

SAN ANDREAS REGIONAL CENTER'S PURCHASE OF SERVICE DATA REVIEW

PURCHASE OF SERVICE EXPENDITURES AND DEMOGRAPHICS



FISCAL YEAR 2021-2022

COVID-19 State of Emergency

- ▶ Changes in service delivery and billing in response to the COVID-19 pandemic may have affected individuals and communities differently. As a result, this may have reduced differences among individuals in service authorizations, expenditures, and utilization.
- ▶ The full report can be found on the SARC website or click here: [POS Report](#)

Glossary

- ▶ **Purchase of Service Costs:** the cost of services that the regional center authorized, and that individuals received that are paid for by the regional center.
- ▶ **Consumer Count:** total number of people who received services during the fiscal year
- ▶ **Service Expenditures:** payments made by the regional center that are paid to a service provider
- ▶ **Authorized Services:** approved amount; Services that are authorized “encumber” the funds needed to pay for those services.

Glossary Continued

- ▶ **Ethnicity/Race Categories:** Ethnicity or race categories in this report are those used by the United States Census Bureau as follows:
- ▶ **American Indian or Alaska Native:** A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.
- ▶ **Asian:** A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- ▶ **Black or African American:** A person having origins in any of the black racial groups of Africa.
- ▶ **Hispanic or Latino:** A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.

Glossary Continued

- ▶ **Native Hawaiian or Other Pacific Islander:** A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- ▶ **White:** A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.
- ▶ **Other** – Includes all other responses not included in the "White", "Black or African American", "American Indian and Alaska Native", "Asian" and "Native Hawaiian and Other Pacific Islander" race categories described above and includes those who fall in multiple categories.

In-Home Expenditures by Language per Capita

Language	Count	Expenditure	Authorized	Utilized
English	10,851	\$10,305	\$15,388	67%
Spanish	4,653	\$8,332	\$11,824	70.5%
Asian & Pacific Islander Languages	1,778	\$12,431	\$16,352	76%
Other Indo-European Languages	156	\$8,567	\$13,578	63.1%
Other Languages	132	\$7,709	\$11,643	66.2%
Totals	17,570			

Residential Expenditures By Language

Language	Count	Total Expenditure	Total Authorized	Per Capita Expenditures	Per Capita Authorized	Utilized
English	1,568	\$185,117,972	\$257,245,593	\$118,060	\$164,060	72.0%
Spanish	103	\$12,977,052	\$24,385,430	\$125,991	\$236,752	53.2%
Asian & Pacific Islander Languages	83	\$8,317,762	\$10,019,818	\$100,214	\$120,721	83.0%
Other Indo-European Languages	16	\$1,736,207	\$2,018,697	\$108,513	\$126,169	86.0%
Other Languages	8	\$1,142,483	\$1,246,089	\$142,810	\$155,761	91.7%
Totals	1,778	\$209,291,476	\$294,915,627	\$117,712	\$165,869	71.0%

In-Home Expenditures By Ethnicity or Race

Ethnicity or Race	Count	Total Expenditures	Total Authorized	Per Capita Expenditures	Per Capita Authorized	Utilized
American Indian or Alaska Native	12	\$135,709	\$167,208	\$11,309	\$13,934	81.2%
Asian	3,894	\$44,071,008	\$61,065,189	\$11,318	\$15,682	72.2%
Black/African American	256	\$3,330,271	\$4,768,534	\$13,009	\$18,627	69.8%
Hispanic	7,677	\$66,338,561	\$93,814,166	\$8,641	\$12,220	70.7%
Native Hawaiian or Other Pacific Islander	28	\$392,617	\$535,300	\$14,022	\$19,118	73.5%
Other Ethnicity or Race / Multi-Cultural	2,383	\$18,301,286	\$28,826,320	\$7,680	\$12,097	63.5%
White	3,320	\$42,481,520	\$65,539,023	\$12,796	\$19,741	64.8%
Totals	17,570	\$175,050,972	\$254,715,741	\$9,963	\$14,497	68.7%

Residential Expenditures By Ethnicity or Race

Ethnicity or Race	Count	Total Expenditures	Total Authorized	Per Capita Expenditures	Per Capita Authorized	Utilized
American Indian or Alaska Native	9	\$695,282	\$843,422	\$77,254	\$93,714	82.4%
Asian	199	\$21,797,027	\$29,364,503	\$109,533	\$147,560	74.2%
Black/African American	68	\$7,513,060	\$8,694,487	\$110,486	\$127,860	86.4%
Hispanic	351	\$40,224,585	\$63,942,759	\$114,600	\$182,173	62.9%
Native Hawaiian or Other Pacific Islander	5	\$587,999	\$696,569	\$117,600	\$139,314	84.4%
Other Ethnicity or Race / Multi-Cultural	115	\$15,144,433	\$17,691,017	\$131,691	\$153,835	85.6%
White	1,031	\$123,319,089	\$173,682,871	\$119,621	\$168,461	71%
Totals	1,778	\$209,291,476	\$294,915,627	\$117,712	\$165,869	71%

