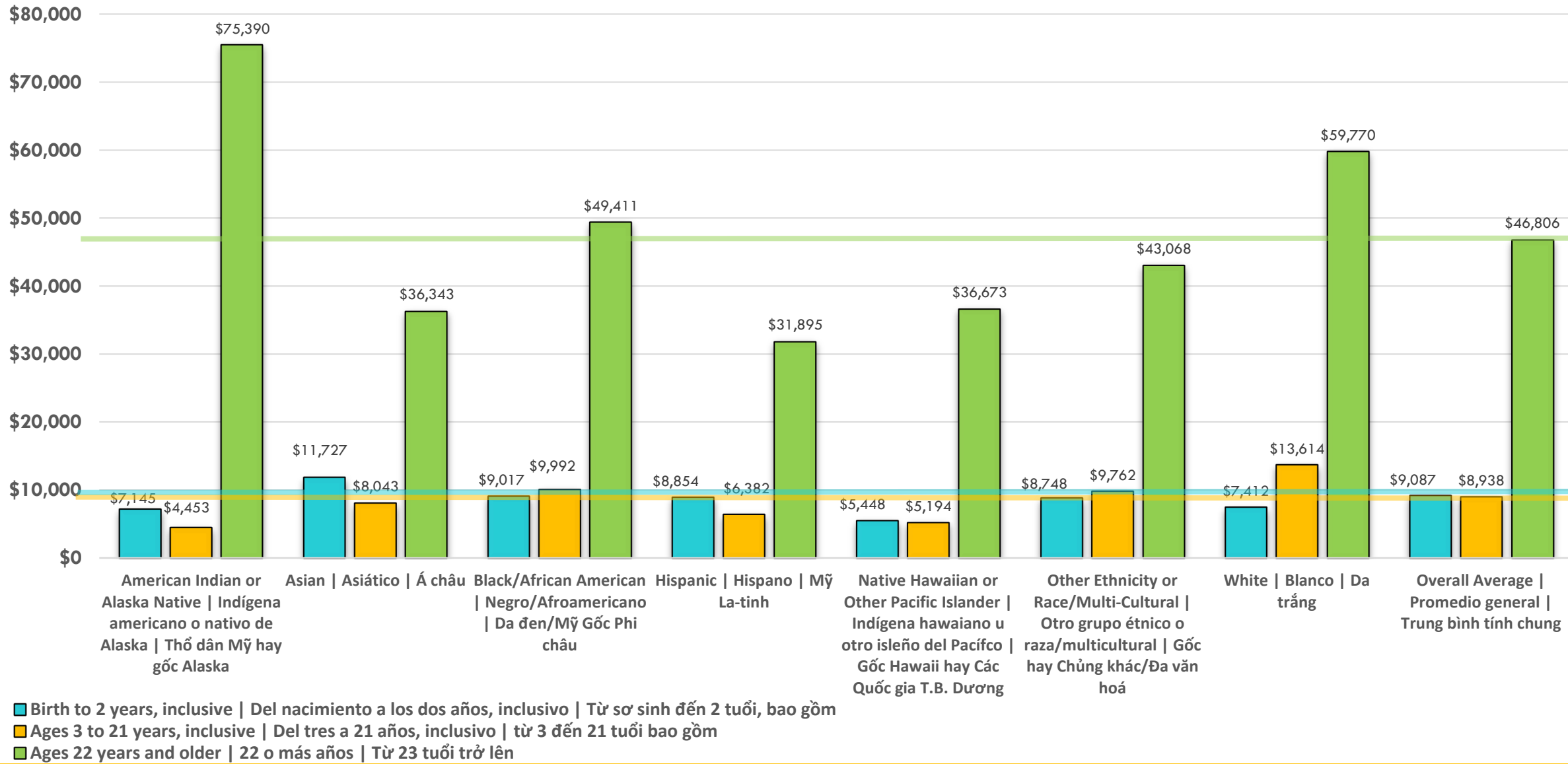


Average Cost of Services for Persons Served by Ethnicity and Age

Costo promedio de servicios para personas que reciben servicios por grupo étnico y edad

Chi Tiêu Trung Bình cho Dịch Vụ đối với Những Người Được Phục Vụ về mặt chủng Tộc và Tuổi Tác

Average Cost of Services | Costo promedio de servicios
| Chi Tiêu Trung Bình cho Dịch Vụ



What We've
Learned So Far

Lo que hemos
aprendido a la
fecha

Những gì chúng
tôi đã học được
cho đến nay

- ❖ 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)
- ❖ Los individuos de raza blanca son mayores en edad en comparación a los hispanos y asiáticos y son el grupo más grande que vive fuera del hogar (como veremos en la siguiente sección)
- ❖ Những người da trắng lớn tuổi hơn so với người gốc Tây Ban Nha và người Châu Á và là nhóm có người sống bên ngoài nhà nhiều nhất (như chúng ta sẽ thấy trong phần tiếp theo)

What We've
Learned So Far

Lo que hemos
aprendido a la
fecha

Những gì chúng
tôi đã học được
cho đến nay

- ❖ Hispanic individuals are younger compared to Asians and Whites and the largest school-age group
- ❖ Los hispanos son más jóvenes en comparación con las razas asiáticas y blancas y son el grupo de edad escolar más grande
- ❖ Những người gốc Tây Ban Nha trẻ hơn so với người Châu Á và người da trắng và là nhóm có nhiều người trong độ tuổi đi học nhất.



What We've Learned So Far

Lo que hemos aprendido a la fecha

Những gì chúng tôi đã học được cho đến nay

- ❖ Services for adults (22+) are more numerous, and typically more costly than for school-age individuals (3 to 21)
- ❖ Los servicios para adultos (mayores de 22 años) son más numerosos y por lo general, más costosos que para las personas en edad escolar (de 3 a 21 años)
- ❖ Các dịch vụ dành cho người lớn (22+) nhiều hơn và thường đắt hơn so với những dịch vụ cho người trong độ tuổi đi học (3 đến 21)

What We've
Learned So Far

Lo que hemos
aprendido a la
fecha

Những gì chúng
tôi đã học được
cho đến nay

- ❖ Differences in expenditures exist across ethnicities regardless of whether a loved one is school age or an adult
- ❖ Existen diferencias en los gastos entre las etnias, independientemente de si un ser querido está en edad escolar o es adulto
- ❖ Sự khác biệt trong chi tiêu tồn tại giữa các sắc tộc bất kể người được phục vụ đang ở độ tuổi đi học hay người lớn

Understanding
Expenditure Data
in Context

Entendiendo los
datos de gastos

Hiểu dữ liệu chi
tiêu trong ngữ
cảnh

- ❖ Expenditures Based on Where Persons Served Live
- ❖ Gastos basados en el lugar donde viven las personas que servimos
- ❖ Chi tiêu POS dựa trên nơi người được phục vụ sống



POS Expenditures Based on Where Persons Served Live

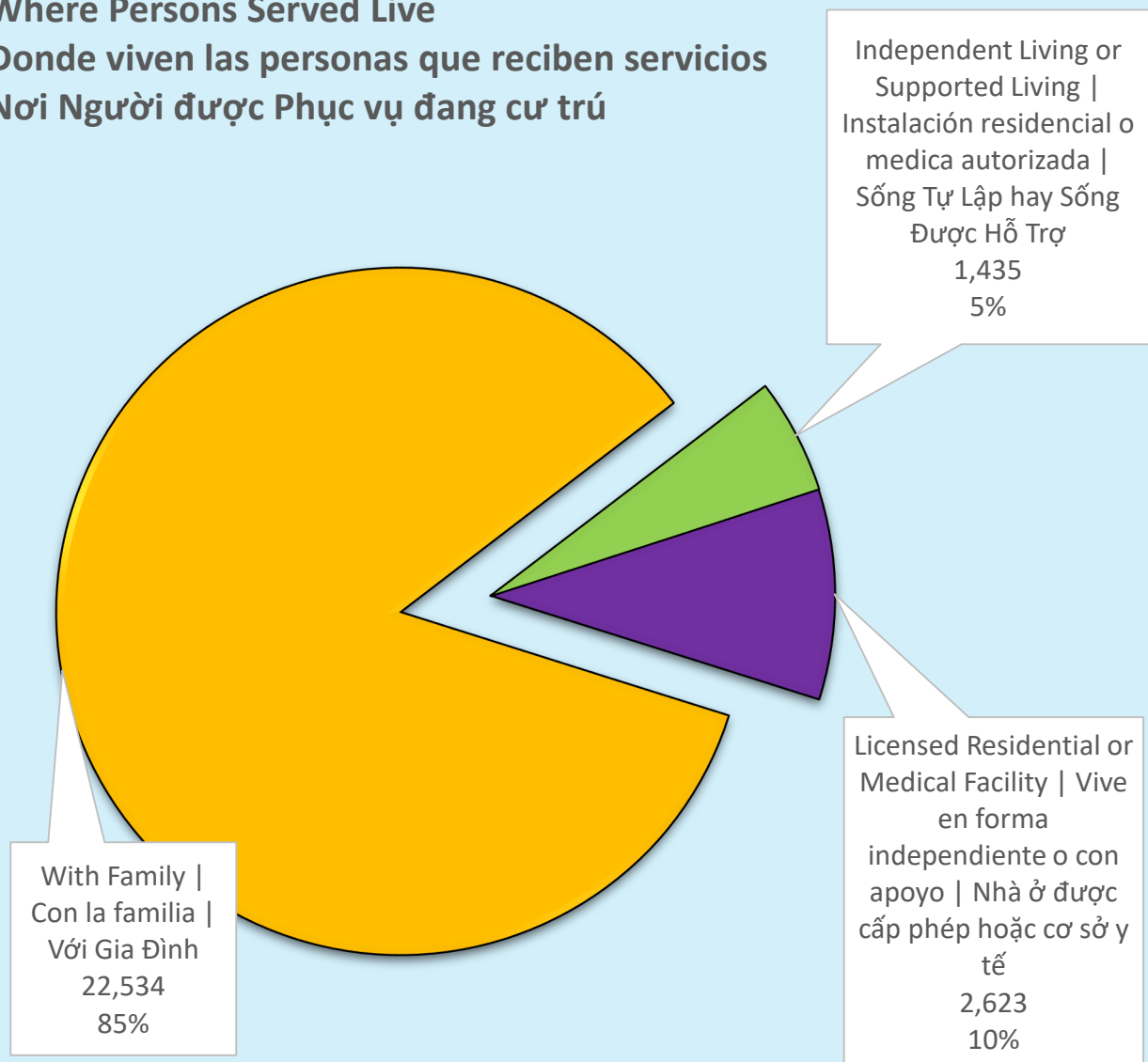
Diferencias en gastos Basado en donde viven las persona que reciben servicios

