

ATTACHMENT D

TCRC POS Expenditure Data Stakeholder Meetings - Attendee Comments - 2015

Emerging Themes - All Locations

		Location
Age (school-age versus 22+)		
1	We are curious to find out if there is a difference in spending based on age. (Sp)	Lompoc
2	Age, because of generic resources, i.e. for the school aged child, the school provides more services than for someone who is an adult.	Oxnard
3	Age-related changes that impact services needed or used.	Oxnard
4	People over 22 does have an effect on cost, but we don't have data for that right now - living by cultural, ethnicity.	Oxnard
5	There are age related changes.	Oxnard
6	I was surprised to see that TCRC serves all ages. (Sp)	Paso Robles
7	Services paid by TCRC are mainly for age 22+ - this is a huge factor. Does this need to be analyzed more or explained? At time of transition a new system has to be learned because school system has been paying.	San Luis Obispo
8	When a child is school age parents are directed to the school system.	San Luis Obispo
Choose Not to Use Services		
9	Sometimes families do not want to use services even though they may be available. At times families may need convincing to use services. Services could be accommodated so that families feel comfortable with using services if provided by a person familiar to the family.	Oxnard
10	Why is there a variance?: Go ask people why did you choose not to access service?	Oxnard
11	A person/child may qualify for a SVC but choose not to use.	San Luis Obispo
12	An authorization may be written, but service not used.	San Luis Obispo
13	Are there other groups that choose generic services over RC funded services?	San Luis Obispo
14	Personal choice - depends on what families want that drives their choices in services.	Santa Barbara
Communications About Services May Be Inadequate		
15	Communicating information regarding services.	Oxnard
16	I believe there is less information in the community, for example, persons in the Latino community are not as represented here.	Oxnard
17	If there was a way for insurance to help, I should have known about it.	Oxnard
18	Information about what is available, e.g. for working parents.	Oxnard

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19	Marketing outreach.	Oxnard
20	Parent shared that Hispanic parents do not have the information/knowledge to better advocate for services for their family member with a developmental disability.	Oxnard
21	Sometimes we don't have the information we need to access services for my child (i.e. school, doctors, TCRC). Parent complimented Patty W (prior SC) who was supportive in her son obtaining children services.	Oxnard
22	Standardized checklist for each parent would solve the inequity issue.	Oxnard
23	We may need to be doing a better job communicating the information across cultures.	Oxnard
24	Having accurate information and resources early on is very important.	Paso Robles
25	Potential training of SCs.	Paso Robles
26	Having things explained to those in a way they understand early on.	Paso Robles
27	Documenting conversations and going over basic things and working in partnership to work on needs regularly.	Paso Robles
28	Email is the worst way to communicate with Spanish speaking families.	San Luis Obispo
29	People may not be aware of the array of services available.	San Luis Obispo
30	RC communications can be too technical, the family may not be clear around why it is important to them.	San Luis Obispo
31	So important to explain in plain language to certain ethnic groups. They may not know or understand how the information is currently presented.	San Luis Obispo
32	Some ethnic groups may not be as informed as to what services are available through the RC.	San Luis Obispo
33	Do a better job with describing what services are available in the community.	Santa Barbara
34	Sense of mystery - those who know and those who don't know. SCs know.	Santa Paula
35	SCs don't share enough information.	Santa Paula
36	All services: TCRC, IHSS, SI are difficult to access, and there is not enough information for parents. Workers know but don't share.	Santa Paula
37	Are services on the website explained? Parents need help understanding.	Santa Paula
38	Make sure parents are getting enough info to make decision.	Santa Paula
39	People are happy with services that they have but that doesn't mean that their needs are being met if they don't know what is available or possible.	Santa Paula
40	Respite for adults or children is not always discussed at IPPs.	Santa Paula
41	Even parents who have been at this a while and ask questions don't know all about services.	Santa Paula

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- 42 The Service Coordinators gives a lot of information when they give the families the diagnosis of their child. The Service Coordinator should first explain the diagnosis in term that the parent can understand and comprehend. (Sp) Santa Paula
- 43 It would be ideal if the Service Coordinator could schedule another meeting, with the family after telling them about their child diagnose. Then explain what services Tri-Counties Regional Center provide. For example, Respite and other specific services that are related to the individual diagnose according to the county where they live. (Sp) Santa Paula