Total Expenditures By Ethnicity or Race

Ethnicity or Race	Count	Total Expenditures	Total Authorized	Per Capita Expenditures	Per Capita Authorized	utilized
American Indian or Alaska Native	27	\$1,379,067	\$1,628,979	\$51,077	\$60,333	84.7%
Asian	4,205	\$72,779,184	\$100,206,169	\$17,308	\$23,830	72.6%
Black/African American	393	\$14,089,519	\$20,878,313	\$35,851	\$53,125	67.5%
Hispanic	8,341	\$125,273,854	\$182,015,771	\$15,019	\$21,822	68.8%
Native Hawaiian or Other Pacific Islander	37	\$1,136,811	\$1,428,681	\$32,480	\$40,819	79.6%
Other Ethnicity or Race / Multi-Cultural	2,588	\$39,258,541	\$54,983,591	\$15,169	\$21,246	71.4%
White	5,185	\$233,084,135	\$324,037,814	\$44,954	\$62,495	71.9%
Totals	20,774	\$487,001,112	\$685,179,318	\$23,443	\$32,983	71.1%

Total Expenditures By Language

Language	Count	Total Expenditures	Total Authorized	Per Capita Expenditures	Per Capita Authorized	utilized
English	13,385	\$380,147,089	\$491,507,095	\$28,401	\$36,721	77.3%
Spanish	4,730	\$56,325,298	\$75,842,623	\$11,908	\$16,034	74.3%
Vietnamese	972	\$17,694,137	\$22,427,050	\$18,204	\$23,073	78.9%

Many ethnicities identify as English-Speaking

WHAT NEXT?

- ▶ We want to hear from you.
- ▶ We will now take a few questions and then ask you to provide us with feedback.

Please take time to participate in the questions that follow as your participation and feedback are important in helping us to serve you better.

Thank you!

**San Andreas Regional Center
Disparity Meeting Notes #1
Via Zoom
March 30, 2023, at 1:00 p.m.**

- 60 Attendees
- Chat comments:
 - One person stated that for the Self Determination Program (SDP) agencies don't want to work with the Financial Management System (FMS)
 - Ms. Luna said that she was having a lot of issues with the FMS
 - One person said she wanted to have access to pay the SD agencies
 - A person said that there were barriers to obtain services
 - No available services in their own language
 - One person felt comfortable with their service coordinator
 - Ms. Grimes was unsure of what the report she received meant

Mr. Zaldivar informed that:

- Covid-19 impacted all the service agencies by not being able to provide services
- Self Determination Program information can be found on our website
- People could give feedback on the data presented via email, or phone
- They could respond to these four questions for feedback as well:
 - 1. How easy is it to get the information you need in your language?**
(Not Easy/Somewhat Easy/Mostly Easy/Completely Easy)
 - 2. Is the information you receive respectful to your culture?**
(Not Respectful/Somewhat Respectful/Mostly Respectful/Completely Respectful)
 - 3. How useful is the information you receive in your language?**
(Not Useful/Somewhat Useful/Mostly Useful/Completely Useful)
 - 4. What could we improve about the materials that you received in your language?**
(Open-ended response)

Despite several prompts, there was little discussion or responses to the questions. Many people kept pivoting to other concerns not related to POS expenditures, including availability of services.

Disparity Meeting Notes #2
Via Zoom
April 12, 2023, at 6:00 p.m.

- 29 attendees
- Chat comments:
 - Lisa Themes – Slow response to services, no providers available, Self Determination is slow and a lot of work.
 - Not what I expected (of meeting)
 - How do knowing statistics help us?
 - Rubi Saldana from ICC kept asking how families were informed of the meeting, and which organization has the disparity grant for SARC. She also stated that services coordinators are the first barrier to services for individuals. SARC sent a mailer with QR codes and dates/times of the reviews to all SARC individuals, over 18,000 mailers went out to families. We also had the information prominently displayed on our website and social media. SARC purchased ads for Facebook and Instagram promotion of the meetings.
- One person responded to the questions:
- 1. How easy is it to get the information you need in your language?
- Easy
- 2. Is the information you receive respectful to your culture?
- Respectful
- 3. How useful is the information you receive in your language?
- Useful
- Mr. Zaldivar responded to the questions and made these statements:
 - SARC was affected by the Pandemic. Like most industries, many providers had to pivot the model to ensure that their staff stayed safe, but also
 - There are few providers, due to how expensive it is to do business in our area, and this has led to significant waitlists for most services and undertrained staff.
 - Let us work together with the Department to bring providers that will meet requirements. The recent increases to rates should help with recruiting and retaining staff who are well trained and able to meet the many areas of need.
 - The statistics are there for your interpretation.

- San Andreas has always delivered services regardless of race, language, and ethnicity. Disagreements with service need has nothing to do with disparity.
- It was also explained that the ability for SARC to increase funding or rates for providers is limited and in most cases,
- Also mentioned that DDS will focus on the DHOH community in the coming years to ensure that they have maximum supports and services to help them lead

There were no suggestions from this meeting that require follow up, other than we continue to train our staff on person centered service discussions, assessing for generics, and how to consider language needs.

For the coming year, SARC is updating the website to make it ADA compliant and to maximize the information people need to help them understand our services and supports.