Chi tiêu POS dựa trên nơi người được phục vụ sống

Where Persons Served Live

Donde viven las personas que reciben servicios

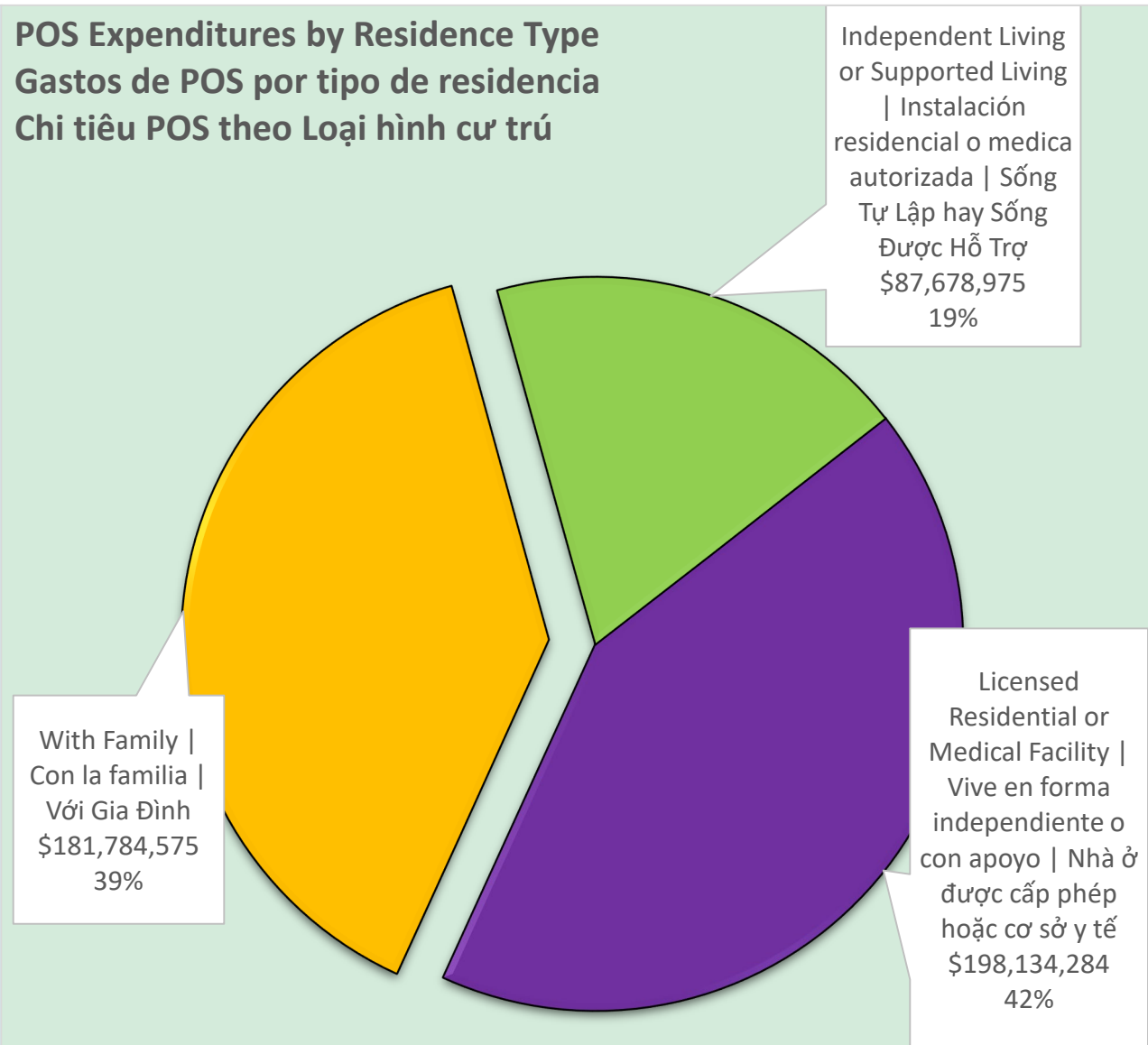
Nơi Người được Phục vụ đang cư trú



POS Expenditures by Residence Type

Gastos de POS por tipo de residencia

Chi tiêu POS theo Loại hình cư trú

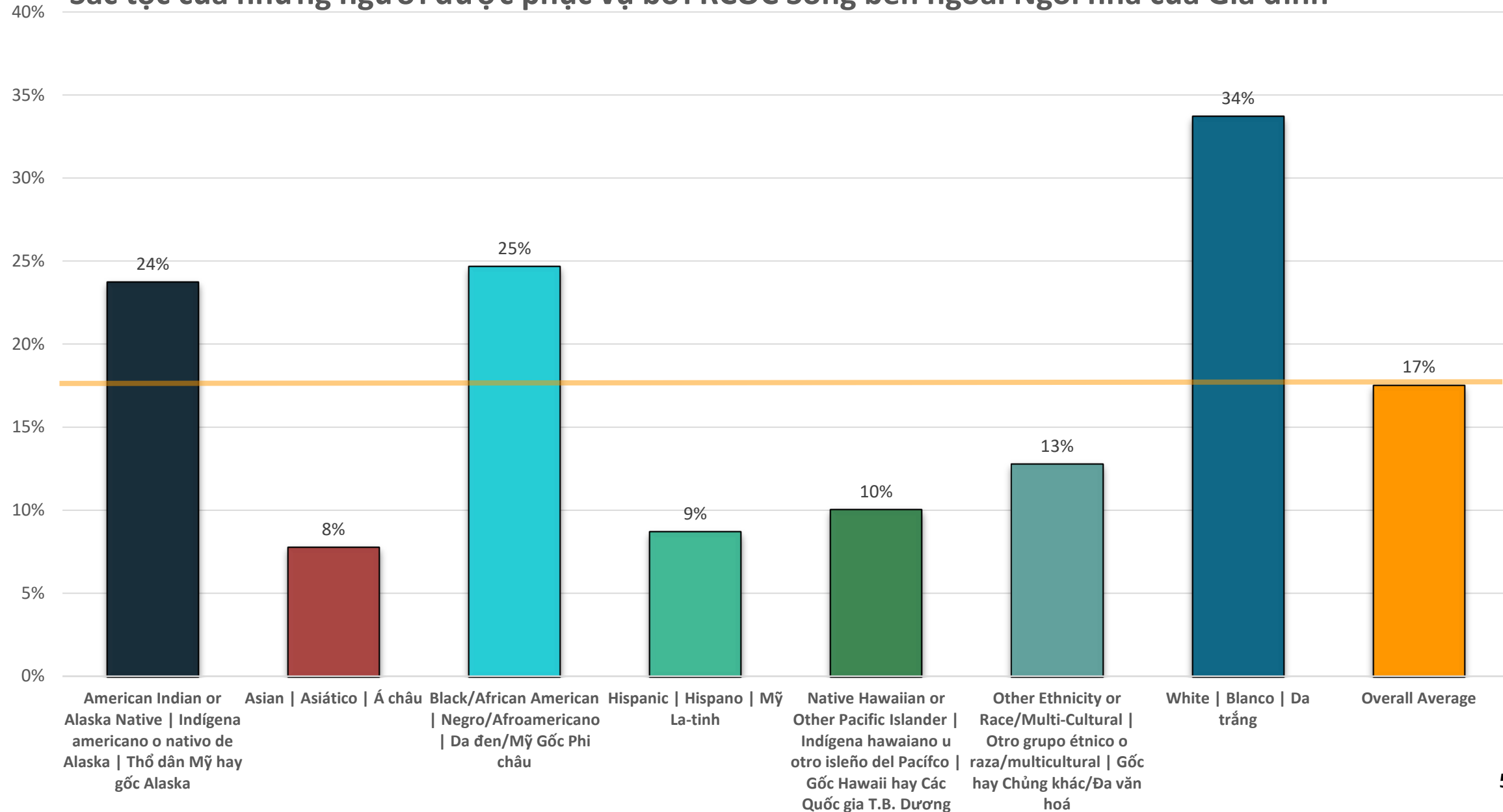




Ethnicity of Persons Served by RCOC Living Outside of the Family Home

Origen étnico de las personas servidas por RCOC que viven fuera del hogar familiar

Sắc tộc của những người được phục vụ bởi RCOC Sống bên ngoài Ngôi nhà của Gia đình



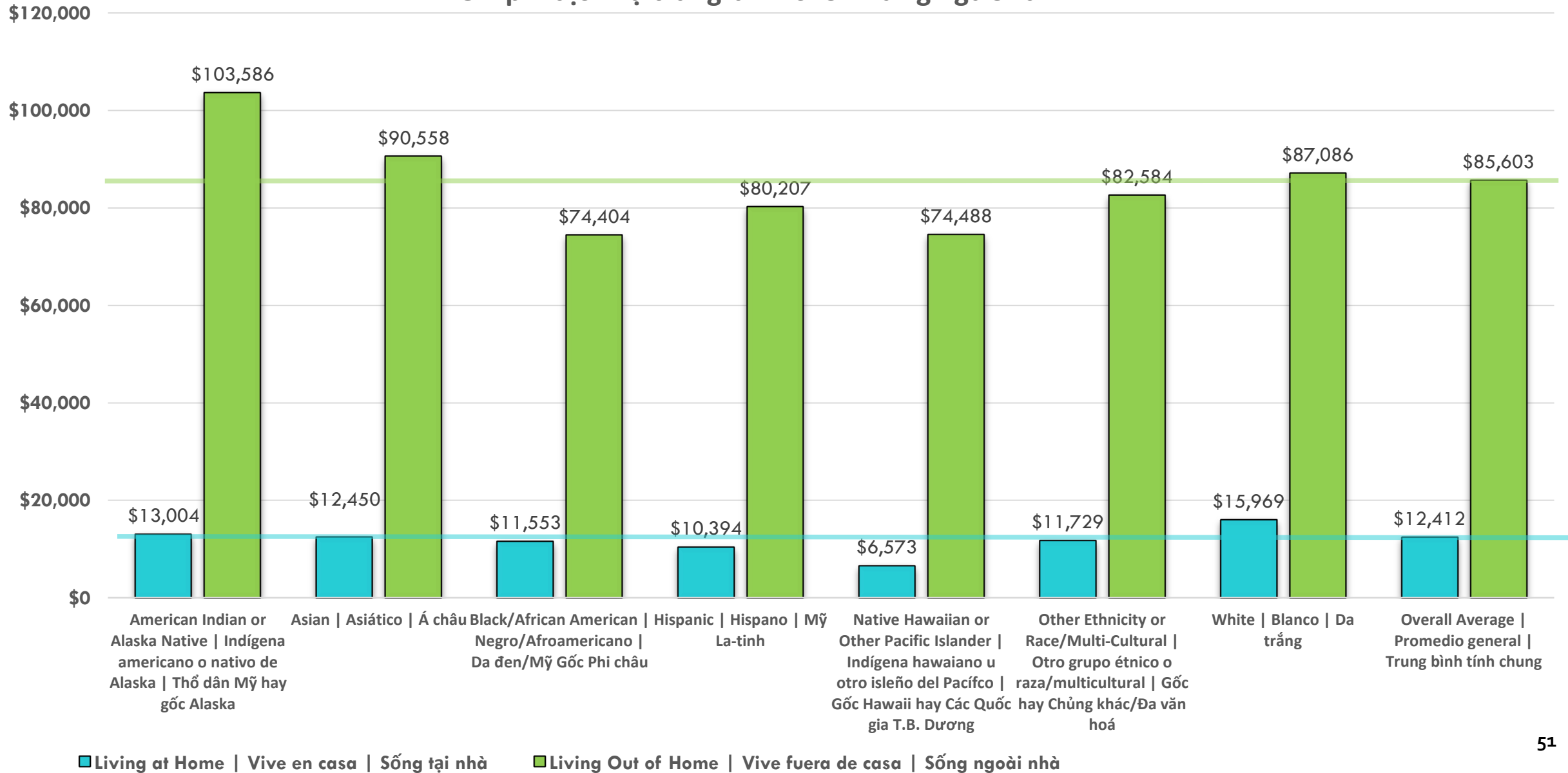


Average Cost of Services for Persons Served by Ethnicity, Residence Type and Across All Ages

Costo promedio de servicios para personas que reciben servicios por grupo étnico, tipo de residencia y todas las edades

Chi phí dịch vụ trung bình cho những người đ

Average Cost of Services | Costo promedio de los servicios | Chi Tiêu
Trung Bình cho Dịch Vụ



What We've
Learned So Far

Lo que hemos
aprendido a la
fecha

Những gì chúng
tôi đã học được
cho đến nay

- ❖ Whether a loved one lives at home with their family or away from home may vary depending on the family's customs
- ❖ El hecho de que un ser querido viva en casa con su familia o fuera de casa puede variar según las costumbres de la familia
- ❖ Việc một người thân yêu sống ở nhà với gia đình hay xa nhà có thể khác nhau tùy thuộc vào phong tục của gia đình

What We've Learned So Far

Lo que hemos
aprendido a la
fecha

Những gì chúng
tôi đã học được
cho đến nay

- ❖ Living away from home is more costly than living with family
- ❖ Vivir fuera de casa es más costoso que vivir con la familia
- ❖ Sống xa nhà tốn kém hơn sống với gia đình

What We've
Learned So Far

Lo que hemos
aprendido a la
fecha

Những gì chúng
tôi đã học được
cho đến nay

- ❖ White individuals are older compared to Hispanics and Asians and the largest group living outside of the home
- ❖ Las personas de raza blanca son mayores en edad en comparación a los hispanos y asiáticos y son el grupo más grande que vive fuera del hogar
- ❖ Những người da trắng lớn tuổi hơn so với người gốc Tây Ban Nha và người Châu Á và là nhóm có người sống bên ngoài nhà nhiều nhất

What We've
Learned So Far

Lo que hemos
aprendido a la
fecha

Những gì chúng
tôi đã học được
cho đến nay

- ❖ Differences in expenditures exist across ethnicities regardless of whether a loved one lives at home or away from home
- ❖ Existen diferencias en los gastos entre las etnias, independientemente de si un ser querido vive en o fuera de casa
- ❖ Sự khác biệt trong chi tiêu tồn tại giữa các sắc tộc bất kể người thân sống ở nhà hay xa nhà

Overall Expenditure Data for Fiscal Year 2021/2022

Datos generales de gastos
para el año fiscal 2021/2022

Dữ liệu chi tiêu tổng thể cho
năm tài chính 2021/2022



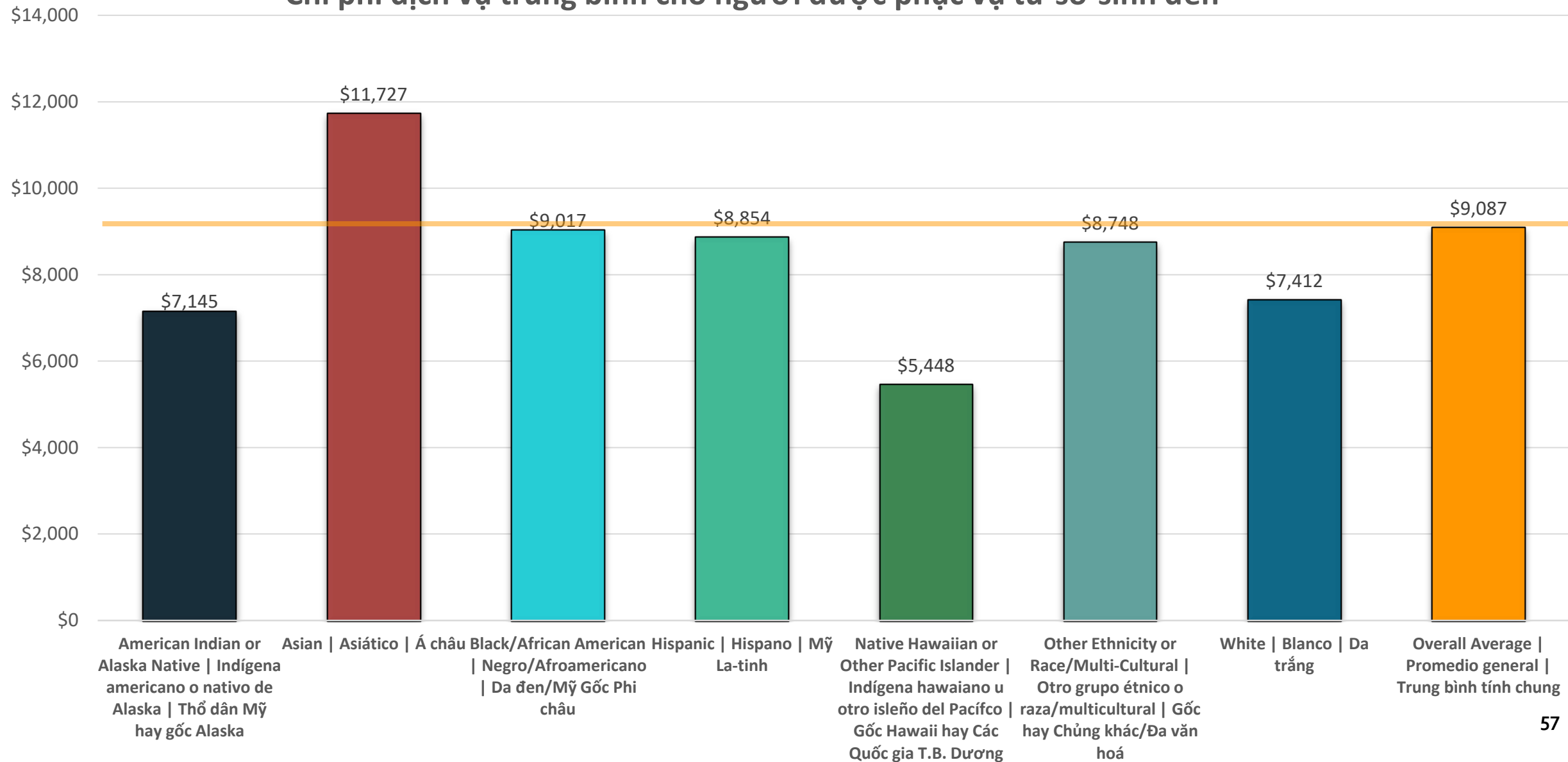
REGIONAL CENTER
OF ORANGE COUNTY



Average Cost of Services for Persons Served Birth to Two Years of Age by Ethnicity
Costo Promedio de Servicios para personas que reciben servicios nacimiento a 2 años de edad por grupo étnico

Chi phí dịch vụ trung bình cho người được phục vụ từ sơ sinh đến

Average Cost of Services | Costo promedio de los servicios | Chi Tiêu
Trung Bình cho Dịch Vụ





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

Costo Promedio de Servicios para personas que reciben servicios 3 a 20 años de edad por etnicidad

Chi phí dịch vụ trung bình cho những người được phục vụ 3 đến 21 tuổi

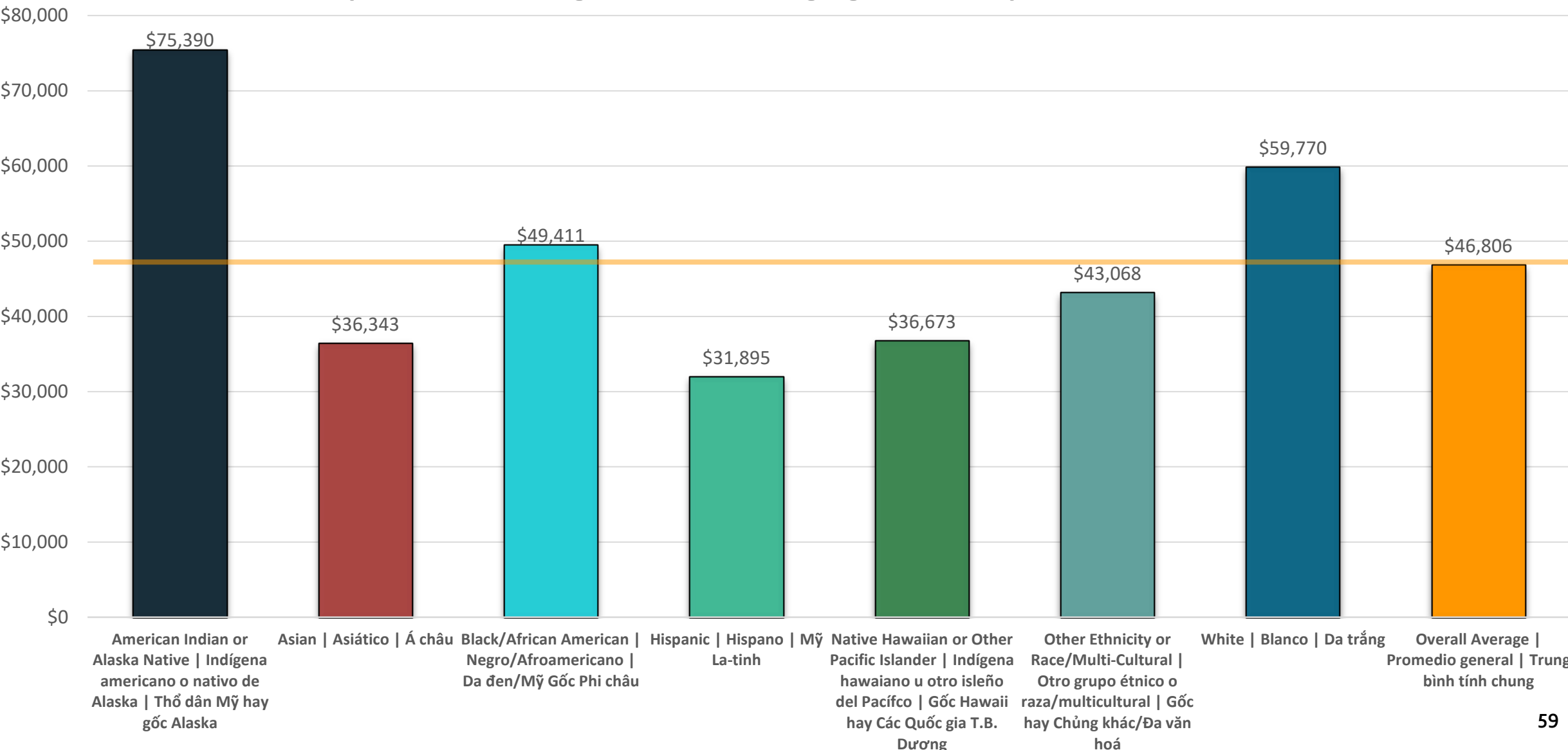
Average Cost of Services | Costo promedio de los servicios | Chi Tiêu
Trung Bình cho Dịch Vụ