Different Diagnoses May Impact Variances

- 44 Cost of different services may impact POS cost. Oxnard
- 45 Maybe the disability itself causes the variance. Oxnard
- 46 Primarily need to look at the diagnosis. Oxnard
- 47 The slide that breaks out by diagnosis is key it show the differences of services offered that are appropriate by diagnosis. Oxnard
- 48 Work to examine the diagnosis connected along with separating the race/ethnicity. Oxnard
- 49 It seems like the expenditure by diagnosis would be more important. Because the amount of service by race would give someone not familiar with the process would give them a bias. (Sp) Paso Robles
- 50 I was surprised in seeing the slide of diagnoses the amount of funding spent for autism. (Sp) Paso Robles
- 51 The diagnosis maybe could cause the difference. (Sp) Paso Robles
- 52 Reading articles about number of African American males being diagnosed with Autism - if there is a possible ethnic connection? Check diagnosis by ethnicity. San Luis Obispo
- 53 The diagnosis and place of residence. Santa Barbara

Economic, Social, or Geographical Inequalities

- 54 We realize we live in a small town, with limited choices. (Sp) Lompoc
- 55 What are the variances across socioeconomic levels by ethnicity? Oxnard
- 56 The Spanish speaking families don't have enough support, literature, transportation. (Sp) Paso Robles
- 57 Demographics where we live - Santa Barbara has more resources. Geographically we are spread out. Paso Robles
- 58 Cost of living, families may need to work more to afford to live. San Luis Obispo
- 59 Geographic differences are probably a factor there too in providing services. San Luis Obispo

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60	Living in a small community there is a lack of available services - not that much access to services.	San Luis Obispo
61	What are the numbers in the further out areas? Is there a correlation to not using much POS dollars?	San Luis Obispo
62	What are the numbers in the harder to serve areas, farther away. Is there a correlation to not using as much POS dollars?	San Luis Obispo
63	Where are services able to be provided?	San Luis Obispo
64	Where people live directly affects the per capita cost; more than ethnicity? To be determined.	San Luis Obispo
65	A mother asked for more appropriate activities for younger people, between ages 20 and 30 years old. In the areas of Santa Paula, Fillmore, and Piru, "There are not many activities, and the ones offered are more like child care." (Sp)	Santa Paula

Education Levels Vary

66	Education level, cultural differences.	Oxnard
67	Education may have a play in this you have to communicate in a way they can understand. Not everyone thinks the same.	Oxnard
68	Some of these families are also illiterate, which may limit their ability to assimilate the information that we provide.	Oxnard
69	The level of education: some parents who represent the persons with disabilities are not as well educated and do not know how to advocate for their own services. Further discussion regarding variance is greater among the age groups.	Oxnard
70	Potential education level.	Paso Robles
71	Level of education of the family members could mean they know how to access services better and if income level higher could get a paid advocate.	San Luis Obispo
72	Whites may know more.	Santa Paula
73	Parents can't ask for what they don't know.	Santa Paula

Families (often Hispanic) are Uncomfortable with Strangers in the Home

74	Didn't utilize RC in SGPRC, like she wishes she had done. Didn't feel comfortable having others come in house, so families take care of their own issues. Anything she didn't do, it wasn't because RC didn't offer help. It was her choice for her family.	Oxnard
75	Hispanic families are over-protective of their children/family members. They may not trust a service provider to come into their homes.	Oxnard
76	If a service is only home based, they may not be able to access it if they don't want people in their home.	San Luis Obispo

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Families (often Hispanic) Prefer to Take Care of Own Family Members

77	We don't want our kids to leave us. (Sp)	Lompoc
78	It is more expensive to have a child live outside of the home. (Sp)	Lompoc
79	We don't want our kids to leave us. (Sp)	Lompoc
80	They [our kids] are part of us, and we would die without them. (Sp)	Lompoc
81	We will care for them [our kids] as long as we can. (Sp)	Lompoc
82	I will care for my child as long as I can, but I realize there will come a day when I won't be able to, and this worries me. (Sp)	Lompoc
83	Round on What living situation would you like for your child/young adult? And, based on this, are there aspects of this choice that make you worry?: 5 said "Stay at home; no worries." 3 said "Stay at home; worries about content, activities, or future (after school done) of day programs." One each said: "Stay home; I worry we won't discover his skill/talent." "Stay home; his behaviors worry me." "May go to group home; needs are steadily increasing." "Open to all placement options; worry about day program: what will he do when school is done?" "Stay home; my son wants to get married, get a job, and leave the house--this worries me." "Stay home; his SIBs worry me."	Lompoc
84	Culture and families preferring to take care of their own family members, accessing minimal services. Trust factor.	Oxnard
85	Cultural preference to take care of own family.	Oxnard
86	For some cultures, if you are getting a new SC every year, why would a family go through that on an annual basis? They will handle problems on their own.	Oxnard
87	Sha did 6 presentations on cultural competency. Hispanic staff feedback was that culture prefers not to have strangers, prefer to take care of their own.	Oxnard
88	For the way the system is set up, if an individual lives with family, does RC provide enough services?	San Luis Obispo
89	I felt that it was my job as a parent to take care of my son, not to ask others to pay for his care.	San Luis Obispo
90	Is there a disparity of services for those who live at home that may support them better?	San Luis Obispo
91	Our son remaining at home costs less and was our choice.	San Luis Obispo
92	There are close-knit families that take care of each other.	San Luis Obispo

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- 93 We have a large Hispanic population in SM - guessing that people prefer to have their adult children live at home. They believe that is their job to take care of their own family. We are trying to look at how we can explain the supports they have, and can they be provided in a way that is comfortable for the family? A concerted effort to provide services in a culturally sensitive way. San Luis Obispo
- 94 Did presentation to Spanish speaking families, and families confirmed that, yes, it is their preference to keep family members at home as long as possible. Santa Barbara
- 95 The Hispanic mentality is that the children with developmental disabilities are always going to live with them, and after the parents die they leave their child with another family member to take care of them. (Sp) Santa Paula

General Cultural Differences

- 96 Ability to access services and cultural sensitivity and preferences. Oxnard
- 97 Cultural influence, preferences, i.e. families who does not want to access services due to family and cultural aspects. Poverty may influence. Oxnard
- 98 Cultural issues may impact utilization. Oxnard
- 99 Cultural choices effect. Oxnard
- 100 Differences between cultural choices based on personal preference. Oxnard
- 101 Differences in culture may contribute as well. Oxnard
- 102 Have agency leadership conduct direct outreach to Hispanic groups i.e. Latinos for Social Justice, and ask them what it would take to help Hispanic families be more aware of regional center services. Oxnard
- 103 If the system was built by a certain culture, it is built with that culture in mind. So now that we have an evolving culture, there are barriers to other cultures accessing the services. Oxnard
- 104 In regards to culture / language: finding the service in the end is what is important, you may run into culture barriers, some may not want what others want, you have to know that in the approach. Oxnard
- 105 Sometimes there is fear of accessing services (i.e. Early Start). Oxnard
- 106 Variance more pronounced with adults vs children, asking the state to provide more information to look at residence type by ethnicity, what is the percentage of white adults vs Hispanic adults are using, for example, supportive and/or independent living services. If other ethnic backgrounds are choosing to care for their adult child at home, why? Lack of access or awareness and or preference? Oxnard
- 107 We need to take a look at race as a factor. Oxnard

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| 108 | What I see and what I do, it appears that the Spanish speaking families have a hard time asking for what they want. I don't know why; it's like they don't know what to ask for. I don't know how the SC handles it. I've seen this for a long time. (Sp) | Paso Robles |
| 109 | A lot more white people are in independent living. There is a focus on being independent. | San Luis Obispo |
| 110 | Differences in ethnicity - is there a comparison of population and breakdown of services? | San Luis Obispo |
| 111 | It is reflective of the way that ethnicities think about their own family systems. | San Luis Obispo |
| 112 | Level of tolerance; cultural tolerance; a whole lot of cultural differences, fears. | San Luis Obispo |
| 113 | Native American ethnicity is interesting because they have a number of supports available through their tribe. Are they opting to use these instead of RC? | San Luis Obispo |
| 114 | Cultural differences can contribute to variance. | Santa Barbara |
| 115 | We don't have the same way of thinking about services- school is looked at differently in different countries as an example. | Santa Barbara |
| 116 | Wonder if whites have more ease of access to the information about services and accessing services. | Santa Paula |
| 117 | A lot of groups of people do not want to give their life story to get services. | Santa Paula |
| 118 | In some cultures, whatever professional says is right. | Santa Paula |
| 119 | Some Hispanic people don't receive all the services provided to them, sometimes because of ignorance and might its waste of time. (Sp) | Santa Paula |
| 120 | White people prepare their children with developmental disabilities to become independent, so they can live independently. (Sp) | Santa Paula |