Average Cost of Services for Persons Served Twenty Two Years of Age and Older by Ethnicity
Costo Promedio de Servicios para personas que reciben servicios
22 años de edad y mayores por etnicidad
Chi phí dịch vụ trung bình cho những người được phục vụ Từ 22

Average Cost of Services | Costo promedio de los servicios | Chi Tiêu
Trung Bình cho Dịch Vụ

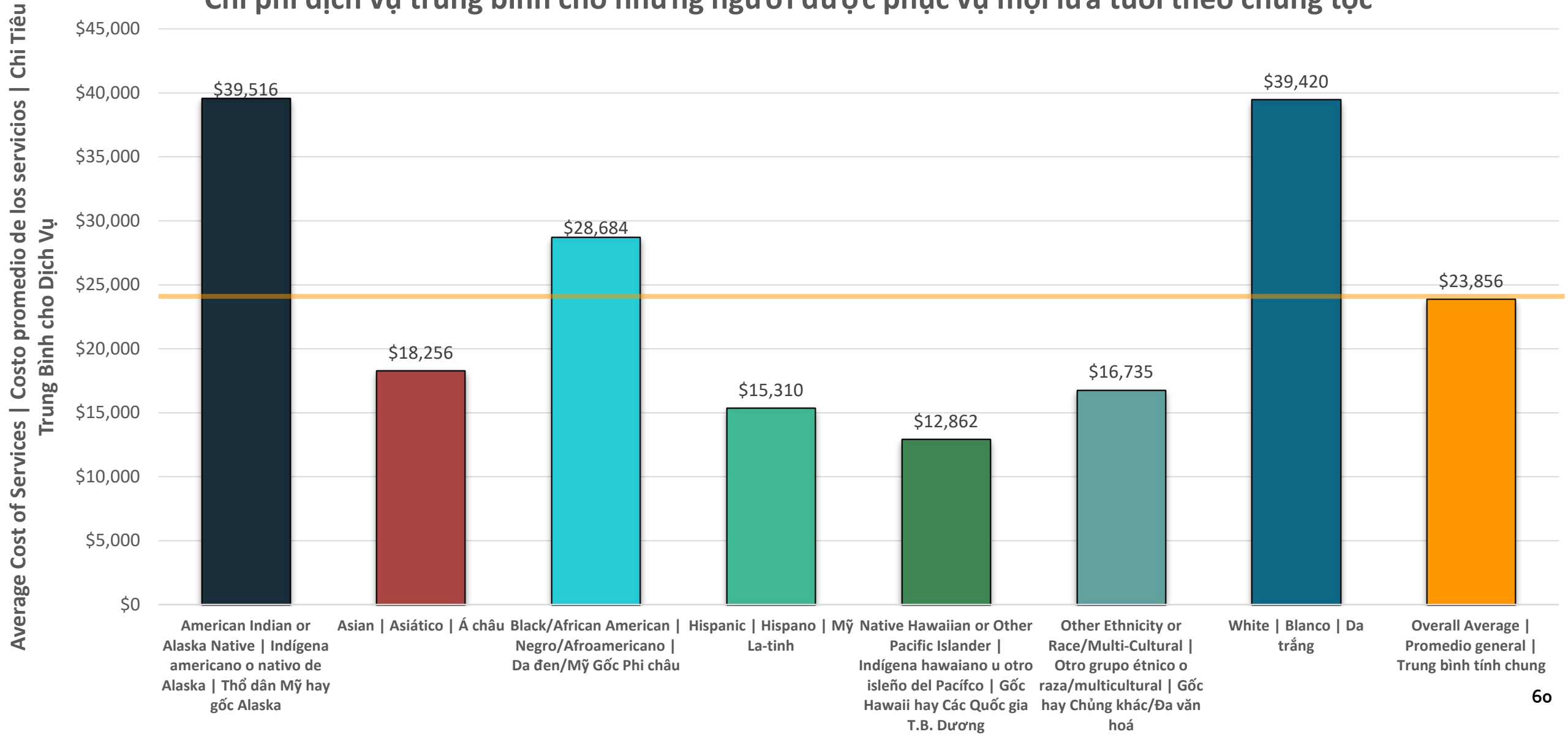




Average Cost of Services for Persons Served All Ages by Ethnicity

Costo Promedio de Servicios para personas que reciben servicios todas las edades por etnicidad

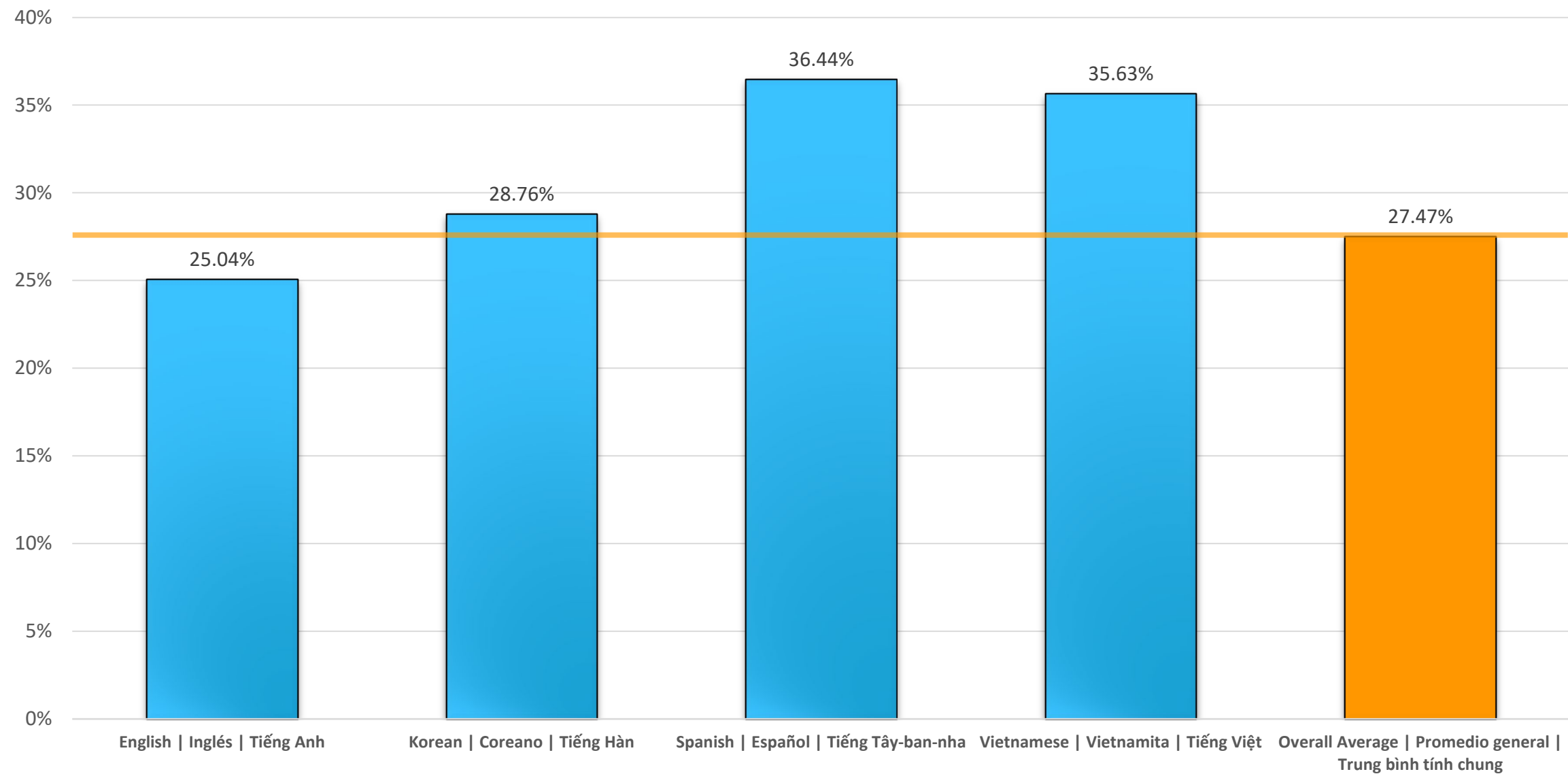
Chi phí dịch vụ trung bình cho những người được phục vụ mọi lứa tuổi theo chủng tộc





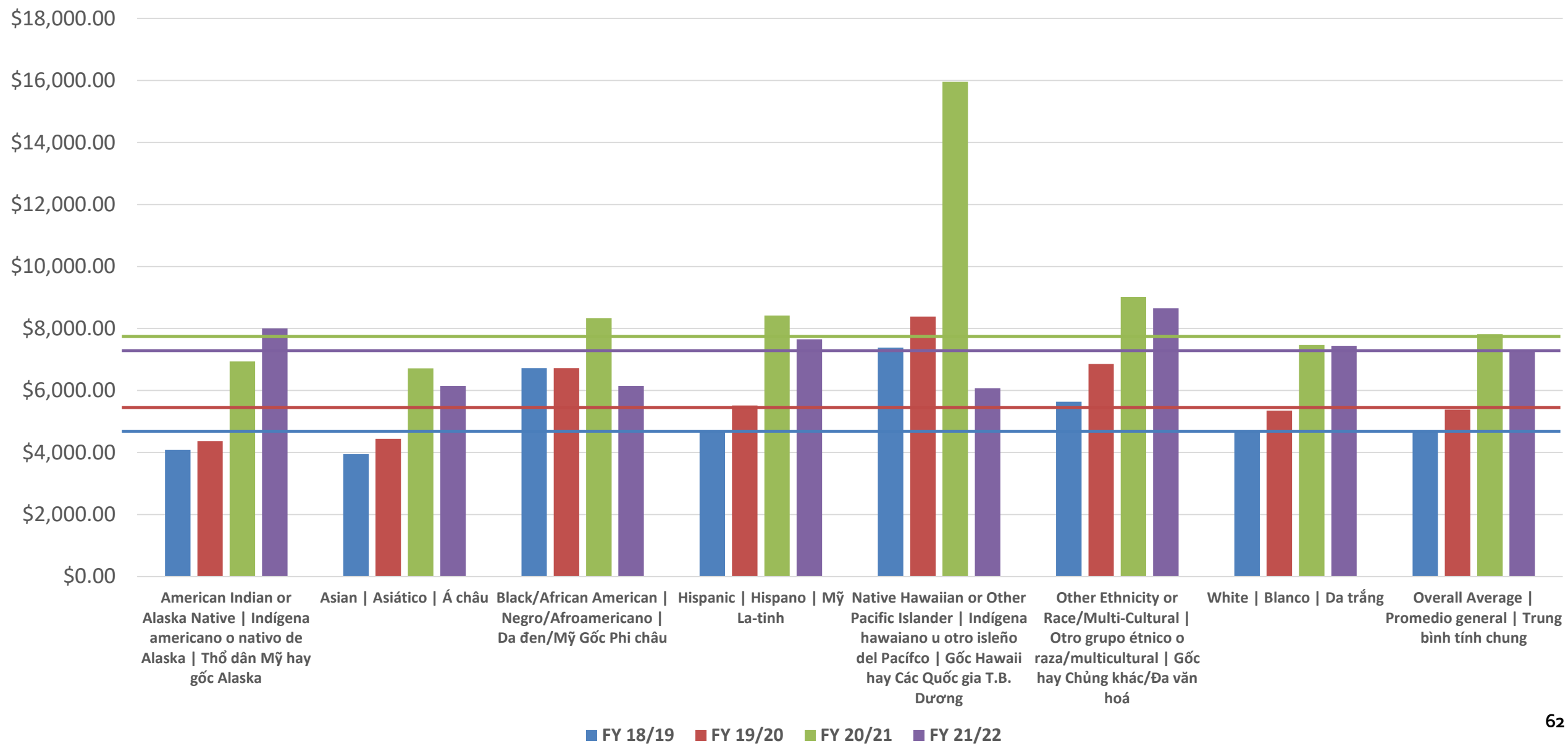
Percentage of Persons Served Receiving Service Coordination Only by Primary Language
Porcentaje de personas que solo reciben coordinación de servicios por idioma primario
Tỷ lệ phần trăm người chỉ nhận được sự phối dịch vụ bằng ngôn ngữ chính

Percentage Receiving Service Coordination Only | Porcentaje de personas que solo reciben coordinación de servicios | Tỷ lệ người dân chỉ nhận được sự phối hợp của các dịch vụ