Immigration Issues for Undocumented People

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| 121 | Families who are undocumented may not want or be able to access some of these services. | Oxnard |
| 122 | Some problem with immigration law prevents people from seeking services. | Oxnard |
| 123 | Undocumented families and fear of being reported to ICE or child welfare, so refuse access to providers and supports in home. | Oxnard |
| 124 | Undocumented families fearful of accessing services. | Oxnard |
| 125 | Lack of legal status means some services aren't offered. | Santa Barbara |
| 126 | Special needs students at school (English speaking) get behavioral services; are Hispanic families accessing behavioral services at the same rate? Does legal status figure into the equation? Does immigration status affect access to services? | Santa Barbara |

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Lack of access to services because of parents' schedules

127	Ability to access services due to schedule, availability.	Oxnard
128	Family ability to make the time to follow up with services or calls to service coordinators. May not always get a timely response, which can discourage follow up. Service coordinator could impact access.	Oxnard
129	For example: the Latino community has many barriers, for example: child care. Once child care was addressed in support groups, more persons participated in the groups.	Oxnard
130	Working parents are not able to advocate as much for their children; therefore they may lose track of the Service Coordinator, not be aware of available services and therefore don't access them.	Oxnard
131	Person may not have time to receive more services. Vi and her husband make it a priority but hard on time with 2 kids in speech therapy.	San Luis Obispo
132	What do families do if both parents work and the service is in home or parent training model?	San Luis Obispo

Language hurdles

133	Access to regional center. Does language influence ability to access services or impact how families are treated?	Oxnard
134	Families that are monolingual Spanish speaking: It is a cultural difference, but also different knowledge. There is no orientation to TCRC services, so they don't know what to ask for unless it is told to them by their SC.	Oxnard
135	Language is a huge issue for TCRC and other RCs.	Oxnard
136	Lack of bilingual speaking direct care staff like aides at schools - providers don't have the Spanish speaking staff.	San Luis Obispo
137	Lack of needed translation.	San Luis Obispo
138	Paying for translation costs more.	San Luis Obispo
139	Translation: Spanish translation is often hard for families to understand - IPPs, etc.	Santa Barbara

Miscellaneous

140	We see a big difference between what is spent on White families versus what is spent on Hispanic families. (Sp)	Lompoc
141	Would TCRC pay for rent if my child moved out? Eulalia's response: No, rent and utilities are the responsibility of the person. TCRC could help with supports to keep them safe and healthy. (Sp)	Lompoc
142	We would like to have more options once school is done. (Echoed by many.) (Sp)	Lompoc
143	This is our choice. (Possibly regarding where they live.) (Sp)	Lompoc

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144	Perhaps more supports to help us keep our kids at home. (Echoed by many.) (Sp)	Lompoc
145	A family's practice that one wants to do it all for our own children. It's difficult to let go.	Oxnard
146	Are people's needs being met?	Oxnard
147	Are we not offering services to meet the needs?	Oxnard
148	Before there was less access to supports and services.	Oxnard
149	The bottom line is: have we met the needs of the people we serve, and do people have a PCP that meets their needs?	Oxnard
150	Caseload ratio could impact availability and access to Service Coordinator.	Oxnard
151	Caution against being too prescriptive (with checklist).	Oxnard
152	Collaborate with Mental Health groups.	Oxnard
153	Concern about data collected: why is there disparity? Concerned it is an access issue and want to be sure someone is looking at it.	Oxnard
154	Conduct outreach to local ethnic and religious groups.	Oxnard
155	Contact a social marketing agency to determine where to conduct outreach to different ethnic communities; get out to grassroots Hispanic organizations.	Oxnard
156	Difference between asking, Do you need anything? vs Tell me about your family routines and rituals.	Oxnard
157	Do it in a person centered way but use a checklist.	Oxnard
158	Do schools refer individuals to services?	Oxnard
159	Established curriculum for training SCs.	Oxnard
160	Established curriculum checklist to offer services (does your son need ABA, etc.): provide to each parent?	Oxnard
161	Families would like updates from the feedback provided.	Oxnard
162	Family experienced denial of admission to regional center services with their initial inquiry and felt insulted at intake. Their son began receiving services consequently as an adult. Bias with denial of service.	Oxnard
163	Format is different this year, the involvement portion is better this year.	Oxnard
164	Generic services IHSS need trained staff.	Oxnard
165	More questions than answers; need more info to understand it.	Oxnard
166	Got a new SC every year at SGPRC - forget it, too difficult.	Oxnard

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| 167 | How many parents have lost a job due to disability-related services needs going unmet? | Oxnard |
| 168 | How to build trust with different ethnic groups if the coordinator or provider is not of that ethnic background? | Oxnard |
| 169 | I need help to take care of my son while I work. | Oxnard |
| 170 | If ILS/SLS was removed from the equation, would the per capita expenditures for adults be more evenly distributed? What percentage of ILS/SLS is white vs what percentage of Hispanic adults are in ILS/SLS? | Oxnard |
| 171 | If RCs go to industries - how do they take surveys? Six Sigma - for example. | Oxnard |
| 172 | Is there an access issue? | Oxnard |
| 173 | Is there anything that the state is doing to find out why the variance among race/ethnicity and the differences in accessing services? | Oxnard |
| 174 | It is consistent with the state report. | Oxnard |
| 175 | It was very similar to last years report. | Oxnard |
| 176 | Just looking at raw numbers creates uprising. | Oxnard |
| 177 | Just want it fixed for our families. | Oxnard |
| 178 | Make info available at each IPP. | Oxnard |
| 179 | Might be helpful to see a slide of diagnosis by culture. | Oxnard |
| 180 | Need to ask more questions. Seek more information. | Oxnard |
| 181 | Ongoing law changes (approx 4 dozen), which impact services. | Oxnard |
| 182 | Parent expressed that she would like to be part of an educational group that would educate her and her family about Prader William Syndrome (in Spanish). She has a difficult time taking him out to the community. | Oxnard |
| 183 | Parent with IHSS but nobody is trained to work with my family member. | Oxnard |
| 184 | Physician referral to our program decreased, which may have impacted allocation of funds. Is this a question of community awareness and understanding of what is available and role of TCRC? | Oxnard |
| 185 | Presenting by ethnicity invites the issue that someone is not getting their share. | Oxnard |
| 186 | Provide same info to every SC who then provides same info to parents. | Oxnard |
| 187 | Rather find a program or avenue that addresses needs of specific individual. | Oxnard |
| 188 | Regional centers want to ensure that there are no issues embedded in our services that prevent anyone from getting services. | Oxnard |

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- 189 Same training to all can still result in different service delivery and/or parent conflicts. Oxnard
- 190 Saying we were going to be having a new SC a few months ago, we have a meeting tomorrow. However, the SC has never talked to our son, to us, or the services provider. Oxnard
- 191 SC can only deal with what the family has shared, parent expected service to be offered. Oxnard
- 192 Schools are not doing their job; they are not identifying students with special needs; they are not referring to the regional center. Oxnard
- 193 Services need to fit into service codes. Oxnard
- 194 Slide 7 numbers are similar but is it an access issue? Such as insurance information. Oxnard
- 195 Statistics are so judgmental - here to solve a problem, let's move on and fix it. Oxnard
- 196 System customizes services for each specific area. Oxnard
- 197 Take data from so many different factors that affect that data - height, weight, ethnicity, hair color, disability - what does this have to do with expenditures? With IPP process, we want to put on our color blind glasses - without looking at race, religion, language. More important to look at what is cause and effect - not separate factors. Oxnard
- 198 TCRC is looking at if money is equal across diagnoses, residences, or others? Oxnard
- 199 The amount of information is overwhelming. Oxnard
- 200 The information is very easy to interpret in very different ways. Oxnard
- 201 There are areas that should be addressed - but more important to ask are providers meeting your needs? Oxnard
- 202 There are changes going on that are allowing for more choices. Oxnard
- 203 This is a witch hunt. Oxnard
- 204 Total satisfaction - most important. When companies ask a traveler, or hotels ask - how was our service? They don't ask ethnicity -they want to know - are you satisfied? Who cares if you are green, if you are white, black, Hispanic? Oxnard
- 205 Transition team system needs to involve the parent and youth more. Example: service coordinator know who to contact for the youth, understanding what the adult youth is capable of. Concern is that coordinator may not involve the parent in communications and as part of the team when it is needed because the youth may not be able to respond. Oxnard
- 206 Wanted more ABA but I didn't know I could get more through insurance. Oxnard