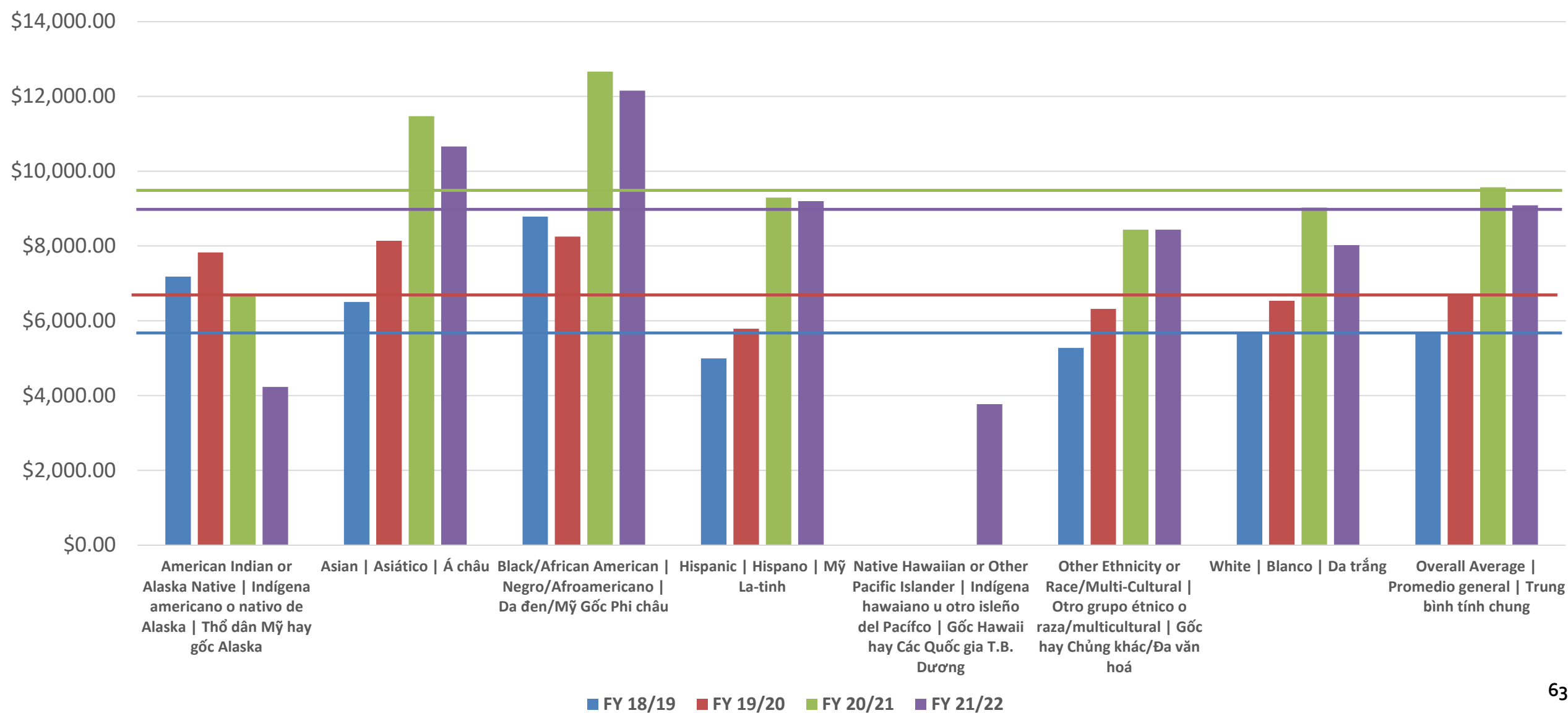


Average Amount Paid Per Individual Receiving Respite Services (All Ages)
Cantidad de promedio pagado por persona que recibe servicios de respiro (todas las edades)
Mức chi phí trung bình cho mỗi cá nhân nhận dịch vụ Chăm Sóc Đỡ Tay (Mọi lứa tuổi)



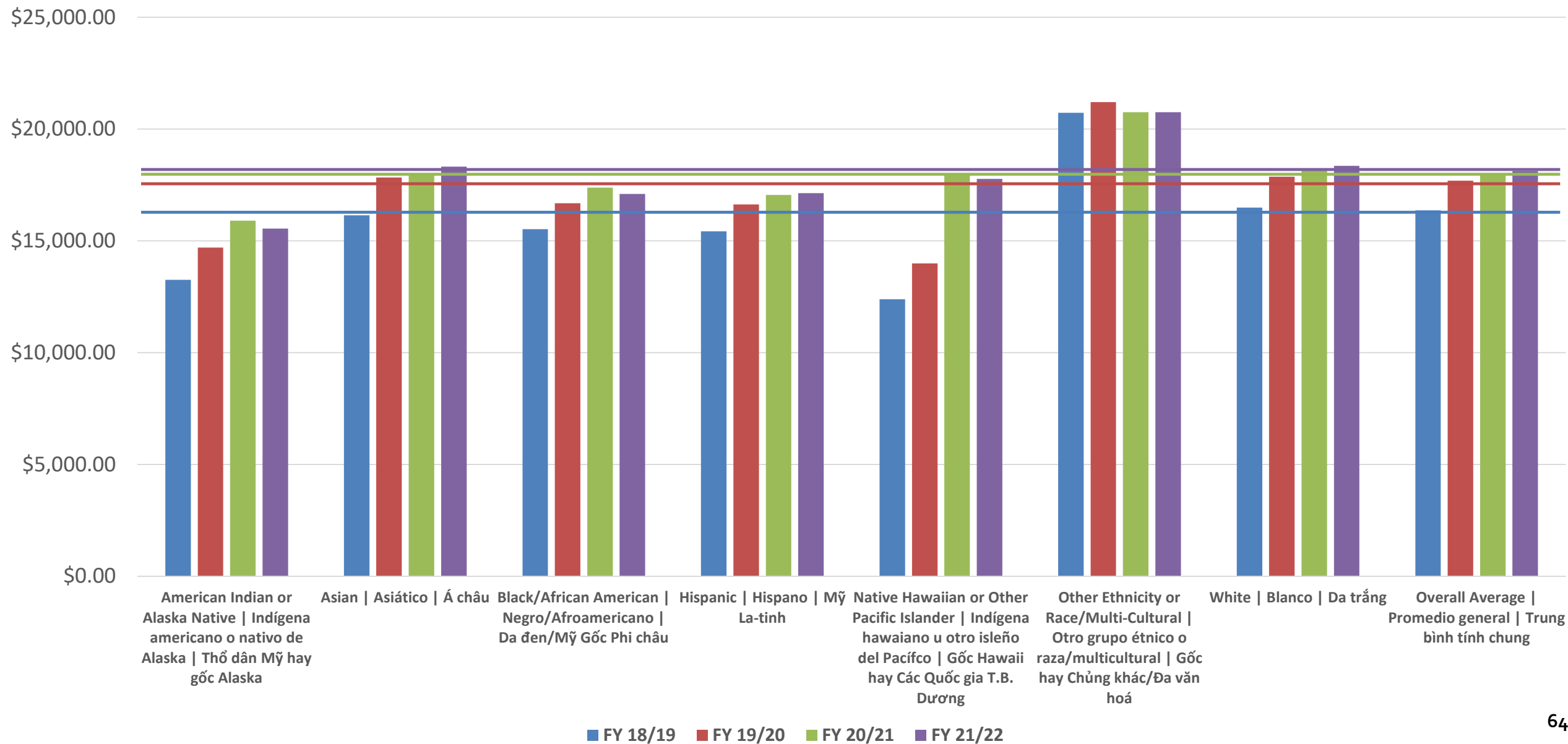


Average Amount Paid Per Individual Receiving Participant Directed Services (All Ages)
Cantidad de promedio pagado por persona que recibe servicios dirigidos por participante (todas las edades)
Mức chi phí trung bình cho mỗi cá nhân nhận các dịch vụ trực tiế





Average Amount Paid Per Individual Receiving Day Program Services (22+)
Cantidad de promedio pagado por individuo que recibe los servicios del programa de día (22+)
Mức chi phí trung bình cho mỗi cá nhân nhận dịch vụ chương trình ban ngày (22 tuổi trở lên)



What We've Learned So Far

Lo que hemos
aprendido a la
fecha

Những gì chúng
tôi đã học được
cho đến nay

- ❖ An individual's age and choice of residence may impact expenditures
- ❖ La edad de una persona y selección de residencia pueden afectar los gastos
- ❖ Tuổi và lựa chọn nơi cư trú của một cá nhân có thể ảnh hưởng đến chi phí

What We've
Learned So Far

Lo que hemos
aprendido a la
fecha

Những gì chúng
tôi đã học được
cho đến nay

- ❖ Differences in expenditures exist across ethnicities regardless of age and residence type
- ❖ Existen diferencias en los gastos entre etnias independientemente de la edad y el tipo de residencia
- ❖ Sự khác biệt trong chi tiêu tồn tại giữa các sắc tộc bất kể tuổi tác và loại hình cư trú

What We've Learned So Far

Lo que hemos
aprendido a la
fecha

Những gì chúng
tôi đã học được
cho đến nay

- ❖ The expenditure data do not tell us whether individuals' needs are being met or whether individuals are satisfied with the services they receive
- ❖ Los datos de gastos no indica si están satisfaciendo las necesidades de las personas o si las personas están satisfechas con los servicios que reciben
- ❖ Dữ liệu chi tiêu không cho chúng tôi biết liệu nhu cầu của các cá nhân có được đáp ứng hay không hoặc liệu các cá nhân có hài lòng với các dịch vụ mà họ nhận được hay không

What Other Information
Can Help Us Understand
Expenditure Data?

¿Qué información
adicional puede
ayudarnos a entender
los datos de gastos?

Còn Những Thông Tin
Nào Khác Có Thể Giúp
Chúng Tôi Hiểu về Các
Dữ Liệu Chi Tiêu?

❖ ***National Core Indicators (NCI)***

❖ ***Los Indicadores Básicos
Nacionales (NCI)***

❖ ***Các Chỉ Dấu Căn Bản Toàn
Quốc (NCI)***

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

Encuestas de
Indicadores Básicos
Nacionales (NCI) en
pocas palabras...

Tóm Lược về Các Bản
Thăm Dò Những Chỉ
Dấu Căn Bản Toàn
Quốc (NCI)...

- ❖ NCI is a voluntary effort by public developmental disabilities agencies to measure and track their own performance
- ❖ NCI es un esfuerzo voluntario de las agencias públicas de discapacidades del desarrollo para medir y llevar un registro de su propio desempeño
- ❖ NCI là một nỗ lực tự nguyện của các cơ quan khuyết tật phát triển công nhằm đo lường và theo dõi hoạt động của chính họ



<https://www.rcocdd.com/nci/>
<https://www.dds.ca.gov/rc/nci/>
<https://www.nationalcoreindicators.org>

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

Encuestas de
Indicadores Básicos
Nacionales (NCI) en
pocas palabras...

Tóm Lược về Các Bản
Thăm Dò Những Chỉ
Dấu Căn Bản Toàn
Quốc (NCI)...

- ❖ The core indicators are standard measures used across states to assess the outcomes of services provided to individuals and families
- ❖ Los indicadores básicos son medidas estándar que se usan en todos los estados para evaluar los resultados de los servicios a individuos y familias
- ❖ Các chỉ số cốt lõi là các thước đo tiêu chuẩn được sử dụng giữa các tiểu bang để đánh giá kết quả của các dịch vụ được cung cấp cho các cá nhân và gia đình



<https://www.rcocdd.com/nci/>
<https://www.dds.ca.gov/rc/nci/>
<https://www.nationalcoreindicators.org>

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

Encuestas de
Indicadores Básicos
Nacionales (NCI) en
pocas palabras...

Tóm Lược về Các Bản
Thăm Dò Những Chỉ
Dấu Căn Bản Toàn
Quốc (NCI)...

- ❖ Indicators address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety
- ❖ Los indicadores tratan áreas clave de interés, entre ellas, el empleo, derechos, planificación de servicios, inclusión comunitaria, opciones, y salud y seguridad
- ❖ Các chỉ số đề cập đến các lĩnh vực quan tâm chính bao gồm việc làm, quyền, lập kế hoạch, dịch vụ hòa nhập cộng đồng, sự lựa chọn, sức khỏe và an toàn



Core Indicators of Interest

Indicadores básicos de interés

Sự quan tâm đến các chỉ dấu căn bản

❖ Access and Support Delivery

- Services and supports meet needs of persons served and their families

❖ Acceso y entrega de soporte

- Los servicios y apoyo satisfacen las necesidades de las personas y sus familias que reciben servicios

❖ Tiếp Cận và Cung Cấp Hỗ Trợ

- Các dịch vụ và hỗ trợ đáp ứng nhu cầu của những người được phục vụ và gia đình của họ

Core Indicators of Interest

Indicadores básicos de interés

Sự quan tâm đến các chỉ dấu căn bản

❖ Access and Support Delivery

- Services delivered in a way that is respectful to the family's culture

❖ Acceso y entrega de soporte

- Los servicios se prestan de una manera que es respetuosa de la cultura de la familia

❖ Tiếp Cận và Cung Cấp Hỗ Trợ

- Các dịch vụ được cung cấp theo cách tôn trọng văn hóa của gia đình

Core Indicators of Interest

Indicadores básicos de interés

Sự quan tâm đến các chỉ dấu căn bản

❖ Access and Support Delivery

- Support workers/translators available to provide information, services/supports in the person's/family's primary language

❖ Acceso y entrega de soporte

- Trabajadores de apoyo/intérpretes para dar información, servicios/apoyo en el idioma primario de la persona/familia

❖ Tiếp Cận và Cung Cấp Hỗ Trợ

- Có nhân viên hỗ trợ / dịch giả để cung cấp thông tin, dịch vụ / hỗ trợ bằng ngôn ngữ chính của cá nhân / gia đình

More Core
Indicators of
Interest

Más indicadores
básicos de interés

Các thông tin
khác của các chỉ
dấu căn bản

- Satisfaction
 - Satisfaction with services and supports received
- Satisfacción
 - La satisfacción con los servicios y apoyos recibidos
- Sự HÀi Lòng
 - Sự hài lòng với các dịch vụ và hỗ trợ nhận được

More Core
Indicators of
Interest

Más indicadores
básicos de interés

Các thông tin
khác của các chỉ
dấu căn bản

- Family Outcomes
 - Services/supports make a difference in family's lives
- Resultados en la familia
 - Los servicios/apoyos que tienen un impacto en la vida de la familia
- Kết quả gia đình
 - Những dịch vụ/hỗ trợ tạo được sự khác biệt trong đời sống của những người trong gia đình

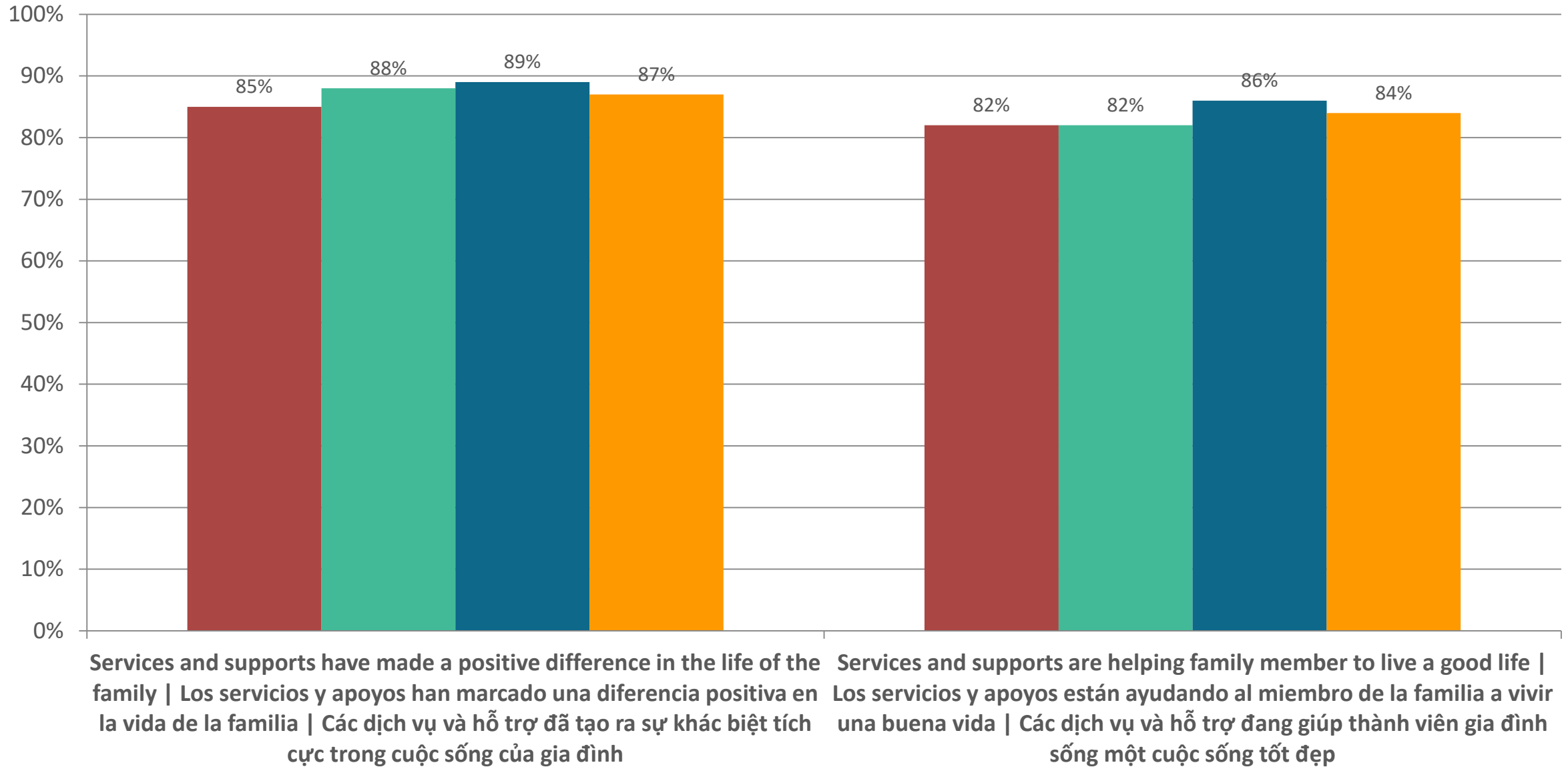


2019/2020 NCI RCOC Adult Family Survey Results by Ethnicity

Resultados de encuestas 2019/2020 NCI RCOC Familias de Adultos por grupo étnico

Kết quả Khảo sát Gia đình Người lớn của 2019/2020 NCI RCOC theo Sắc Tộc

Percent Always/Usually Responses to Questions | Porcentaje que siempre/usualmente responde a preguntas | Phần trăm luôn luôn / thường trả lời cho câu hỏi