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- 207 We don't expect to have it all. Oxnard
- 208 we have never asked for the moon, we have been realistic as to what we need for our son. Oxnard
- 209 We need to better educate Hispanic families on how to encourage independence. Oxnard
- 210 We need to find ways in which families are better informed and can access community events such as this community gathering. Oxnard
- 211 We should go to legislators and tell them to quit wasting money on this kind of thing. Just get to real problems. Oxnard
- 212 What is the role of the SC? We received a letter. Oxnard
- 213 What may discourage the use of services could be the mistrust of the services provided as persons seem discouraged and do not work as if they want to be there. Providers should be compensated enough so that providers may hire staff that are trustworthy and want to do the job. For a family who sees staff that look as if they do not want to be there, it creates mistrust on the provider. Oxnard
- 214 What services are families getting? Oxnard
- 215 What would be better ways to reach out to families? Have more support groups at times that are accessible for the families. Have specific diagnosis groups. Oxnard
- 216 When are you going to do something tangible? Oxnard
- 217 When we do satisfaction surveys it would be interesting to look on satisfaction based on ethnicity. Oxnard
- 218 When you have a child with a disability it is very hard to make it on your own, asking other professionals for resources and the dilemma of not qualifying for services. Oxnard
- 219 Where else can we provide information checklist of services for each IPP? Oxnard
- 220 Where is the real issue at a regional center? How are services? Are the providers doing what they should? I'm Croatian - are you counting me, too? Oxnard
- 221 Would like to see more services that can address Prader Willie. Oxnard
- 222 Same issue is going on in Kern County where I came from. In order to eliminate this, maybe more training/education for SCs so they can give more information on what is available for family and what the person served is entitled to. Paso Robles
- 223 Would like better outreach when more families are coming into the system, for example as a referral from ES to PHP. When a referral is made, make sure the family is aware what the referral is for, such as PHP. Helpful to have another parent who is a little further down the line matched up with a new family. Paso Robles
- 224 More data collection on this needs to occur. Paso Robles

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225	PHP would like email addresses at intake to help get information out to families.	Paso Robles
226	More resources/vendors for adult programming (jobs).	Paso Robles
227	AB1806 - requires when the child is taken into custody from the home into CPS and goes into intake with regional center - when child taken into custody, the intake is within the 30 day intake w/ CWS; that data needs to be conducted by a licensed professional so that TCRC will have a thorough picture of the child's need and doesn't lose services.	San Luis Obispo
228	Agencies within the state of California need to work together on behalf of people with developmental disabilities so people don't fall through the cracks (Dept of Ed, Mental Health, CWS, Dept of Social Services).	San Luis Obispo
229	Are new services appropriate to help support families who stay together?	San Luis Obispo
230	Are the current communication methods the best way?	San Luis Obispo
231	Caseload ratios are too high to provide responsiveness on an individual basis.	San Luis Obispo
232	Data collection from questionnaire - 21 children denied enrollment in school and had no idea of TCRC services; have the Board of Education and Channel 19 - give them a disc to run a PSA at no cost to TCRC; in Spanish.	San Luis Obispo
233	Does TCRC talk to people we serve about their satisfaction with services?	San Luis Obispo
234	Does the break down of people served by ethnicity represent the ethnic breakdown of our community?	San Luis Obispo
235	Expand and market the town hall meetings.	San Luis Obispo
236	Fear/distrust of gov. How does this impact services?	San Luis Obispo
237	Foundation of the system was built to support people outside home, so how can the system change to support the new way of living with developmental disabilities?	San Luis Obispo
238	Glad she came to the meeting and that we are scrutinizing the POS data. She is very happy with services and wanted to support TCRC. Would like to be able to comment online because of living in Atas and having 3 kids, but felt this is important.	San Luis Obispo
239	Have the Lanterman Act printed in large print so that adult children can read it.	San Luis Obispo
240	I (as a family member) was pushed to think in terms of independence for my child, and our family decided not to go that way. My son is 40 and lives at home.	San Luis Obispo
241	ILS changes may or may not make up the gap in spending.	San Luis Obispo
242	Important to include partner agencies, other stakeholders, in the data gathering process for the qualitative analysis.	San Luis Obispo
243	Important to pursue qualitative analysis.	San Luis Obispo

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- 244 Increase budget to service providers and regional center budgets. San Luis Obispo
- 245 Looking at the data, they don't mean a lot. I need to look at all the variables used to calculate. Who are you counting in the totals, POS only or getting case management. San Luis Obispo
- 246 Losing service providers because of budget cuts. Detrimental to families and all stakeholders. San Luis Obispo
- 247 My son still learned independent skills, he simply lives at home. San Luis Obispo
- 248 PCP will steer individualized services. San Luis Obispo
- 249 Providers have different level of experience. Are we looking at reasons why costs are different - skill levels, quality? San Luis Obispo
- 250 Qualitative and quantitative results of the study. San Luis Obispo
- 251 Report has info to delineate what is authorized vs what is actually spent - Total annual expenditures by language, by ethnicity, etc. San Luis Obispo
- 252 Sharlene - may be 2 different needs: an IPP and the person centered need. SC is key part of the services - how to help make decisions. San Luis Obispo
- 253 SLO office difficult to access - not the best location. San Luis Obispo
- 254 Sometimes at point of intake for foster child - a referral may not be made to the regional center. San Luis Obispo
- 255 Standardizing everything is not always the best choice. San Luis Obispo
- 256 The system defined independence as living independently in the community. We would be categorized as white but are from a different culture. We are from Europe. San Luis Obispo
- 257 The total mean amount spent on various people may be higher cost that may skew the numbers. That is not data that is offered to us. The data we receive is provided in its current form by the State. San Luis Obispo
- 258 Just starting with regional center, learning that our daughter needs more services. I like the person centered approach. San Luis Obispo
- 259 Tonight was a really good example of info that needs to get out to families. What the RC does and how they help you. RC used to have community meetings in the evenings. This will help the focus groups get some answers from people served - 18+ age families. Parents can be confused at the early ages re: RC services. Important to give info to families in their communities. San Luis Obispo
- 260 Total expenditure vs total services - individual program plan outlines number of hours, services, etc., that are approved. What is paid to the vendor may vary, according to what is actually spent. San Luis Obispo

ATTACHMENT D

TCRC POS Expenditure Data Stakeholder Meetings - Attendee Comments - 2015

261	Transition to adult services is a huge focus area - parents have questions and need help learning new services.	San Luis Obispo
262	Use the town hall meetings more as a resource.	San Luis Obispo
263	Vi understands why the legislature is interested. Would like to see the outcomes that RCs are seeing based on services provided.	San Luis Obispo
264	We are still becoming aware of supports available to our family.	San Luis Obispo
265	What comes to mind is concern that decisions RC makes could jeopardize the individualized planning process.	San Luis Obispo
266	What is paid service providing that better meets the persons needs?	San Luis Obispo
267	What would it look like if my daughter is in the independent living program and would like to get a job?	San Luis Obispo
268	Why are some people not getting POS, only case management?	San Luis Obispo
269	Add handout with acronyms?	Santa Barbara
270	Are the diagnosis and place of residence included in the data?	Santa Barbara
271	A lot of data to try to understand.	Santa Barbara
272	Data seems to confirm there is a disparity because less is spent on Hispanic families.	Santa Barbara
273	Ensure that people who help complete survey are not in any way benefitted by answering.	Santa Barbara
274	Everything is good regarding my services.	Santa Barbara
275	From SB2 - high caseload ratios might make it difficult to spend adequate time needed to develop relationships with families and ensure they get the services they need.	Santa Barbara
276	How satisfied are people served with their IHSS providers?	Santa Barbara
277	How satisfied are people we serve with in home services funded by TCRC?	Santa Barbara
278	How can we inform people better about what services are available?	Santa Barbara
279	I am very thankful for torch and what they have provided for my family.	Santa Barbara
280	I generally have Spanish translation provided at meetings and that has been helpful.	Santa Barbara
281	If we do a survey with people served, who would help them to complete the survey?	Santa Barbara
282	It seems that people learn about services from peers, rather than from RC staff.	Santa Barbara