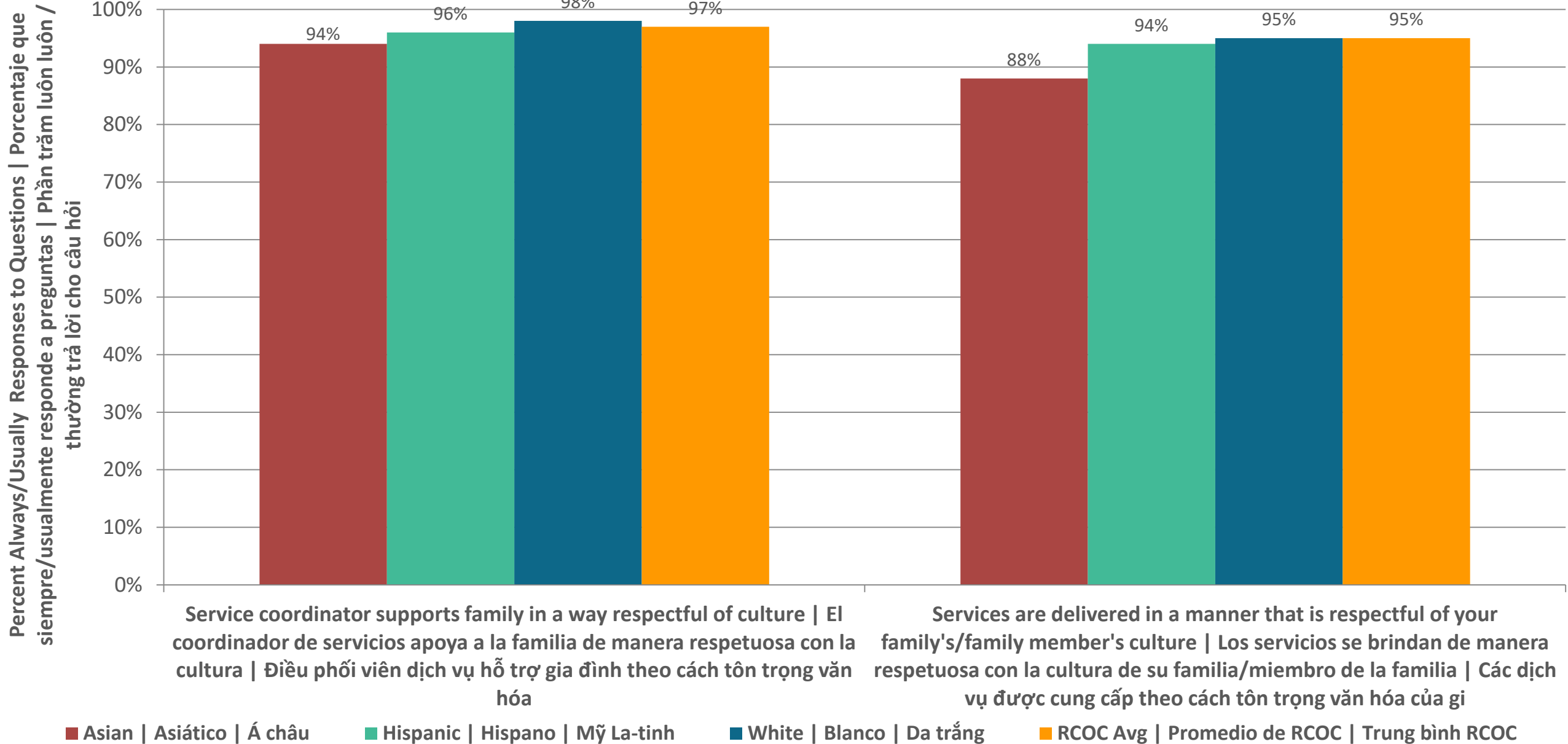




2019/2020 NCI RCOC Adult Family Survey Results by Ethnicity

Resultados de encuestas 2019/2020 NCI RCOC Familias de Adultos por grupo étnico

Kết quả Khảo sát Gia đình Người lớn của 2019/2020 NCI RCOC theo Sắc Tộc



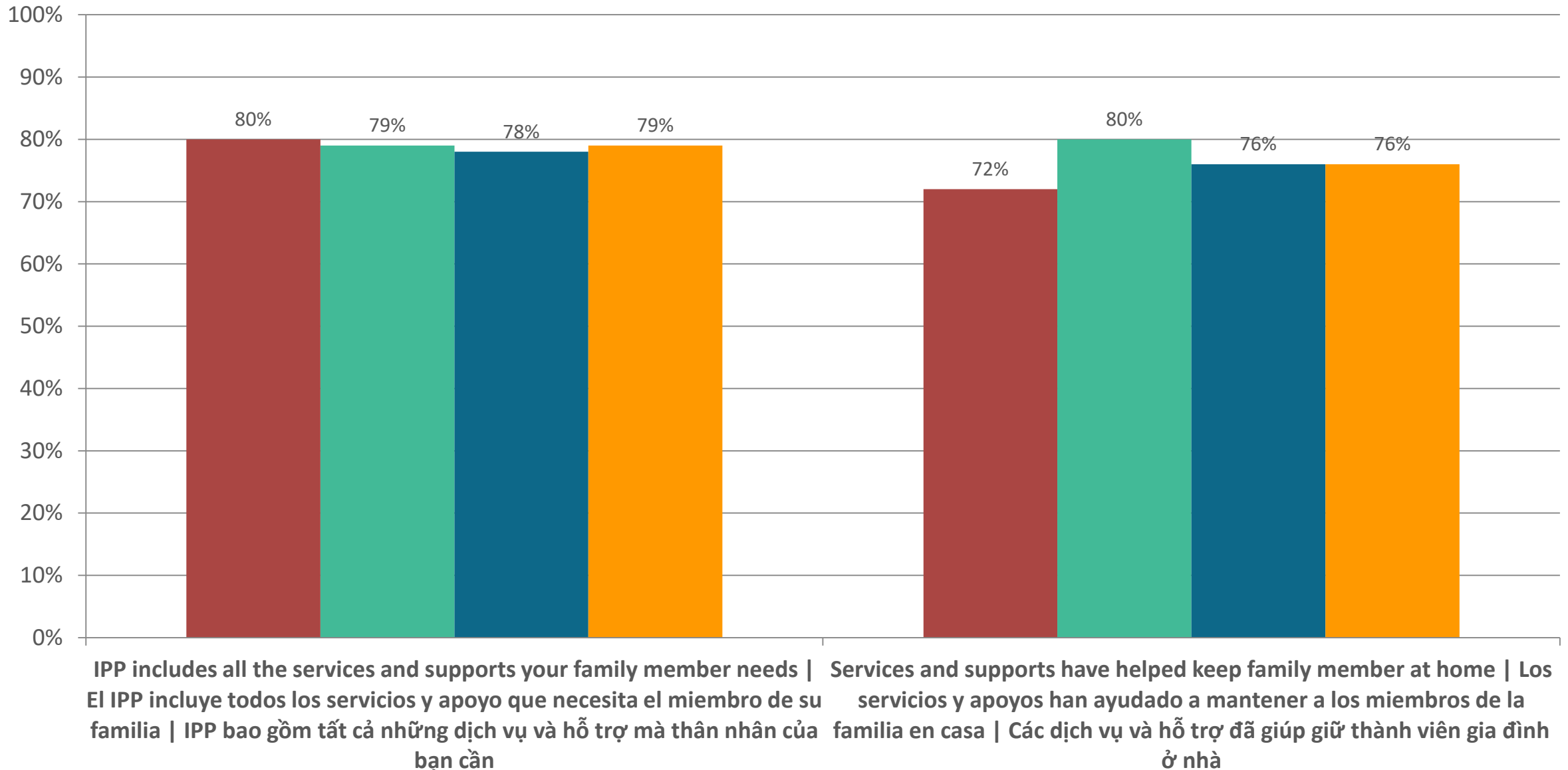


2019/2020 NCI RCOC Adult Family Survey Results by Ethnicity

Resultados de encuestas 2019/2020 NCI RCOC Familias de Adultos por grupo étnico

Kết quả Khảo sát Gia đình Người lớn của 2019/2020 NCI RCOC theo Sắc Tộc

Percent Always/Usually Responses to Questions | Porcentaje que siempre/usualmente responde a preguntas | Phần trăm luôn luôn / thường trả lời cho câu hỏi

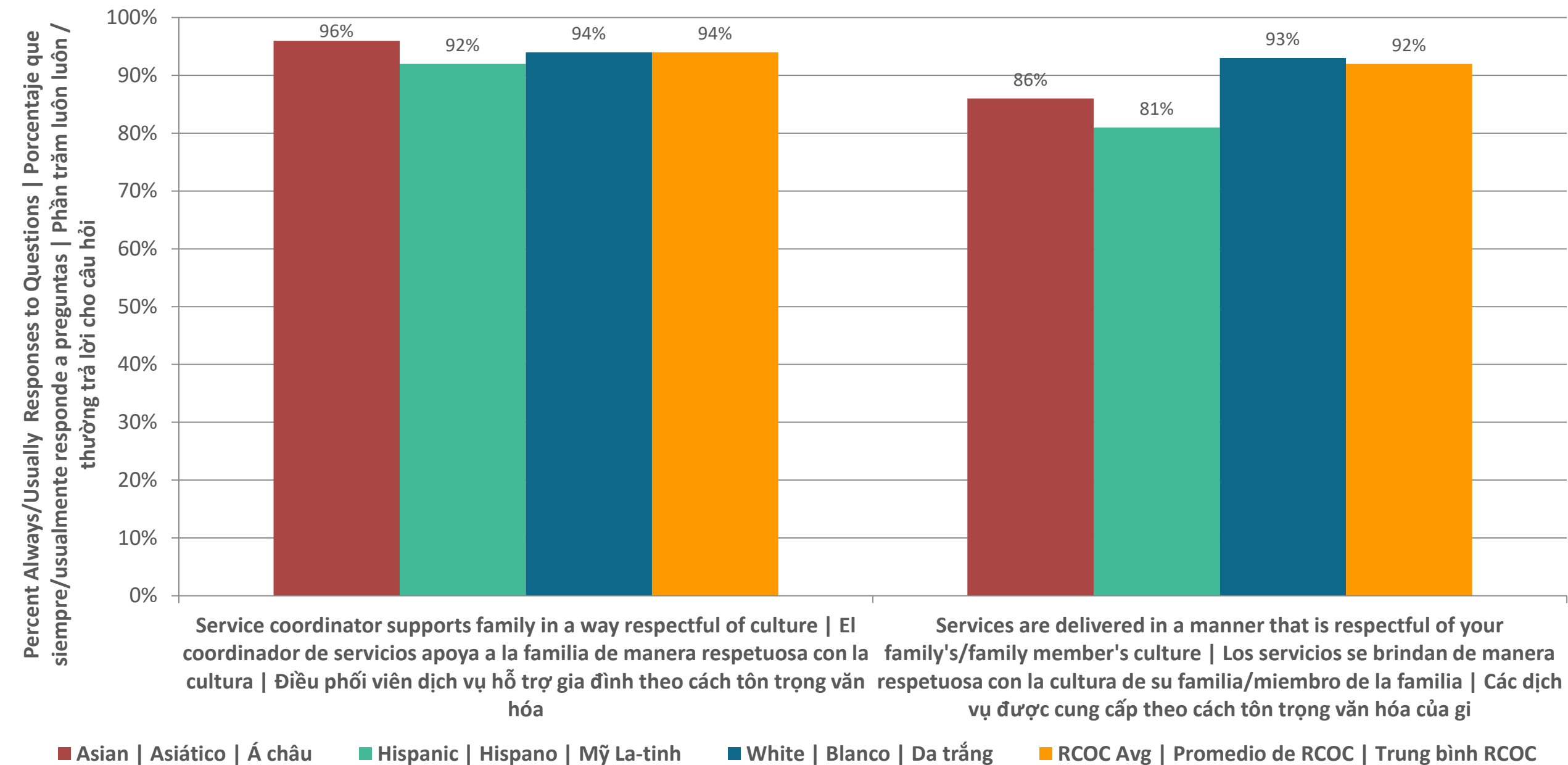




2019/2020 NCI RCOC Family Guardian Survey Results by Ethnicity

Resultados de la encuesta 2019/2020 NCI RCOC Custodio Legal de la Familia por grupo étnico

Kết quả Khảo sát Người giám hộ của Gia đình cho năm 2019/2020 NCI RCOC theo sắc tộc



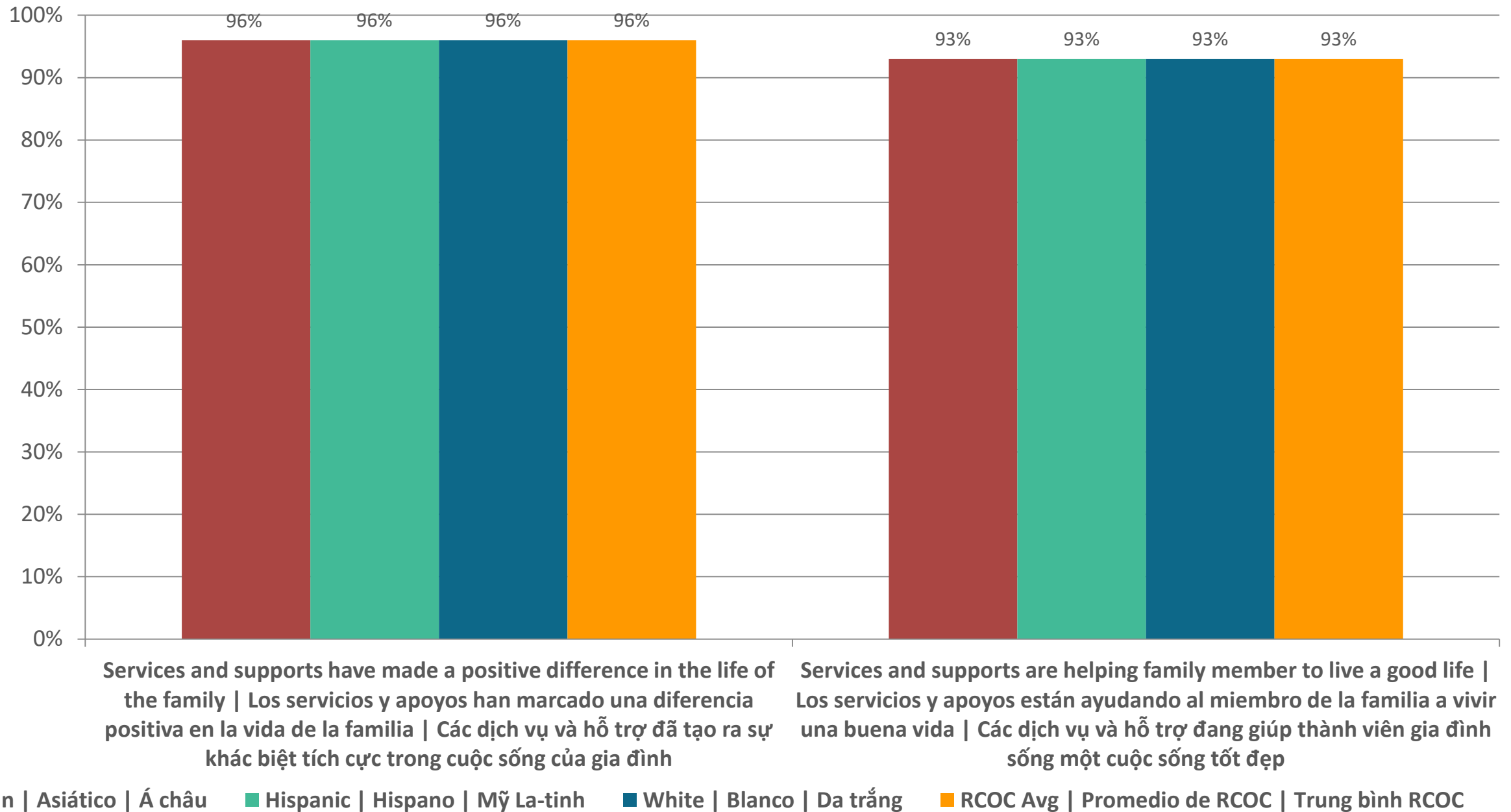


2019/2020 NCI RCOC Family Guardian Survey Results by Ethnicity

Resultados de la encuesta 2019/2020 NCI RCOC Custodio Legal de la Familia por grupo étnico

Kết quả Khảo sát Người giám hộ của Gia đình cho năm 2019/2020 NCI RCOC theo sắc tộc

Percent Always/Usually Responses to Questions | Porcentaje que siempre/usualmente responde a preguntas | Phần trăm luôn luôn / thường trả lời cho câu hỏi

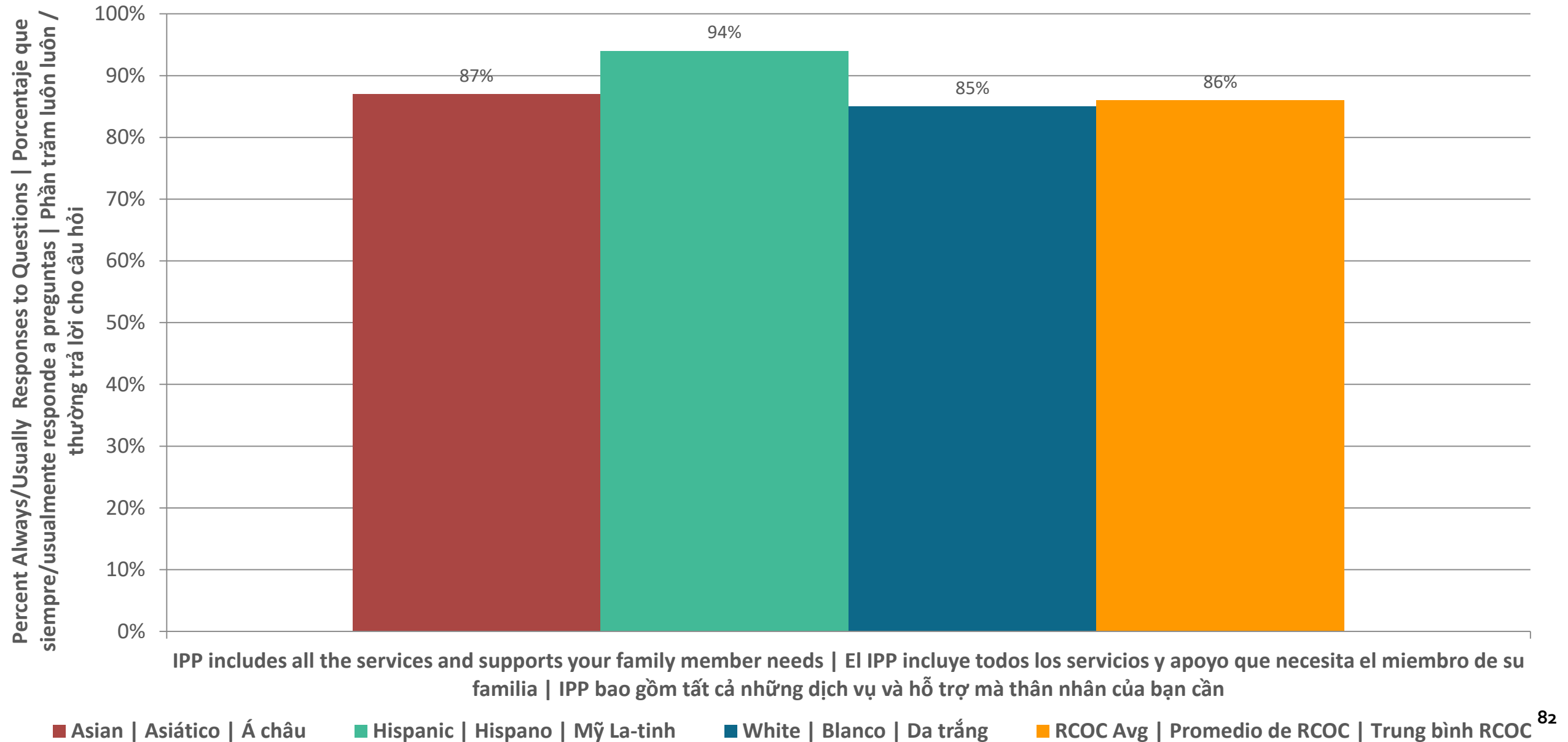




2019/2020 NCI RCOC Family Guardian Survey Results by Ethnicity

Resultados de la encuesta 2019/2020 NCI RCOC Custodio Legal de la Familia por grupo étnico

Kết quả Khảo sát Người giám hộ của Gia đình cho năm 2019/2020 NCI RCOC theo sắc tộc



RCOC's Commitment

Compromiso de RCOC

Cam kết của RCOC

- ❖ RCOC is committed to meeting the needs of those it serves regardless of age, ethnicity, race, language or diagnosis
- ❖ RCOC se compromete a satisfacer las necesidades de aquellos a quienes atiende, independientemente de su edad, grupo étnico, raza, idioma o diagnóstico
- ❖ RCOC cam kết đáp ứng nhu cầu của những người mà chúng tôi phục vụ bất kể tuổi tác, dân tộc, chủng tộc, ngôn ngữ hoặc chẩn đoán

RCOC's Commitment

Compromiso de RCOC

Cam kết của RCOC

- ❖ RCOC follows the Lanterman Act, which designates the IPP process as the method to guide person-centered planning and development of individualized services
- ❖ RCOC sigue la Ley Lanterman, que designa el proceso IPP como el método para guiar la planificación centrada en la persona y el desarrollo de servicios individualizados
- ❖ RCOC tuân theo Đạo luật Lanterman, trong đó chỉ định quy trình IPP là phương pháp để hướng dẫn việc lập kế hoạch và phát triển các dịch vụ được cá nhân hóa lấy con người làm trung tâm



Learning
From Our
Community

Aprendiendo de
nuestra
comunidad

Học hỏi từ cộng
đồng của chúng
tôi

- ❖ How can we continue to enhance our practices to ensure we are meeting the needs of all individuals and families we serve?
- ❖ ¿Cómo podemos continuar mejorando nuestras prácticas para asegurarnos de satisfacer las necesidades de todas las personas y familias a las que servimos?
- ❖ Làm thế nào chúng tôi có thể tiếp tục cải tiến các phương thức làm việc của mình để đảm bảo rằng chúng tôi đang đáp ứng nhu cầu của tất cả các cá nhân và gia đình mà chúng ta phục vụ?

Thank you for attending!

¡Gracias por atender!

Cảm ơn vì đã tham dự!



REGIONAL CENTER
OF ORANGE COUNTY

| | | | | | | | | |
|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------|----------------------------------|---------------|
| Question Report Report Generated: Topic | Webinar ID | 3/8/2023 18:59 | Actual Start Time | Actual Duration (minutes) | # Question | | | |
| Public Meeting - Purchase of Service Expenditure Data Question Details | 974 5549 6242 | 3/8/2023 16:56 | | 114 | 9 | | | |
| # | Question | Asker Name | Asker Email | Answer | Question Time | Answered Time | Answer Name | Answer Email |
| 1 | Hi, will the chat be disabled throughout the meeting? | Chad Escallier | chad.escallier@disabilityrightsca.org | You can send all questions or comments through Please contact your Service Coordinator to discuss and obtain more information | 3/8/2023 17:36 | 3/8/2023 17:37 | Regional Center of Orange County | it@rcocdd.com |
| 2 | Please give me informations and contact informations about parent mentor support. | Dao Luong | ramthangbay15@gmail.com | | 3/8/2023 17:54 | 3/8/2023 18:03 | Regional Center of Orange County | it@rcocdd.com |
| 3 | Do you have a training for IPP? I'd like to be trained for it. I will help me how to read the report and what needs to include in her IPP. My daughter is over 25year-old now. | Pimolrat (Vinn) Kanchana | Vkanchana1040@gmail.com | live answered | 3/8/2023 18:03 | 3/8/2023 18:43 | Regional Center of Orange County | it@rcocdd.com |
| 3 | Do you have a training for IPP? I'd like to be trained for it. I will help me how to read the report and what needs to include in her IPP. My daughter is over 25year-old now. | Pimolrat (Vinn) Kanchana | Vkanchana1040@gmail.com | Please contact your Service Coordinator for more information. The presentation slides are available here: https://www.rcocdd.com/wp-content/uploads/abo | 3/8/2023 18:03 | 3/8/2023 18:44 | Regional Center of Orange County | it@rcocdd.com |
| 4 | Will this PPT be available to attendees? | Chad Escallier | chad.escallier@disabilityrightsca.org | | 3/8/2023 18:27 | 3/8/2023 18:39 | Regional Center of Orange County | it@rcocdd.com |
| 5 | I do want to make a comment, but I will wait for others to go first. | Chad Escallier | chad.escallier@disabilityrightsca.org | live answered | 3/8/2023 18:33 | 3/8/2023 18:33 | Regional Center of Orange County | it@rcocdd.com |
| 6 | will a recording be available? | Nadia Pereira | nadiapereira@hotmail.com | Th | 3/8/2023 18:41 | 3/8/2023 18:42 | Regional Center of Orange County | it@rcocdd.com |
| 7 | thank you | Nadia Pereira | nadiapereira@hotmail.com | live answered | 3/8/2023 18:42 | 3/8/2023 18:43 | Regional Center of Orange County | it@rcocdd.com |
| 8 | Can medicare"CalOptima" be switched to different agent because it is not accesibel for my daughter, Ann Kanchanaviboolsuk. | Pimolrat (Vinn) Kanchana | Vkanchana1040@gmail.com | | 3/8/2023 18:46 | | | |
| 9 | I'll contact my Service Coordiantor, Mary Carlson. She is super good. Thanks for your time. | Pimolrat (Vinn) Kanchana | Vkanchana1040@gmail.com | | 3/8/2023 18:48 | | | |



California's protection & advocacy system

Serving Consumers of Regional Center of Orange County

Office of Clients' Rights Advocacy

801 N Parkcenter Drive, Ste. 107

Santa Ana, CA 92705

Tel: (714) 621-0563

TTY: (877) 669-6023

Toll Free: (800) 390-7032

Fax: (714) 621-0550

Chad.Escalier@disabilityrights.ca.org

www.disabilityrightscs.org

March 7, 2023

Sent via Electronic Mail

Larry Landauer

Executive Director

Regional Center of Orange County

1525 N Tustin Ave

Santa Ana, CA 92705

Re: OCRA Comments on Purchase of Service Annual Report and Public Stakeholder Meeting: March 8, 2023

Dear Mr. Landauer:

The Office of Clients' Rights Advocacy (OCRA) is part of Disability Rights California. OCRA provides free legal information, advice, and representation to regional center clients. Regional center clients are entitled to regional center services and supports that meet their individual needs.

The purpose of this letter is to highlight the evident disparities in the 2021-2022 Purchase of Service Disparity report and comment on the Regional Center of Orange County's public stakeholder process.

2021-2022 Fiscal Year Data

The Fiscal Year 2021-2022 Regional Center of Orange County Purchase of Service Disparity Data report depicts purchase of service (POS) authorization, utilization, and expenditure figures and highlights the disparities that exist between how the Regional Center of Orange County

(RCOC) serves individuals based on race/ethnicity, language, age, and disability, among other categories.

The 2021-2022 RCOC POS Disparity Data reflects that services are significantly underutilized or not utilized at all; and some racial/ethnic groups receive significantly lower funding for services per capita than other groups.

- “White” consumers utilized 77.4% of authorized services, while “Other Ethnicity/Multi-Cultural” consumers, “Asian” consumers, and “Hispanic” consumers utilized 67.3.%, 70%, and 70.4% respectively.
- “White” consumers received the most per capita authorized services at an average of \$39,420, “Other Ethnicity/Race/Multicultural” consumers received \$16,735, “Hispanic” consumers received \$15,310, “Black/African American” consumers received \$28,684, and “Asian” consumers received \$18,256 on average.
- English speaking consumers are the largest language group receiving RC services, and they were authorized \$26,660 per consumer on average, and they utilized \$19,787 of it on average.
- Spanish speaking consumers are the second largest language group receiving RC services. However, on average, they received \$13,051 in authorized services but they only utilized \$9,030 on average.
- Vietnamese speaking consumers are the third largest language group receiving RC services. On average, they received \$13,765 in authorized services and utilized \$9,897 on average.

The number of services a consumer receives from the regional center, should not vary so significant due to factors like race and language. Service delivery should be based solely on the individual needs of each consumer.

While it is troubling for consumers to receive less services than they are authorized, it is more problematic when consumers receive no services at all. As the data reflects, 27.8% of “Asian”, 31.1% of “Black/African

American”, and 33% of “Hispanic” consumers received no purchase of services during the 2021-2022 fiscal year. “White” consumers had a significantly smaller number of consumers with no purchase of services, totaling 21%. Notwithstanding the significant percentage of consumers that don’t receive services, the racial disparity between “White” consumers and their counterparts is problematic.

Certainly, all the consumers in the 2021-2022 RCOC POS data went through the lengthy and thorough eligibility process at the regional center, and were found to meet the eligibility criteria to receive regional center services. These services are designed to meet the individualized needs, goals, and objectives of each consumer to live a rich, full, and meaningful life. Yet, a large percentage of consumers are not able to fulfill goals and objectives to reach their potential.

We recommend that when consumers have their initial or annual IPP meetings, that RCOC actively identify services that consumers and families can utilize, including Respite Services, Supportive Living Services, Independent Living Skills, and Social and Recreational Services.

Pursuant to Welf. & Inst. Code section 4629(c)(1)(A)(iii) Regional centers shall deliver services in a culturally and linguistically appropriate way. We suggest that RCOC hold focus groups with consumers, their families, including parent support groups, to discuss their cultural and linguistic needs for services and supports provided through the regional center.

Public Meetings

Welf. & Inst. Code section 4519.5(e) provides the process that RCOC must follow for its POS Annual Report and Public Stakeholder Meeting.