ATTACHMENT D

TCRC POS Expenditure Data Stakeholder Meetings - Attendee Comments - 2015

283	It would be good to have meetings like this more often.	Santa Barbara
284	More questions than answers at this point - gives RC the opportunity to examine the reasons and to find a way to interpret more accurately if it is not already done.	Santa Barbara
285	Population over 22+ - in home support services, how effective are they? How well are individuals being served?	Santa Barbara
286	RC put forth initiative to investigate cases to create parity.	Santa Barbara
287	There is a need for building trust in order for other cultures to begin to change their approach to (illegible)	Santa Barbara
288	The data was good to see how many people are served by TCRC.	Santa Barbara
289	The variances - it let me know the financial issue are more.	Santa Barbara
290	There are more choices now which makes more options available but more complicated.	Santa Barbara
291	This year, the data proves that ES is really working, and 3-21 works well, but 22+ does not work for Hispanic families - is it cultural? Is it lack of access to info about services available?	Santa Barbara
292	Various acronyms are confusing.	Santa Barbara
293	Why didn't we include acronyms?	Santa Barbara
294	Very happy that people who live at home can choose ILS and work towards independence	Santa Paula
295	Why can't kid get ILS so they become independent earlier? OT in schools is not meeting need of child.	Santa Paula
296	Children keep learning; even after age 18 or 22.	Santa Paula
297	Surprised at autism (not as high as expected), lots of numbers but don't tell us WHY, what are we missing, how do we make it more accessible?	Santa Paula
298	Trust is an issue.	Santa Paula
299	One parent here for another activity and said she never got a postcard for the big one in Oxnard.	Santa Paula
300	Where is this stuff (the numbers) coming from?	Santa Paula
301	Lots living with parents - what happens when parents get old?	Santa Paula
302	SCs need to spend more time with families, parents need to ask more questions.	Santa Paula
303	Build trust.	Santa Paula
304	Tri-line had info that helped parent.	Santa Paula

ATTACHMENT D

TCRC POS Expenditure Data Stakeholder Meetings - Attendee Comments - 2015

305	Need outreach program.	Santa Paula
306	Have a list of questions to go over with the family at each meeting to make sure information was shared. Have families develop list.	Santa Paula
307	Survey is tailored to get good results - not a way to really hear families.	Santa Paula
308	Need parents of kids of different ages in addition to other diversities.	Santa Paula
309	Where can parents find YELP for Day Programs?	Santa Paula
310	Most families don't receive all the services that are provided to them. (Sp)	Santa Paula
311	Sometimes we think, "Are these services even going to help my child?" (Sp)	Santa Paula
312	It would be great if there was a form that would give a brief explanation on different resources that are out in their community, related to the individual specific diagnosis. (spa)	Santa Paula
313	Service Coordinators should inform parents about "support groups" and other "resources in their community". (Sp)	Santa Paula
314	Parents should, "spread the word" and let families know of resources that can benefit other parents. (Sp)	Santa Paula
315	One mother gave her testimony. She has a daughter with cerebral palsy, one day Omar looked at her daughter and simply ask her if she wanted a computer to be able to communicate. The mother didn't have an idea that such a thing existed. Her daughter is now communicating and "her life has forever changed." (Sp)	Santa Paula
316	Communication is the key between parents and Service Coordinators. (Sp)	Santa Paula
317	It's important that the Service Coordinator and the parent speak the same language. (Sp)	Santa Paula
318	After the Service Coordinator has given the family information about their child diagnose and given the families different resources, they should contact the family one or two month afterwards. To be able to follow up with services they agreed to. (Sp)	Santa Paula
319	In the future Michael Quijada suggested inviting 24Hr HomeCare to Santa Paula. To explain what is Respite and who is eligible. This is an example how families can become more knowledgeable of the resources in their community. (Sp)	Santa Paula
320	One important piece of information Patty suggested to parents, when you communicate with anyone it's important to note on piece of paper, the date, the hour and the name of the person who you spoke with. When you also contact your Service Coordinator leave a detail message. (Sp)	Santa Paula

Multiple reasons for variance

321	Wow, there is a big difference based on age of child and where they live. (Sp)	Lompoc
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ATTACHMENT D

TCRC POS Expenditure Data Stakeholder Meetings - Attendee Comments - 2015

- 322 It doesn't matter as long as the person gets the services they need. I have no complaints. I would not have been able to afford it. After they turn 21 it all changes. (Sp) Paso Robles
- 323 I think it's the language barrier. They don't know how to say. Also, the culture is old-fashioned; the families think the individual is lazy and they will get it. It seems like pride; it's part of the culture. I saw this with my grandparents-they would say they will catch up and so they would never reach out. (Sp) Paso Robles
- 324 All categories reflect that people do not spend the total amount that may be authorized. That is an unknown. No staff encourage use more than is needed, but if people have services they can't access, SCs do ask. I.e., respite - if a family has respite but they don't use it, the SC closes out that service if it's not used. They don't like outsiders in the home, may not have language needed, etc. SCs do revisit the issue regularly with families during IPP. San Luis Obispo
- 325 Geographic, personal preference, expertise of the provider and SC, family preferences and time constraints, and rates paid impact quality of service and satisfaction. San Luis Obispo
- 326 Other groups have difficulty obtaining respite workers, IHSS? Language barrier, educational issues affect access. Santa Barbara