Moreover, notice of the meeting must be posted on RCOC’s website 30 days prior to the meeting and shall be sent to stakeholders and groups representing underserved communities in a timely manner.

We appreciate RCOC for posting the event in the “RCOC Monthly Calendar” page on its website. We, recommend, however, that this meeting be displayed on the main RCOC webpage (rcocdd.com), as this is a more salient location, and it will be more noticeable for stakeholders who are unfamiliar with RCOC’s webpage.

It is unclear if RCOC sent notice of the meeting to stakeholders and groups representing underserved communities in a timely manner. We recommend that RCOC provide its process to OCRA of if and how it has contacted these communities, aside from RCOC providing notice of the event on its website.

Welf. & Inst. Code section 4519.5(e) also specifies that meeting(s) must be held in a manner that is culturally and linguistically appropriate and occur at times and locations designed to result in a high turnout by the public and underserved communities.

We appreciate that RCOC provided meeting fliers in Spanish and Vietnamese, along with a Zoom training outline for each language.

We recommend that at next year's Purchase of Service Annual Report and Public Stakeholder Meeting that RCOC host separate meetings in English, Spanish, and Vietnamese like some other regional centers are currently doing. We also recommend that one or more meetings be held in person for attendees who are unable to video conference or who prefer in-person meetings.

We hope you take into consideration our comment and apply our recommendations to improve both the data and the experiences of consumers and their families within the regional center system. If you would like to meet to discuss the concerns we raised in this letter, please contact our office.

Sincerely,

A handwritten signature in black ink, appearing to read "Chad Escallier".

Chad Escallier, Attorney/Clients' Rights Advocate

Heather Benton, Attorney/Supervising Clients' Rights Advocate

Maria Rojas, Assistant Clients' Rights Advocate

Cc: Sandra Perdew < sperdew@rcocdd.com>

| | | | | | | | | | | | |
|-------------------------------------------------------|--------------------------------------------------------|--------------------------------|---------------------------|----------------------------------|-------------------|-------------------|----------------|---------------------|---------------------------|---------------------|---------------------|
| Attendee Report | | | | | | | | | | | |
| Report Generated: | 3/8/2023 18:57 | | | | | | | | | | |
| Topic | Webinar ID | Actual Start Time | Actual Duration (minutes) | | # Registered | # Cancelled | Unique Viewers | Total Users | Max Concurrent Views | Enable Registration | |
| Public Meeting - Purchase of Service Expenditure Data | 974 5549 6242 | 3/8/2023 16:56 | | | 114 | 114 | 2 | 55 | 72 | 45 Yes | |
| Host Details | | | | | | | | | | | |
| Attended | User Name (Original Name) | Email | Join Time | Leave Time | Time in Session | | Is Guest | Country/Region Name | | | |
| Yes | Regional Center of Orange County | it@rcocdd.com | | 3/8/2023 16:56 | 3/8/2023 18:50 | | 114 No | United States | | | |
| Yes | Regional Center of Orange County | it@rcocdd.com | | 3/8/2023 17:14 | 3/8/2023 18:50 | | 96 No | United States | | | |
| Panelist Details | | | | | | | | | | | |
| Attended | User Name (Original Name) | Email | Join Time | Leave Time | Time in Session | | Is Guest | Country/Region Name | | | |
| Yes | Kaitlynn Truong | ktruong@rcocdd.com | | 3/8/2023 17:28 | 3/8/2023 18:50 | | 82 No | United States | | | |
| Yes | Larry Landauer | llandauer@rcocdd.com | | 3/8/2023 17:12 | 3/8/2023 18:50 | | 98 No | United States | | | |
| Yes | Keli Radford | kradford@rcocdd.com | | 3/8/2023 17:22 | 3/8/2023 18:50 | | 88 Yes | United States | | | |
| Yes | Arturo Cazares | acazares@rcocdd.com | | 3/8/2023 17:18 | 3/8/2023 18:50 | | 92 No | United States | | | |
| Yes | Jack Stanton | jstanton@rcocdd.com | | 3/8/2023 17:26 | 3/8/2023 18:50 | | 84 No | United States | | | |
| | Jennifer Spanish Interpreter (jsj3030@gmail.com) | jsj3030@gmail.com | | 3/8/2023 17:28 | 3/8/2023 18:50 | | 82 Yes | United States | | | |
| | Julie - Vietnamese Interpreter (hkhuu8@gmail.com) | hkhuu8@gmail.com | | 3/8/2023 16:58 | 3/8/2023 18:50 | | 112 Yes | United States | | | |
| | Diana - Spanish Interpreter (INTERPRETER) | darcosinterpreting@outlook.com | | 3/8/2023 17:22 | 3/8/2023 18:50 | | 88 Yes | United States | | | |
| | Thomas - Vietnamese Interpreter (thomasvunl@yahoo.com) | thomasvunl@yahoo.com | | 3/8/2023 17:04 | 3/8/2023 18:50 | | 106 Yes | United States | | | |
| Yes | Jocelyn Escobar | aescobar@rcocdd.com | | 3/8/2023 17:29 | 3/8/2023 18:50 | | 81 No | United States | | | |
| Attendee Details | | | | | | | | | | | |
| Attended | User Name (Original Name) | First Name | Last Name | Email | Registration Time | Approval Status | Join Time | Leave Time | Time in Session (minutes) | Is Guest | Country/Region Name |
| No | Rochelle | Rochelle | McDonald | brochelle787@gmail.com | 2/6/2023 17:19 | approved | -- | -- | -- | -- | |
| No | Ethan | Ethan | Britt | Sbritt@sandyspeech.com | 2/6/2023 17:21 | approved | -- | -- | -- | -- | |
| Yes | marie | Marie | | charischateauinc@gmail.com | 2/6/2023 17:21 | approved | 3/8/2023 17:33 | 3/8/2023 18:04 | 31 | Yes | United States |
| Yes | Marie | Marie | | charischateauinc@gmail.com | | | 3/8/2023 18:03 | 3/8/2023 18:50 | 47 | Yes | United States |
| No | Lucy | Lucy | Le | lucy.le@gmail.com | 2/6/2023 17:23 | approved | -- | -- | -- | -- | |
| No | Steven | Steven | Chow | chow_steve@yahoo.com | 2/6/2023 17:24 | approved | -- | -- | -- | -- | |
| Yes | Jamie Van Dusen | Jamie | Van Dusen | jamie.vandusen@dds.ca.gov | 2/6/2023 17:25 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| No | Oscar | Oscar | Limjoco | oscarlimjoco@yahoo.com | 2/6/2023 17:26 | approved | -- | -- | -- | -- | |
| Yes | Yuky Chung | Yuky | Chung | yuky@nu.care | 2/6/2023 17:27 | approved | 3/8/2023 17:54 | 3/8/2023 18:50 | 56 | Yes | United States |
| Yes | Heba Asker | Heba | Asker | hebasker@italkslp.com | 2/6/2023 17:34 | approved | 3/8/2023 17:34 | 3/8/2023 18:41 | 68 | Yes | United States |
| No | Sheri | Sheri | Tovo | sheritovo@att.net | 2/6/2023 17:47 | approved | -- | -- | -- | -- | |
| No | Norma | Norma | Brown | Ntalk2u@sbcglobal.net | 2/6/2023 17:52 | approved | -- | -- | -- | -- | |
| No | Doaa | Doaa | Hussein | doaa.hussein@hotmail.com | 2/6/2023 17:55 | approved | -- | -- | -- | -- | |
| No | Silvia | Silvia | Hernandez | loeramw1361@live.com | 2/6/2023 18:07 | approved | -- | -- | -- | -- | |
| No | Simran | Simran | Garcia | simran.garcia@tacanow.org | 2/6/2023 18:40 | approved | -- | -- | -- | -- | |
| No | Ihab | Ihab | Shahawi | ishahawi@patternsbehavior.com | 2/6/2023 18:45 | approved | -- | -- | -- | -- | |
| Yes | Carmen Silva | Carmen | Silva | Gelysilva45@hotmail.com | 2/6/2023 18:47 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| No | Nora | Nora | Salgado | Salgadodana1988@gmail.com | 2/6/2023 18:59 | approved | -- | -- | -- | -- | |
| No | Sonia | Sonia | Ramirez | ramsonia25@yahoo.com | 2/6/2023 18:59 | approved | -- | -- | -- | -- | |
| Yes | OLUWATOYIN FAFOWORA | OLUWATOYIN | FAFOWORA | anfanihealth@gmail.com | 2/6/2023 19:02 | approved | 3/8/2023 17:34 | 3/8/2023 18:34 | 60 | Yes | United States |
| No | Vianey | Vianey | Vargas | vianeyyv9@gmail.com | 2/6/2023 19:16 | approved | -- | -- | -- | -- | |
| No | Denise | Denise | Arellano | rjads@sbcbglobal.net | 2/6/2023 19:17 | approved | -- | -- | -- | -- | |
| Yes | Hilda Sramek | Hilda | Sramek | Hilda.sramek@gmail.com | 2/6/2023 19:44 | approved | 3/8/2023 17:33 | 3/8/2023 18:41 | 69 | Yes | United States |
| No | Ava | Ava | Chen | msavachen@gmail.com | 2/6/2023 19:55 | approved | -- | -- | -- | -- | |
| No | Melissa | Melissa | Jones | kstatekenzach@gmail.com | 2/6/2023 20:23 | approved | -- | -- | -- | -- | |
| No | Trina | Trina | Woods | gp_woods@yahoo.com | 2/6/2023 20:30 | approved | -- | -- | -- | -- | |
| Yes | Nadia Pereira | Nadia | Pereira | nadiapereira@hotmail.com | 2/6/2023 20:49 | approved | 3/8/2023 18:25 | 3/8/2023 18:50 | 25 | Yes | United States |
| No | steve | steve | bernard | stevebernard@cox.net | 2/6/2023 20:53 | approved | -- | -- | -- | -- | |
| No | Lizbeth | Lizbeth | Canas | Lizbethcanas@yahoo.com | 2/6/2023 21:56 | approved | -- | -- | -- | -- | |
| Yes | Suparb Soonthornpong | Suparb | Soonthornpong | sleahss@gmail.com | 2/6/2023 22:52 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| No | Bonnie | Bonnie | Ivers | bivers@rcocdd.com | 2/6/2023 23:27 | approved | -- | -- | -- | -- | |
| No | Ana | Ana | Estrada | anaestrada1326@gmail.com | 2/6/2023 23:49 | approved | -- | -- | -- | -- | |
| No | Jinsook | Jinsook | Baek | jinsookbaek@gmail.com | 2/7/2023 1:05 | approved | -- | -- | -- | -- | |
| No | Cherie | Cherie | Allard | itscherie@gmail.com | 2/7/2023 1:37 | approved | -- | -- | -- | -- | |
| No | Azucena | Azucena | Hernandez | susanayhugo17@gmail.com | 2/7/2023 6:09 | approved | -- | -- | -- | -- | |
| No | Amy | Amy | Blackburn | director@larchewavcrest.org | 2/7/2023 7:06 | cancelled by self | -- | -- | -- | -- | |
| No | Rosalinda | Rosalinda | García | garciarosalinda2019@gmail.com | 2/7/2023 7:47 | approved | -- | -- | -- | -- | |
| Yes | marlene estebat | marlene | estebat | sophiaguesthome@yahoo.com | 2/7/2023 7:56 | approved | 3/8/2023 17:47 | 3/8/2023 18:01 | 14 | Yes | United States |
| No | Gilbert | Gilbert | Marquez | gilbert@larchewavcrest.org | 2/7/2023 8:02 | approved | -- | -- | -- | -- | |
| No | bruce | bruce | mcavineu | bmcavineu@gmail.com | 2/7/2023 8:12 | approved | -- | -- | -- | -- | |
| No | Victor | Victor | Perez | vperez@reimagineoc.org | 2/7/2023 8:34 | approved | -- | -- | -- | -- | |
| Yes | Behzad Rafezy | Behzad | Rafezy | rafezyb@yahoo.co.uk | 2/7/2023 8:38 | approved | 3/8/2023 18:19 | 3/8/2023 18:25 | 6 | Yes | United States |
| No | carolyn | carolyn | cervantes | pinetheelephant@gmail.com | 2/7/2023 8:41 | approved | -- | -- | -- | -- | |
| Yes | Linda Blankenship | Linda | Blankenship | lindakblankenship@gmail.com | 2/7/2023 8:54 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| Yes | Sean Watson | Sean | Watson | swatson@rcocdd.com | 2/7/2023 9:35 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| No | Claudia | Claudia | Rivera | m.riverac@yahoo.com | 2/7/2023 9:56 | approved | -- | -- | -- | -- | |
| No | Lee | Lee | Lombardo | llombardo@ymcaoc.org | 2/7/2023 9:58 | approved | -- | -- | -- | -- | |
| Yes | Anthony Hamed | Anthony | Hamed | anthonyh@hopeautismtherapies.com | 2/7/2023 10:08 | approved | 3/8/2023 17:39 | 3/8/2023 18:50 | 71 | Yes | United States |
| No | Ellen | Ellen | Schen | eschen@dor.ca.gov | 2/7/2023 10:40 | approved | -- | -- | -- | -- | |
| No | Mai | Mai | Nguyñ | Maikhanhg19@gmail.com | 2/7/2023 11:58 | approved | -- | -- | -- | -- | |
| Yes | Corie W | Corie | W | coriew@cox.net | 2/7/2023 12:27 | approved | 3/8/2023 17:30 | 3/8/2023 18:00 | 30 | Yes | United States |
| No | Ana | Ana | Palafox | apalafox@fsn-oc.org | 2/7/2023 13:11 | approved | -- | -- | -- | -- | |
| No | Maricella | Maricella | Marin | mmarin@abilitiesoc.org | 2/7/2023 13:31 | approved | -- | -- | -- | -- | |
| Yes | Marilou Alfonso | Marilou | Alfonso | Mariloua781@gmail.com | 2/7/2023 14:24 | approved | 3/8/2023 18:09 | 3/8/2023 18:50 | 41 | Yes | United States |
| Yes | Dao Luong | Dao | Luong | ramthangbay15@gmail.com | 2/7/2023 16:39 | approved | 3/8/2023 17:43 | 3/8/2023 18:50 | 67 | Yes | United States |
| No | Diane | Diane | Wood | dw672371@gmail.com | 2/7/2023 16:55 | approved | -- | -- | -- | -- | |
| Yes | maryam moghadam | maryam | moghadam | taalimaryam@gmail.com | 2/7/2023 17:18 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| No | Anh Tu | Anh | Dang | ann@homehealthoc.com | 2/7/2023 18:32 | approved | -- | -- | -- | -- | |
| Yes | mimi chou | mimi | chou | cpadocm@gmail.com | 2/7/2023 19:51 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| Yes | Rebekah Hayes | Rebekah | Hayes | rhayes@abilitiesoc.org | 2/7/2023 21:52 | approved | 3/8/2023 17:33 | 3/8/2023 17:45 | 13 | Yes | United States |

| | | | | | | | | | | | |
|-----|--------------------------|-----------------|-----------|--------------------------------------------------------------------------------------------------|-----------------|-------------------|----------------|----------------|----|-----|---------------|
| Yes | Chad Escallier | Chad | Escallier | chad_escallier@disabilityrightsca.org | 2/8/2023 12:35 | approved | 3/8/2023 17:32 | 3/8/2023 18:50 | 78 | Yes | United States |
| No | Jeffrey | Jeffrey | Bentley | Jeffrey.Bentley@AbleLight.org | 2/8/2023 12:49 | approved | -- | -- | -- | -- | |
| No | yolanda | yolanda | loera | yloera@fsn-oc.org | 2/8/2023 13:56 | approved | -- | -- | -- | -- | |
| No | Alicia | Alicia | Diaz | adiaz@ymcaoc.org | 2/8/2023 16:22 | approved | -- | -- | -- | -- | |
| Yes | Jessica Luu | Jessica | Luu | dpm333@gmail.com | 2/8/2023 17:26 | approved | 3/8/2023 17:35 | 3/8/2023 18:29 | 55 | Yes | United States |
| No | OLIVIA | OLIVIA | GARCIA | oligar55@gmail.com | 2/8/2023 17:37 | approved | -- | -- | -- | -- | |
| No | Julia | Kim | Kim | juliakimhan@gmail.com | 2/8/2023 21:25 | approved | -- | -- | -- | -- | |
| Yes | Anh Nguyen | Anh | Nguyen | nguyenam@gmail.com | 2/8/2023 21:58 | approved | 3/8/2023 17:36 | 3/8/2023 18:50 | 74 | Yes | United States |
| Yes | mary Nahidi | mary | Nahidi | mnahidi@yahoo.com | 2/8/2023 22:09 | approved | 3/8/2023 18:02 | 3/8/2023 18:05 | 3 | Yes | United States |
| Yes | mary Nahidi | mary | Nahidi | mnahidi@yahoo.com | 3/8/2023 18:05 | | 3/8/2023 18:05 | 3/8/2023 18:50 | 45 | Yes | United States |
| Yes | Angela Shen | Angela | Shen | jkmail54@yahoo.com | 2/9/2023 11:18 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| Yes | Pimolrat (Vinn) Kanchana | Pimolrat (Vinn) | Kanchana | Vkanchana1040@gmail.com | 2/9/2023 16:02 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| No | Patricia | Patricia | Turney | turneyfamily@me.com | 2/9/2023 16:31 | approved | -- | -- | -- | -- | |
| Yes | Janet M. | M. | M. | angelmom2nat@hotmail.com | 2/10/2023 2:26 | approved | 3/8/2023 17:33 | 3/8/2023 17:44 | 12 | Yes | United States |
| Yes | Maria del Sol Salgado | Maria del Sol | Salgado | msalgadogutierrez87@gmail.com | 2/10/2023 3:12 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| No | Marbella | Suazo | Suazo | marby78@hotmail.com | 2/10/2023 15:03 | approved | -- | -- | -- | -- | |
| No | William | William | Petrie | willpetrie12@hotmail.com | 2/10/2023 23:08 | approved | -- | -- | -- | -- | |
| No | Brian | Solano | Solano | Tweety2111@sbcglobal.net | 2/11/2023 0:00 | approved | -- | -- | -- | -- | |
| No | Ofelia | Ofelia | Castaneda | ofeliacastaneda6@yahoo.com | 2/11/2023 0:09 | approved | -- | -- | -- | -- | |
| No | Chirag | Patel | Patel | chiragp7@yahoo.com | 2/11/2023 8:44 | approved | -- | -- | -- | -- | |
| Yes | Kathleen McFarlin | Kathleen | McFarlin | kathleen.mcfarlin@gmail.com | 2/11/2023 12:53 | approved | 3/8/2023 18:23 | 3/8/2023 18:26 | 4 | Yes | United States |
| Yes | Sandra Perdew | Sandra | Perdew | sperdew@rcocdd.com | 2/13/2023 13:19 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| No | samantha | samantha | rivera | Samantha@glennwoodhouse.org | 2/14/2023 12:02 | approved | -- | -- | -- | -- | |
| No | Lilia | Lilia | Romero | Edithg@occtac.org | 2/14/2023 19:34 | approved | -- | -- | -- | -- | |
| Yes | Rose Goetz | Rose | Goetz | rosetgoetz49@gmail.com | 2/15/2023 10:16 | approved | 3/8/2023 17:33 | 3/8/2023 17:36 | 4 | Yes | United States |
| Yes | Rose Goetz | Rose | Goetz | rosetgoetz49@gmail.com | 3/8/2023 17:33 | | 3/8/2023 17:33 | 3/8/2023 17:36 | 4 | Yes | United States |
| No | Jacqui | Jacqui | Knudsen | Jacquiknudsen@yahoo.com | 2/15/2023 17:02 | cancelled by self | -- | -- | -- | -- | |
| Yes | Chen Hsu | Chen | Hsu | Deded314159@yahoo.com | 2/16/2023 10:12 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| Yes | Sue Dimaria | Sue | Dimaria | suedimaria@gmail.com | 2/17/2023 14:51 | approved | 3/8/2023 18:01 | 3/8/2023 18:50 | 49 | Yes | United States |
| No | Ofelia | Ofelia | Hernandez | Oportillahernandez@gmail.com | 2/20/2023 16:37 | approved | -- | -- | -- | -- | |
| No | Alyssa | Alyssa | Reyes | alysar@24hrcares.com | 2/20/2023 20:38 | approved | -- | -- | -- | -- | |
| No | WENDY | WENDY | MENDEZ | wendyvictoria99@hotmail.com | 2/21/2023 17:22 | approved | -- | -- | -- | -- | |
| No | Beth | Beth | Turner | bethaturner@verizon.net | 2/22/2023 8:31 | approved | -- | -- | -- | -- | |
| Yes | Carol Pizer | Carol | Pizer | carolepizer@gmail.com | 2/24/2023 13:48 | approved | 3/8/2023 17:32 | 3/8/2023 18:50 | 78 | Yes | United States |
| No | Diana | Diana | Arcos | darcos1939@gmail.com | 2/25/2023 7:19 | approved | -- | -- | -- | -- | |
| Yes | Carie Otto | Carie | Otto | cotto@rcocdd.com | 3/1/2023 21:52 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | No | United States |
| Yes | Lorenzo | Lorenzo | Lorenzo | lorenzoarroyo7@yahoo.com | 3/1/2023 23:09 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| Yes | Maria Rojas | Maria | Rojas | Maria.Rojas@disabilityrightsca.org | 3/3/2023 9:36 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| No | Nisha | Nisha | Patel | npatel0427@yahoo.com | 3/3/2023 13:42 | approved | -- | -- | -- | -- | |
| Yes | Kathleen McFarlin | Kathleen | McFarlin | kmcfarlin@rcocdd.com | 3/6/2023 14:52 | approved | 3/8/2023 17:33 | 3/8/2023 18:23 | 51 | Yes | United States |
| Yes | Jennifer Montanez | Jennifer | Montanez | jmontanez@rcocdd.com | 3/6/2023 15:19 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| Yes | Theresa Ta-RCOC | Theresa | Ta-RCOC | tta@rcocdd.com | 3/7/2023 8:47 | approved | 3/8/2023 17:33 | 3/8/2023 18:34 | 62 | No | United States |
| Yes | Christina Martinez | Christina | Martinez | ticotina@cox.net | 3/7/2023 20:10 | approved | 3/8/2023 17:33 | 3/8/2023 18:04 | 31 | Yes | United States |
| Yes | Bobby Olea | Bobby | Olea | Bobbyolea11@gmail.com | 3/7/2023 20:33 | approved | 3/8/2023 17:41 | 3/8/2023 17:45 | 4 | Yes | United States |
| Yes | Bobby Olea | Bobby | Olea | Bobbyolea11@gmail.com | 3/8/2023 18:18 | | 3/8/2023 17:33 | 3/8/2023 18:50 | 32 | Yes | United States |
| Yes | Mayra Ochoa | Mayra | Ochoa | mayra.ochoa@dds.ca.gov | 3/8/2023 12:19 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| Yes | Bette Baber | Bette | Baber | bbaber@rcocdd.com | 3/8/2023 16:16 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| Yes | Marta Vasquez | Marta | Vasquez | mvasquez@rcocdd.com | 3/8/2023 16:26 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| No | Zoom user | Zoom | user | vghkqfrfmy@privaterelay.appleid.com | 3/8/2023 16:28 | approved | -- | -- | -- | -- | |
| Yes | Carmen Gonzalez | Carmen | Gonzalez | c.burgara714@gmail.com | 3/8/2023 16:43 | approved | 3/8/2023 17:33 | 3/8/2023 17:35 | 3 | Yes | United States |
| Yes | Carmen Gonzalez | Carmen | Gonzalez | c.burgara714@gmail.com | 3/8/2023 16:43 | approved | 3/8/2023 17:35 | 3/8/2023 17:37 | 2 | Yes | United States |
| No | Ana | Ana | Penaloza | apenaloza@rcocdd.com | 3/8/2023 16:49 | approved | -- | -- | -- | -- | |
| Yes | Patty Bermeo | Patty | Bermeo | Pattybermeo@gmail.com | 3/8/2023 16:54 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| Yes | Emanuel Perez | Emanuel | Perez | eperez2@rcocdd.com | 3/8/2023 17:05 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | No | United States |
| Yes | Michelle Vega | Michelle | Vega | mvega@rcocdd.com | 3/8/2023 17:16 | approved | 3/8/2023 17:33 | 3/8/2023 18:13 | 41 | Yes | United States |
| Yes | DOHYUNG KIM | DOHYUNG | KIM | dkim047@hotmail.com | 3/8/2023 17:28 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| Yes | Zoom user | Zoom | user | Zxy9gwid64@privaterelay.appleid.com | 3/8/2023 17:28 | approved | 3/8/2023 17:33 | 3/8/2023 17:44 | 12 | Yes | United States |
| Yes | Gregg Gann | Gregg | Gann | greggann@ca.rr.com | 3/8/2023 17:30 | approved | 3/8/2023 17:33 | 3/8/2023 18:50 | 77 | Yes | United States |
| Yes | Stacy Wong | Stacy | Wong | swong@rcocdd.com | 3/8/2023 17:33 | approved | 3/8/2023 17:34 | 3/8/2023 18:50 | 76 | Yes | United States |
| Yes | Sebastian Soberano | Sebastian | Soberano | sebastiansoberano200@gmail.com | 3/8/2023 17:33 | approved | 3/8/2023 17:34 | 3/8/2023 18:50 | 76 | Yes | United States |
| Yes | Mozh Akbari | Mozh | Akbari | ma4edu@yahoo.com | 3/8/2023 17:58 | approved | 3/8/2023 18:01 | 3/8/2023 18:50 | 49 | Yes | United States |



Regional Center of Orange County Public Meeting Regarding Purchase of Service Expenditure Data

Regional Center of Orange County (RCOC) invites you to attend a virtual public meeting regarding Purchase of Service authorization, utilization and expenditure.

*Translation services will be provided in Spanish and Vietnamese.
Closed Captioning will also be available.*

When: **Wednesday, March 8, 2023, 5:30 p.m.**

Where: **Zoom Webinar**

Register here: https://rcocdd.zoom.us/webinar/register/WN_62ZN5y45RWub6_aZX_w25A

The Regional Center of Orange County will present data, as required by the Lanterman Developmental Disabilities Services Act, relating to purchase of service authorization, utilization and expenditure with respect to all of the following:

- (1) Age of individual served,
 - (a) Birth to age two, inclusive,
 - (b) Three to age 21, inclusive, and
 - (c) Age 22 and older.
- (2) Race or ethnicity of the individual served,
- (3) Primary language spoken by the individual served,
- (4) Disability,
- (5) Residence type by age, race or ethnicity, and primary language, and
- (6) Number of written IPPs in a language other than threshold language, and if that written copy was provided more than 60 days after the request.



Registration is required to attend and receive email reminders about this virtual meeting. Send questions or comments by March 22, 2023 via email: input@rcocdd.com, or USPS to Regional Center of Orange County, Attention: Executive Office, PO Box 22010, Santa Ana, CA 92702.

RCOC is dedicated to providing services consistent with the values and philosophy of the Lanterman Developmental Disabilities Services Act.



Centro Regional de Orange County

Reunión pública para tratar

datos sobre los gastos en la compra de servicios

El Centro Regional de Orange County (RCOC) le invita a participar en una reunión pública para abordar la autorización, uso y gasto en compras de servicios

*Se ofrecerán servicios de traducción en español y en vietnamita.
También habrá subtítulos disponibles.*

Cuándo: **Miércoles, 8 de marzo de 2023 a las 5:30 p.m.**

Dónde: **Seminario web de Zoom**

Regístrese aquí: https://rcocdd.zoom.us/webinar/register/WN_62ZN5y45RWub6_aZX_w25A

El Centro Regional de Orange County presentará datos, según exige la Ley de Servicios para Discapacidades del Desarrollo de Lanterman, sobre las autorizaciones, uso y gastos en compras de servicios, en relación con los siguientes:

- (1) Edad de las personas que servimos:
 - (a) Desde nacimiento hasta los dos años, inclusive,
 - (b) Desde los tres hasta los 21 años, inclusive, y
 - (c) Desde los 22 años en adelante.
- (2) Raza o etnicidad de las personas que reciben los servicios,
- (3) Idioma primario de la persona que recibe los servicios,
- (4) Discapacidad,
- (5) Tipo de residencia por edad, raza o etnicidad e idioma primario, y
- (6) Número de IPP escritos en un idioma que no sea el idioma inicial, y si esa copia escrita se proporcionó más de 60 días después de la solicitud.



Para asistir a esta reunión virtual, debe registrarse y recibirá recordatorios por correo electrónico. Envíe sus preguntas y comentarios antes del 22 de marzo de 2023 por correo electrónico a: input@rcocdd.com, o por correo postal a: Regional Center of Orange County, Atención: Oficina Ejecutiva, PO Box 22010, Santa Ana, CA 92702.

RCOC está dedicado a brindar servicios que estén de acuerdo con los valores y la filosofía de la Ley de Servicios para Discapacidades del Desarrollo de Lanterman.



Trung Tâm Vùng Quận Orange

Phiên họp Công khai về Dữ liệu Chi phí Mua Dịch vụ

RCOC kính mời quý vị tham dự phiên họp công khai trực tuyến về việc ủy quyền, sử dụng và chi phí Mua Dịch vụ

*Có thông dịch viên tiếng Tây Ban Nha và tiếng Việt tại buổi họp
Phụ đề cũng sẽ được cung cấp.*

Thời gian: Thứ Tư, ngày 8 tháng 3 năm 2023, 5:30 chiều

Địa điểm: Hội thảo Trực tuyến qua Zoom

Ghi danh tại đây: https://rcocdd.zoom.us/webinar/register/WN_62ZN5y45RWub6_aZX_w25A

Trung Tâm Vùng Quận Orange sẽ trình bày dữ liệu, được Đạo luật Dịch vụ Khuyết tật Phát triển Lanterman yêu cầu, liên quan tới việc ủy quyền, sử dụng và chi phí mua dịch vụ về tất cả các mục sau đây:

- (1) Tuổi của cá nhân được phục vụ,
 - (a) Sơ sinh cho tới và bao gồm 2 tuổi,
 - (b) Ba tuổi cho tới và bao gồm 21 tuổi, và
 - (c) 22 tuổi trở lên.
- (2) Chủng tộc hoặc sắc tộc của cá nhân được phục vụ,
- (3) Ngôn ngữ chính của cá nhân được phục vụ,
- (4) Khuyết tật,
- (5) Nơi cư trú theo tuổi, chủng tộc hoặc sắc tộc và ngôn ngữ chính và
- (6) Số lượng IPP bằng văn bản viết bằng ngôn ngữ không phải là ngôn ngữ chính, và liệu văn bản đó có được cung cấp sau hơn 60 ngày sau khi yêu cầu không.



Vui lòng ghi danh trước để tham dự và nhận các nhắc nhở qua email về phiên họp trực tuyến này. Vui lòng gửi các câu hỏi hoặc bình luận trước ngày 22 tháng 3, thông qua email: input@rcocdd.com, hoặc USPS: Regional Center of Orange County (Trung tâm Vùng Quận Orange), Gửi tới (Attention): Executive Office (Văn phòng Điều hành), PO Box 22010, Santa Ana, CA 92702.

RCOC tận tâm cung cấp các dịch vụ nhất quán với các giá trị và triết lý của Đạo luật Dịch vụ Khuyết tật Phát triển Lanterman.